

REQUEST FOR QUOTATIONS FOR THE PROVISION OF TRANSLATION SERVICES OF DOCUMENTS

Clarification Requests and Replies

1. The RFQ indicates that, during events, translators are to remain **on standby and available throughout the duration of the meeting**, with translation requests communicated by e-mail.

Could you please confirm whether this means that translators should remain available to receive urgent document translation requests by email throughout the meeting and deliver the translated documents on the **same day**, as requested by REMPEC?

REMPEC answer: REMPEC confirms that this interpretation is correct. Translators are expected to remain available throughout the meeting to receive urgent translation requests by e-mail and to deliver the translated documents as soon as possible, including on the same day, where requested by REMPEC. When REMPEC will require translators to remain on standby, the contractor will be given prior notification.

2. Additionally, to help us better understand the expected level of service, could you please provide some guidance regarding these standby requests?

Approximately how many words or pages do these urgent translation requests typically contain?

Could you share one or two examples from previous events, including the approximate document length and the turnaround time that was expected?

REMPEC answer: The volume of urgent translation requests cannot be determined in advance, as it depends on the course of the meeting and the needs identified by the Secretariat.

As an indication, such requests typically relate to meeting documents prepared during the meeting, in particular the draft Conclusions and Recommendations. These documents are generally a few pages in length and are expected to be translated within the same working day to facilitate their consideration by meeting participants.

Examples of such documents from previous REMPEC meetings are available under the relevant meeting pages in the [News/Events section](#) of the REMPEC website, where the Conclusions and Recommendations can be consulted for reference.

3. Financial Bid Form – Total Price

In the Financial Bid Form, could you please clarify what is expected under the column **"Total including Taxes/Charges, other Duties & Discounts BUT Exclusive of VAT (DDP)"**?

Since the unit price is requested on a per-word basis, we would like to understand whether:

- the "Total" should simply correspond to an all-inclusive per-word rate, covering all services requested under the contract (including the translators' standby availability during meetings), or
- you expect bidders to calculate a total amount by multiplying the per-word rate by the corresponding word volume for each pricing band.

In particular, could you also confirm whether the translators' standby availability during events is expected to be included in the quoted per-word rate, or whether it may be priced separately?

REMPEC answer: The "Total including Taxes/Charges, other Duties & Discounts BUT Exclusive of VAT (DDP)" should provide the applicable per-word rate for each document volume category indicated in the Financial Bid Form. Bidders should provide their proposed per-word rates according to the different volume categories specified in the form.

The translators' standby availability during meetings should not be included in the per-word translation rate. Any costs related to standby services or other additional charges should be indicated separately under the relevant section for additional charges in the Financial Bid Form.

4. Minimum and Maximum Turnaround Times

Section D requests bidders to indicate the minimum and maximum number of working days required for each document category.

However, Section B states that REMPEC will normally provide the source documents 2–3 working days in advance for smaller projects and, whenever possible, 4–5 working days in advance for larger projects, which appears to define the expected turnaround period.

Could you please clarify whether the turnaround times requested in the Financial Bid Form should reflect these expected delivery windows, or whether you expect bidders to propose their own minimum and maximum turnaround times independently?

In addition, for larger assignments, particularly those exceeding **60,000 words**, could you please confirm whether REMPEC anticipates providing the source documents with a longer lead time than 4–5 working days, where feasible, to accommodate the volume while ensuring the required quality?

REMPEC answer: The turnaround times to be indicated in Section D of the Financial Proposal Form should reflect the bidder's proposed minimum and maximum delivery times for each document category. These proposed turnaround times will be taken into consideration as part of the evaluation of quotations.

The delivery windows indicated in Section B are provided for guidance only and reflect REMPEC's usual planning. Whenever possible, REMPEC will provide source documents sufficiently in advance, considering the nature and volume of the assignment. For larger assignments, including those exceeding 60,000 words, longer lead times may be provided where feasible; however, this cannot be guaranteed and will depend on the operational requirements of the Secretariat.

5. Expected Language Distribution

Since the contract covers translations both from English into French and from French into English, could you please indicate the expected or historical distribution of the workload between the two language directions (e.g. an approximate percentage of the total volume originating in English versus French)?

REMPEC answer: While it is not possible to provide a precise distribution of the workload, most documents requiring translation are from English to French. Translation from French to English is also required, but to a much lesser extent.

Bidders should nevertheless be prepared to provide translation services in both language directions throughout the duration of the contract.

6. Could you please clarify if the financial proposal should be separate from the technical proposal?

REMPEC answer: In accordance with the RfQ, the technical proposal and the financial proposal should be submitted as separate documents.

The financial proposal should be completed using the Financial Proposal Form provided with the RFQ. The technical proposal should include the information and supporting documentation required under the RFQ.

7. We would like to request a clarification regarding the requirement to submit **three reference letters** as part of our proposal.

In our experience, obtaining formal reference letters from public sector clients can be challenging due to internal policies and procurement practices. Many public organizations prefer not to issue formal letters of recommendation in order to maintain impartiality in future procurement processes.

With that in mind, would REMPEC be willing to accept reference contacts (including email addresses and phone numbers) in lieu of formal reference letters, so that your team may contact them directly for verification if needed?

REMPEC Answer: REMPEC confirms that where reference letters are not available, in lieu of formal reference letters, bidders may provide the contact details of three references, including the name of the organization, website, contact person's name, position, email address, and telephone number. REMPEC reserves the right to contact the references provided for verification purposes.