

**Answers to questions from potential bidders**

**RFP-2013-10**

**Translation Services for the UNAIDS Secretariat - English, French, Spanish and Russian**

**Date: 31/July/2013**

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Paragraph 1.3: With reference to the number of translators that UNAIDS will be aiming for, could you please provide us with some information about the expected volume that has to be translated per language combination?

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Could you tell us what the approximate workload will be as with regards to this tender? How many words/pages are likely to be translated per each given language combination?

- English to French
  - English to Spanish
  - English to Russian
  - French to English
  - Spanish to English
  - Russian to English
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Paragraph 1.3 - Could you please provide us with an estimate of the volume of work that will be required annually under the contract for French, Spanish and Russian into English. If you are unable to provide any projected figures, could you please tell us what volume of work was required for these language combinations in previous years.

Answer: Demand for translation services is driven by UNAIDS agenda and work plan, which determines the documents production process and volume. An annual production plan is usually linked to the main calendar events (international conferences, Programme Coordinating Board meetings, EXD visits, etc.), subject to approval and modification by the Editorial Board. The flow of requests is uneven throughout the year, concentrating around the said events and decreasing during the holidays.

The following statistics for 2012 are provided as guidance only since UNAIDS cannot commit to a volume given the above disclaimer:

English to French : 327 requests (1 095 479 words)

English to Spanish: 120 requests (357 638 words)

English to Russian: 105 requests (342 033 words)

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As individual bidder or independent translator, do I need to have all the requested forms signed by an authorizing officer ( as this is mentioned in nearly all the forms to be signed and returned) or this information is only intended to companies applying for the same?

Answer: No, the individual will sign the forms on its own capacity

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Should I include the (three) 3 sample works required in the section where they appear in the CV or in a total different file?

Answer: Either one would be acceptable

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it is indicated "various translation-related tasks". Could you specify please?

Answer: revision, proof-reading, terminology updates and building/sharing translation memories (TMs)

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Section 2.4 indicates

Proposals may offer services for the total requirement or for part of it. The bidder shall indicate precisely which specific services it intends to provide by completing form RFP-2013-10\_RFPCompleteness.doc.

Actually, I plan to bid for translation services (but not proofreading and revision) so I would like to complete this form, but I do not know where to find it. Could you tell me where to download it ?

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Paragraph 2 – 2.4 Contents of the Proposal

It is required to complete form RFP-2013-10\_RFPCompleteness.doc. I have double-checked on the web page and at the end of RFP-2013-10\_Request\_for\_Proposal\_Translation but couldn't find the document listed. Could you please guide me as to the link where I can download this file? I would really appreciate it!

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Section 2.4 Contents of the Proposal – in this paragraph the tender references a document 'RFP-2013-10\_RFPCompleteness.doc however have been unable to find this document on the website can you please provide?

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In section 2.4 "Contents of the Proposal" it is stated that "The bidder shall indicate precisely which specific services it intends to provide by completing form RFP-2013-10\_RFPCompleteness.doc." I don't see the form among other documents posted on the RFP page. Is it missing or is it called something else?

Answer: Please accept our apologies, the reference to completeness form should have been removed from the RFP, there is no need to submit this form.

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Paragraph 1 – 1.2.2 Accreditations

What is the procedure to supply university degrees and post-graduate qualifications as those have a name of the holder stated on them? In Paragraph 2.7.3 Technical proposal it is advised to avoid putting names on CVs (“must not contain information about the name of the translator”) therefore the question is what to do with supplying a scanned copy of degree? Is there an alternative procedure in place?

Answer: There is no requirement to submit a copy of the degrees or post-graduate qualifications. Once bidders have passed the technical evaluation phase and selected for awarding a contract, proof of the information contained in the CV will be requested in order to sign a contract.

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Paragraph 1 – 1.2.3 Previous experience

The same question as the previous one but with regards to contracts and references based on the fact that all of those tend to have a stated holder’s name. What is the procedure for submitting those?

Answer: There is no requirement to submit a copy of the contracts and reference letters as proof of the information in the CV. Once bidders have passed the technical evaluation phase and proposed to be awarded a contract, proof of the information contained in the CV will be requested.

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with regard to the published bid for translation services into English, French, Spanish and Russian I would like to ask, whether it is allowed to offer one language combination only, e.g. English into Russian. If it is allowed, would that give less points under bid evaluation, namely would you prefer one provider that can offer all bid language combinations?

Answer: The number of language combinations a provider chooses to bid for has no impact whatsoever on his/her selection and the outcome of the tender the suppliers for the different languages will be separately assessed.

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I do have a question regarding the RFP\_Confidentiality.doc.

I am a freelance translator, so I suppose I just write my name under "Company Name". Is that correct? And do I leave the "Name and Title of Authorising Officer" blank?

Answer: Correct

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I am a free-lance Spanish-speaking translator and I am interested in the RFP-2013-10 (Translation Services for the UNAIDS Secretariat - English, French, Spanish and Russian). In this connexion, I would like to know: i) If I have to fill the Proposal Submission Form?; ii) if the Translator Curriculum Vitae Form is the only requirement of personal information you need?; iii) is it the Technical Proposal or do I have to send another CV?; iv) do I have to send copies of studies' titles of degrees/certificates? and v) as I have worked in different UN organizations in Geneva and in the UN HQ in New York and the IAEA in Vienna, and since I am a T.III/R.1 in the UN system, do I have to give the rates for services as included in point 2.7.4 of the RFP-2013-10?

Answer: i) Yes Proposal Submission Form is required. ii) Yes. iii) Section 2.7.3 describes the content of the technical proposal. iv) Copies of degrees/certificates are not required during evaluation, they will need to be submitted in case the bidder is proposed to be awarded a contract. v) The rates to be quoted in the Financial bid form are not related to the grading of translators who are (or were) UN staff.

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We would like to ask you if we can tender for some of the languages combinations required in the mentioned RFP.

Answer: You can bid for one, several or all of the language combinations mentioned in this RFP

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Another important issue is to know when it will be possible to have the dates and deadline deliveries for the translation tests that our translators might have to do. This is an holiday period and as you can imagine, in order to tender to this RFP we need to be sure that the resources are available.

Answer: RFP will close 9 of September. The translation tests are yet to be scheduled, however it is foreseen this phase will only happen end of September or during the month of October. Bidders will be provided with at least 1 week notice prior to scheduling a test..

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When you mention in the RFP translations from English and into English do you mean British English or American English?

Answer: According to our internal UNAIDS style guide, the spelling should be UK English (and even that with a few exceptions) – but there is no mention of the grammar, vocabulary etc. – the difference between UK and US English is quite considerable. I called CMM, but all they could do so far was refer me to the Style guide. I will try to follow up with them – it is a policy issue and we would look strange if we cannot answer this straightforward question to the external providers.

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We have some questions about the section "characteristics of the bidder" where it's established as a requirement three recommendation letters of UN agencies or health sector clients, as we are new as

a UN provider, we are presenting the other alternative. We were wondering if the interpretation services are also valid for recommendation letters.

Answer: Interpreting services are not part of this RFP, recommendation letters should be for work related to the services requested in this RFP.

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In Section 2.7.3 Technical Proposal – point d – the document asks for 3 relevant samples of each translators work – do you require both the source document and the target or would the published target be sufficient?

Answer: Both source and target would be preferable, but if source is not available, just the target.

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To avoid misunderstandings, we have a question with regard to this requirement in section 2.7.3 of the RFP: "the CVs will be subject to review for compliance with the Key requirements in Section 1.3, and thus they must not contain information about the name of the translator. Companies submitting several Translators must identify each CV with a number and separately attach a list matching the number with the name of the translator."

However, contrary to this requirement, the CV form "RFP-2013-10\_Translator\_CV.doc" does have fields for personal information like first name, last name, etc. Our understanding is that we can simply leave these empty and insert a number. Is this correct?

Answer: The CV form provided separates on the first page the personal and company information of the translator and in the following pages it provides space for education, experience and skills. While completing this document, please respect this separation so that evaluation can be objectively conducted.

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Language Pairs: Can you please confirm if the Spanish is for Spain, Latin America, Mexico, or UNIVERSAL? –Depending on the specific locale, the qualifications of linguists may vary as well as our translation rates. The same would apply for French – is this French for France or Canada? Also, English for U.S. or U.K.?. Finally, for the Russian language pairs, are there any other specific languages for which you require regional expertise: Latvian, Ukrainian, Azerbaijan, etc.?

Answer:

For Spanish it should be Castilian Spanish (European Spanish)

For French it should be from France

For English it should be U.K. English.

For Russian we only require Russian but in case a very rare request comes, the additional capabilities could be mentioned in the proposal

**Translation Volumes:** You have outlined the anticipated number of linguists that could be utilized by language pair (example: English – French = up to 15 translators, revisers, and proof-readers). Can you advise how you arrived to these estimates? Are you basing this estimate on the guideline of: translator = 2,000-3,000 words per day / reviser = 5,000 – 6,000 words per day? Can you provide any additional information regarding number of words (in thousands, if you prefer) and/or number of pages of content per language pair?

**Answer:** The estimated average daily rate is 1500 words/person, but it can go as high as 3000 words depending on the quality and complexity of the source content, expertise of the translator and other factors.

With regards to the volume, please refer to answer provided for similar questions above.

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**CV's:** Based on your estimate of the number of translators per language pair, are you requesting that we provide an equivalent number of CV's? (example. For English – French @ 15 translators estimated) are you requesting we provide CV's from 15 linguists? Moreover, do you prefer CV's to be categorized by translator, reviser, and proofreader?

**Answer:** UNAIDS provided estimation of the total number of translators needed per language pair, bidders are expected to offer services depending on their capabilities. Bidders can be individuals submitting a bid for a single translator or companies submitting bids with 1 or more translators.

On the second questions, the CV for each individual would indicate his/her language and his/her role.

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**Flow of Content:** Is there any seasonality to the flow of these projects? If so, is this flow related to any particular TYPE of content?

**Answer:** Demand for translation services is driven by UNAIDS agenda and work plan, which determines the documents production process and volume. An annual production plan is usually linked to the main calendar events including recurring International AIDS Conference (Every two years in July) and Programme Coordinating Board meetings (twice a year in June and December), subject to approval and modification by the Editorial Board. The flow of requests is uneven throughout the year, concentrating around the said events and decreasing during the holidays.

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**Division of Contract:** Noting that you intend to contract with multiple LSP's, do you envisage this division along Pricing per Language Pair or Content Type?

**Answer:** Per language pair

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Normal vs. Urgent Delivery: Based on past experience, can you provide any indication as to how much (percentage) of work would be “NORMAL” versus “URGENT”?

Answer: Urgent rates apply when the requested deadline requires daily output in excess of 1500 words per person/per day, which may entail working outside regular office hours, during weekends and holidays.

In 2012 15% of all translation requests for English to French were Urgent, 1% for Spanish and less than 1% for Russian.

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Translation Memory: Does UNAIDS have an established Translation Memory per language pair? If so, will these TM's be made available to contracted LSP's? If not, is development/management of a Translation Memory requested?

Answer: UNAIDS has TMs for selected language pairs and documents and makes them available as required – along with Terminology guidelines and database - to contracted LSPs. Development of new TMs (and their sharing) is encouraged if the translated content is typical and of replicable quality.

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Formatting/Desk Top Publishing: In sections 1.3.1 and 1.3.2, you state that experience in “InDesign” format is an asset and maintaining source content formatting as much as possible is preferred. Desk Top Publishing is a service that we routinely quote on as an additional fee based on hourly charges. How do you prefer we price content that requires Desk Top Publishing when the financial bid only provides for NORMAL and URGENT for Translation, Revision, and Proofreading?

Answer: Translators with relevant expertise are sometimes requested to supply translation directly in InDesign format (using the source InDesign files), and in such cases they submit an ad hoc quote for layout. This service is not included in the present RFP, but it is useful to know if a provider has this additional skill. In other cases, we expect the target text to be delivered in the original editable formatting (fonts, headings etc.) of the source text – at no extra cost.

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Could you please confirm that you require only translators for these language combinations and not revisers or proof-readers. Paragraph 1.1 states that:

"The purpose of this Request for Proposal (RFP) is [...] to carry out translation services from English into French, Spanish and Russian, as well as from French, Russian and Spanish into English, including revision and proof-reading."

However, paragraph 1.3 states that only translators are required for French, Spanish and Russian into English:

Answer: Translators, revisers and proof-readers

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"Taking into account the scope of tasks as mentioned above, as well as the Programme's current needs and priorities, UNAIDS will be aiming for the following quantitative outcomes of the tender:

- English to French – up to 15 translators, revisers and proof-readers;
- English to Spanish – up to 10 translators, revisers and proof-readers;
- English to Russian – up to 5 translators, revisers and proof-readers;
- French to English – up to 2 translators;
- Spanish to English – up to 2 translators;
- Russian to English – up to 2 translators."

Therefore, if we were to tender for French, Spanish and Russian into English only, would you still require us to demonstrate "proven experience in the area of [...] revision and proof-reading" (paragraph 1.2.3)?

Answer: A bidder can bid for translation only or for translation and/or revision and/or proof-reading

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I am an individual leading a team of colleagues who are all English> Spanish translators. We are not a company, but a consolidated team of translators who have been working together for over 18 years. Therefore, I would like to know if we can bid as a team, or if we should bid individually.

Answer: It is the bidder decision to bid as a consortium or individually. In both cases individual CV would need to be submitted. In case of consortium, contract would be signed with the lead individual and support letters would need to be provided by the other members of the consortium.

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Paragraph 2.7.2: With reference to the "Information of Firm/Organization submitting proposal", Point 1.6: Would a 100% daughter company be considered as a subcontractor, which would imply that all information has to be given separately, or can it be included in the information of the company submitting the proposal?

Answer: If the parent company is presenting the bid, information about legal arrangements and individuals providing the services need to be provided. If not the parent company, then only information about the actual firm bidding need to be provided. Additional information about the parent company can be provided as part of the organization's information.

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Paragraph 1.1 Objective of the RFP

What is the meaning of "reviser" and "proofreader" in the bid?

In other words, what are the exact tasks of the reviser and the proofreader? –

Answer: UNAIDS understands that a translator-reviser (like an editor of the source text) can revise the translated content changing it considerably if required, while a proof-reader's task (like a copy-



editor of the source text) is limited to checking the translation (often revised) after layout, with the aim of correcting layout mistakes, as well as typos and minor grammatical errors.

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Paragraph 1.1      Objective of the RFP

Which geographical variant is required for French? We assume that French from France is required.

Answer: Correct

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Is there public information available about previous winners? Any other guidelines you can point us to?

Answer: UNAIDS has published the information of contracts awarded in our website starting only in last RFP exercise conducted in 2010 at the following page:

[http://www.unaids.org/en/aboutunaids/workatunaidssecretariat/requestforproposals/2010/name\\_60284,en.asp](http://www.unaids.org/en/aboutunaids/workatunaidssecretariat/requestforproposals/2010/name_60284,en.asp)

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As indicated in point 2.8 of the specifications (page 11), both the technical and financial components must be sent separately, in electronic format, to the corresponding secure email addresses indicated. However, on section 2.7.4 (also page 11), the submission of a “separate sealed price component” is mentioned, which, as far as we understand would indicate a submission in hard copy (sealed envelopes).

The same happens in the Proposal Submission Form, which includes the following statement:

“Agreed and accepted, in two (2) original copies on \_\_\_\_\_”

Answer: This RFP is open only for Electronic Submissions, email to the 2 secure email addresses indicated is required, no need for a copy in physical format.

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Also the amount of information to be included in the offer, such as Audited Financial Statements, translators’ CVs, references and samples, etc., would imply very bulky files which would endanger an electronic sending of the offer. Therefore, could you clarify the following points:

- Is there an alternative way of submitting the offer, eg. In hard copy, in which case a suitable UNAIDS post address should be indicated
- If only email submission is permitted, please indicate the maximum size of the individual multiple emails.
- Instead of sending the file directly to the indicated addresses, would it be possible to deliver both proposal components by means of a secure transfer application: Secure FTP, WeTransfer, etc, where the proposal would be uploaded for posterior download by UNAIDS staff?

- Additionally, as regards the samples of each translator's work to be included in the proposal, could you indicate the expected length of those samples?

Answer: i) Multiple email can be submitted to each addresses if the content of the email is too heavy. Please note that at this point we are not asking for the submission of copies of education or certification degrees or diplomas. ii) Maximum email size is 10MB per email. iii) UNAIDS prefers the use of email and recommends the use of light files. iv) Length of samples is to the discretion of the bidder but should not exceed 5 pages

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I intend to make a proposal as a freelance translator. However, I have just been contacted by a translation agency, which is interested in my profile and intends to make their own proposal. Therefore, I would like to know whether it is possible to bid both directly and through a translation agency, with a possibility (if case both proposals would be retained) to supply translation services to UNAIDS under two different LTAs.

Answer: Only one bid per individual would be accepted (either individually or within a company). Individuals supplying bids in multiple channels may be disqualified.

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