

Responses to queries raised on Tender No. G135



Tender No: G139-2021	Responses to Queries raised by prospective tenderers
Tender Name: RFP: Video Translation Services, Global	Date Issued: 12th February 2021

This provides answers to queries raised from bidders as by 5th February, 2021 which was the deadline for receiving queries. The responses are posted on website for the benefit of all prospective bidders and does not disclose the source.

1	How many hours of translation were completed last year, for each specific language requested?	N/A
2	What is the estimate of hours expected for this new contract, per year, for each specific language requested?	
3	What is the average cost per hour that the current vendors are receiving for their services?	N/A
4	Can a vendor submit a proposal only for one of the languages requested, for example, just Arabic, but not French or Spanish? Or must the vendor be able to do translation in all three languages?	Yes, vendors can submit for one or two or three languages.
5	How will the video files be sent to the vendors, and how will we be able to send the finished files back? Do you use an FTP, Dropbox, Google Drive, etc.?	The video file sample is emails. The videos being returned can be compressed or folder sharing alternatives such as Dropbox or Google Drive is sufficient.
6	What is the estimated value of this contract?	N/A
7	Who is the incumbent?	N/A
8	What are the incumbent's rates?	N/A
9	What challenges have you faced with the incumbent?	N/A
10	If you have no incumbent, which company provides translation and captioning services to you and what do they charge?	N/A
11	Historically, what percentage of assignments are due within the same day?	N/A
12	Historically, what percentage of assignments are due within the next day?	N/A
13	Does "same day" on Attachment 3 mean same business day?	Yes, Business Day.
14	Does "next day" on Attachment 3 mean next business day?	Yes, Business Day.

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15	How many do you anticipate awarding the contract?	It is unknown at this time.
16	How will you decide how much volume each firm receives if awarded the contract?	At this time, the criteria is based on capacity, expertise and cost.
17	Can you clarify what is meant by "description of contractual employment arrangements with translation staff?"	Providing a clear understanding on employment of your translators (i.e. Contractors, Employees)
18	With respect to the financial statements, can we mark them as confidential?	Yes
19	If our response is too large in file size for one email, how do you propose we email the files to you? Can we split the file into multiple parts and send them in multiple emails?	Multiple emails or compressing or folder sharing the video is sufficient. Please identify if there will be multiple emails so information is not lost.
20	Can you define what you mean by "project management costs?"	Project Management costs are associated with the oversight and management to perform the work. Not all providers have this billable line item.
21	How will you assess the following "translation quality [% translation error rate - linguistic and technical]?" Are the people assessing the translation quality translators within Mercy Corps?	Evaluation & Scoring is defined in the RFP posting.
22	Given that there are no multipliers in Attachment 3, how will you assess which bidder offers the best value?	Evaluation & Scoring is defined in the RFP posting.
23	Can you extend the due for asking questions since we have not yet received Attachment 5 and may have questions pertaining to that attachment?	The due date will not be extended at this time.
24	Will you offer a debriefing for bidders who don't win this contract?	That will not be available at this time.
25	To determine whether it would make financial sense for bidders to complete the sample translations and captions, please provide us with the estimated volume for this contract.	This information is not available at this time.
26	The RFP is requesting that the sample video be captioned in all languages being offered, but there are 40+ different languages listed on the Price Offer Sheet, which would be extremely cost and time prohibitive. Please confirm if Mercy Corps is only asking for top-volume languages (French, Spanish, Arabic, and/or English) to be captioned for the sample video? Or, is it possible to select one or two languages to provide as a sample?	We are only asking for top-volume languages (French, Spanish, Arabic, and/or English) to be captioned for the sample video.
27	Would Mercy Corps consider extending the due date of the RFP, considering that there are only 3 business days between the posting of answers to questions and the due date for the proposal and sample videos?	The video sample has been available since the beginning of the RFP posting. And the deadlines will not be extended at this time.

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28	The RFP is requesting three different services: transcription, translation, and captioning, which all have different rate structures, but the Price Offer Sheet only lists translation. Can we modify the Price Offer Sheet to include rates for all three services for each language, which will then be combined to offer complete project quotes?	Yes, that is fine. Please split out the costs by line item so we can better understand your rate structure.
29	What is the expected annual volume of translation, transcription, and captioning services, ideally broken down by language?	Not available at this time.
30	What criteria will Mercy Corps use to determine which vendors (freelancers and language companies) are issued work under the contract, how much work will be issued to each vendor under the contract, and which vendor is issued each assignment of work?	The Engagement Manager will be reaching out directly to the Vendor. At this time, the criteria is based on capacity, expertise and cost.
31	Are the terms of the Master Services Agreement negotiable?	If you have terms that need to be negotiated, please provide them up front. As it states in the RFP, the MSA is 'as is' unless otherwise noted.
32	How will our proposal be stored and who will have access to the proprietary information contained therein?	The proposal is stored in a secured folder location with controlled access limited to the Proposal Selection Committee Members.
33	In case the proposal becomes publicly available, could we mark certain portions of our proposal confidential to avoid such disclosure?	The proposal will not be public. You are welcome to mark your information as Confidential.
34	Under the FOIA, is there an incumbent currently providing these services? If yes, please identify them and how long Mercy Corps has been working with them?	N/A
35	Under the FOIA, how much are you currently paying for these services?	N/A
36	Why are you considering changing vendors?	Please refer to the scope of the RFP.
37	Would you like the deliverable to be in the same format (MP4) with the SRT subtitles embedded (burned in) in the video?	This format is acceptable.
38	Would you like three separate videos, one for each language?	Yes.
39	Do you have any specific guidelines for subtitling that you would like us to adhere to (line length, line duration, characters per second, etc.?)	Please follow the information in the RFP at this time.
40	Can you please provide the names of the persons involved so we can write them correctly?	N/A
41	The Excel does not have an option for us to bill per video minute, which is often the method for billing for subtitling services.	Please feel free to add additional information in the Excel to better detail your cost structure.



42	If we are allowed to invoice per word, or per hour or per minute, how would you evaluate the competitiveness of rates if each bidder will choose to bid differently (one bidder will bid hourly, another per minute, another per word)?	Evaluation & Scoring is defined in the RFP posting.
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All other terms and conditions in the tender remain unchanged.
