

- When will the answers to our questions be provided? **23 September 2021; 4pm GMT+3**
- Considering the short timeframe between the question submission and proposal due dates, is it possible to extend the proposal submission deadline by a reasonable timeframe to prepare an adequate response, taking the answers and preconference Q&A input into account? **No, it is not.**
- How will our proposal be stored and who will have access to the proprietary information contained therein? **Only Mercy Corps staff who will be involved in the tender process will have access to the folders shared from any of the suppliers.**
- In case the proposal becomes publicly available, could we mark certain portions of our proposal confidential to avoid such disclosure? Alternatively, could we send two copies of the proposal with the second version redacted, again to safeguard our proprietary information? **As mentioned in the above answer, only Mercy Corps staff who will be involved in the tender process will have access to the folders shared from any of the suppliers.**
- Is a list of prospective bidders for this RFP available? If so, please provide that list or its accessible location online. **No.**
- Is there a budget allocated to this contract? If yes, how much? **We can not share such information.**
- Under the FOIA, is there an incumbent currently providing these services? If yes, please identify them and how long has been working with them? **No, there is not.**
- Under the FOIA, how much are you currently paying for the services? **NA.**
- What is the expected audio quality of the interviews? **Most audio files are of good quality, although some may include some background noise or multiple participants speaking at the same time during the focus group discussions.**
- What is the expected percentage of illegible (unintelligible, due to external noise or poor sound quality) content, if any? **As above.** Is there a required approach to note that in both transcription and translation? **Unclear question.**
- Would the final translation/transcription format be expected to be side-by-side? **Mercy Corps expects side-by-side transcription and translation as part of final deliverables for the project.**
- Would there be a designated POC to address any questions we may have, especially during the transcription phase? **Yes, there will be a designated focal point from Mercy Corps to engage with the supplier during both transcription and translation phases. This focal point will be available to help clarify in case of any issues deciphering audio or regarding expectations for final deliverables.** If yes, what will be expected turnaround with regards to any questions?
- Will the pre-conference Q&A meeting on 9/23 be recorded, considering that it will be outside of the US working hours? If not, how can we register for it? **It will be recorded for Mercy Corps records only and we can not share with any of the bidders, the only way is to join the QA Session.**
- If we are submitting CV's of our translators, will this not count towards the page limit? Otherwise, there will not be enough space to include them. **Please include the CVs of all translators who will be working on this project, even if it exceeds the page limit.**

- Who is reviewing the sample required for project submittal? **The facilitators who managed the sessions recorded in the audio files will be evaluating the accuracy of the sample translations, along with the lead researcher.**
- For the transcription to Arabic, do you want it in Arabic Syrian dialect or classical “original” Arabic? **Transcripts should be in local Syrian Arabic dialect, so that the spoken words are directly written in the transcripts.**
- Delivery Time: It is stated in the evaluation criteria that 6 weeks or less is considered acceptable. Is this time allocated for 300 minutes or 8400 minutes? **The 6-week standard is for the completion of 8700 minutes of audio.**
- Volume of work: does the project consist of 8700 minutes of audio files? **Yes.** If yes, are they going to be supplied to the successful bidder all at once or in stages? **All data collection has been completed, and all audio files are currently filed and ready to be sent to the successful bidder.**
- Currency: Since we're in Jordan, is it OK if we price the offer in JOD instead of in USD? **No, all the prices must be in the USD.**
- Are you able to provide an indicative total value for the contract? **No, this information cannot be shared.**
- Please confirm the planned contract award date. **1 November 2021**
- Can you please tell us who your incumbent provider(s) are? If you have different suppliers for different services, can you provide this information please. **We do have not any incumbent provider for this service.**
- Is there expected to be any TUPE from any of the incumbent provider(s)? **We do have not any incumbent provider for this service.**
- Can you please provide a brief overview on how the services are currently requested? i.e., are the service requested by a central department within your organization or by individual staff themselves? **These services are requested by Mercy Corps Syria.**
- Can you confirm if your organization currently accesses an online booking portal to make requests? **Unclear question. Requests for what?**
- Is the requirement for translation only with an in-house quality check, or translation and proofreading by a second linguist? **There will be an in-house quality check.**
- Do you have existing translation memories, glossaries, style guides and other resources for the translation material? **We have glossaries that we can provide.**
- Are pictures/graphs and additional attachments allowed in support of the technical responses, if they are relevant to the question, and if so, would they count towards the word count? **No pictures/graphs will be requested from the Contracted supplier**
- If we are not successful in this tender exercise, will you provide us with detailed feedback, telling us why we were not successful and how we need to improve etc.? **Brief feedback will be provided.**
- The submission deadline for this Request for Proposal is on Sunday the 26th of September, can we kindly request, if possible, to extend the deadline to Monday the 27th of September, as most

of our staff will not be in the office on the weekend. Unfortunately, the deadline cannot be changed.