

## Call for tenders' details

Title: Provision of Interpretation Services for Conferences and Events, including Remote Interpretation, Organised in and Outside of Malta and the Rental of Relevant Interpretation Equipment

Start date: 07/12/2020

Time limit for receipt of tenders: 21/01/2021

Contracting authority: European Union Agency for Asylum (EUAA)

Status: Closed

## Call for tenders question list

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
1	11/12/2020 06:45	11/12/2020 13:19	Criterion T1 and T2 Clarifications	<p>Dear EASO Procurement, We hope you are well. We are writing to raise the below questions in relation to Criterion T1 and T2 under the Technical and Professional Capacity Section: - In relation to Criterion T1, please confirm if contract references must each include 250 days of experience as a minimum, e.g. contract reference 1 includes 300 days experience, contract reference 2 includes 280 days experience etc. or can contract references be combined to total over 250 days experience, e.g. contract reference 1 includes 180 days and contract reference 2 includes 70 days etc.? Do the minimum figures apply per annum or for the whole preceding 3 year period? - in relation to Criterion T1, please confirm if the 250 days applies only to meetings/events as a whole or according to number of booths/languages, e.g. would a meeting of 3 days with 3 languages (plus English) constitute 3 days or 9 days? - the same questions in relation to criterion T2 and the 100 days of remote interpreting experience Thank you in</p>	<p><b>11/12/2020</b> The selection criteria T1 and T2 shall be applied as following: contract references shall be combined for a total over 250 or 100 days experience; minimum figures (250 or 100 days experience) apply for the whole preceding 3 year period; minimum figures (250 or 100 days experience) apply for the days of meetings as a whole, irrespective of the number of languages provided.</p>

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				interpreting experience Thank you in advance for your consideration and hope you do not find our questions too arduous! Kind regards,	
2	14/12/2020 16:22	21/12/2020 16:01	SSF7 Price list for the Complete Online Equipment necessary to provide Remote Interpretation Services in Any of the Countries (Interpretation Services not included)	Dear Sirs, We would like to confirm if the Recording Services for the English Channel (or any other language) during Remote Interpretation hourly rate will be applied for each channel recorded or if only 1 hourly rate will be applied independently of the numbere of channels to be recorded. Many thanks	<b>21/12/2020</b> Recording Services for the English Channel (or any other language) during Remote Interpretation - the hourly rate will be applied for each channel recorded. In principle, most of the time, we need the English channel only for minutes-taking and internal reporting during the post-event phase.
3	14/12/2020 16:24	21/12/2020 16:02	Confidentiality, Business Continuity and Other remarks - Meetings recording	We would like to know which use will be made of the meeting recordings. The interpreters should sign a declaration accepting to be recorded that must include the aim of the recording, if the recording will be made public or published in any website or repository, how long will be the recording available for the public, etc... Could you please confirm? Many thanks.	<b>21/12/2020</b> In principle, most of the time, we need the English channel only for minutes-taking and internal reporting during the post-event phase. The interpreters will be requested to sign a declaration of confidentiality. The recording will not be made public or published on any website or repository.

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4	14/12/2020 17:05	21/12/2020 16:03	Subcontracting	If the only part to be subcontracted is the one related to the remote interpreting platform and portable interpretation equipment and there is no specific indication on how many services will be provided with remote interpretation or portable equipment, how could we calculate which percentage of the contract would be subcontracted?	<b>21/12/2020</b> Estimated volumes for remote interpretation services are indicated in the SSF7, as well historical data on the rental of portable equipment is provided on page 6 of the Technical specifications Part 2. In normal circumstances (pre-COVID) 99% of interpretation was physical with use of booths. Currently, the single events taking place use only remote interpretation as physical meetings are not allowed. In case we go back to business as usual (post-COVID) there is possibility that general modalities of events will change, where some of them will be still conducted online.
5	21/12/2020 11:06	05/01/2021 15:26	Information/data on previous years	1. Is there are information/data on previous years' requests in terms of locations, languages requested, number of days interpreted for each event?	<b>05/01/2021</b> The standard duration of the events is 1-2 days. Two interpreters are needed for each language daily. Depending on the location different languages are requested, usually: 1) Turkey - Turkish, 2) Egypt – Arabic, 3) W. Balkans – Macedonian, Albanian, Serbian, Turkish 4) Malta – German, Italian, French, Spanish, Hungarian 5) Greece – Greek, 6) Italy – Italian, 7) Spain – Spanish, 8) Morocco – Arabic. The above are non-exhaustive and indicative only.

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6	21/12/2020 11:07	05/01/2021 15:27	Key event dates in 2021	2. Are there any key dates in the calendar for specific events that re-occur?	<b>05/01/2021</b> The key events which re-occur and require conference interpretation (DE, ES, FR, IT) are the Management Board Meetings: usually four times a year in March, June, September and November.
7	21/12/2020 11:07	05/01/2021 15:28	Work specifically in Malta	3. What percentage of the work was conducted in Malta previously and what is forecast in Malta for the next 12 months?	<b>05/01/2021</b> The Management Board Meetings usually conducted four times a year in March, June, September and November require conference interpretation (DE, ES, FR, IT). This represents approx. 10-15% of work conducted annually. Other activities that need conference interpretation are organised only occasionally in Malta, as they usually take place in operational states: Italy, Greece, Cyprus, Spain, Turkey, Egypt, Morocco, W. Balkans
8	21/12/2020 11:08	05/01/2021 15:28	Restrictions on the geographical locations	4. Are there any restrictions on the geographical locations of the interpreters in providing remote interpreting?	<b>05/01/2021</b> There are not such restrictions in the context of this specific call.

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9	21/12/2020 11:08	05/01/2021 15:29	Events requested with just 10 working days' notice	5. How many events were requested with just 10 working days' notice in the last 12 months (or during 2019 pre-Covid)? Or as a percentage of the requests in the last 12 months?	<b>05/01/2021</b> Majority of the requests are put-forward within 14 days' notice or slightly longer period. The estimated percentage of such requests per annum is 70%. Approximately 30% of request are done within 10 working days. The requests with 10 days' notice (or shorter) are often seen for events taking place in Turkey.
10	21/12/2020 11:09	05/01/2021 15:30	Order fulfillment	6. How many times has the current provider in the last 12 months (or during 2019 pre-Covid) not been able to fulfil the order placed? (notifying the authority with 3 days)	<b>05/01/2021</b> The information requested relates to another procurement procedure/ contract, is sensitive and affects commercial interests of the current contractor and thus, cannot be disclosed.

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11	23/12/2020 04:09	12/01/2021 16:40	Remote Simultaneous Interpreting Platform	<p>Please can EASO advise if, for the remote simultaneous interpreting platform, they will require the complete meeting platform solution to be offered by bidders or just a plug-in, which will provide the remote simultaneous interpreting capacity, into an existing meeting solution? If the latter, please can EASO confirm the meeting platform that will be utilised? Many thanks in advance,</p>	<p><b>12/01/2021</b> EASO requires under the current tender a remote (simultaneously) interpreting platform only into an existing meeting solution. The current practice in EASO, well tested and well applied internally is the use of Cisco Webex Meetings and specific interpretation access into the Cisco Webex platform. The interpreters obtain audio and video feed from Cisco Webex and deliver simultaneous interpretation via parallel software, available both on-line and via smartphone application. Another meeting platform used is Microsoft Teams, but we have not conducted meetings with remote interpretation via Teams. No other meeting's platforms are accepted at the moment.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
12	12/01/2021 06:55	12/01/2021 16:42	Clarification Questions	<p>Dear EASO Procurement, We are writing to raise two clarifications / provide feedback for your consideration as follows: - there are significant variations between rates payable to interpreters according to language as well as location. It is therefore proving difficult to provide one rate for all languages and locations within each region in the pricing schedule which is both competitive and ensures contract sustainability. For onsite interpreting, would it therefore be acceptable to add travel, accommodation and per diem charges where local interpreters are not available, payable upon the provision of receipts?</p> <p>- For the provision of remote simultaneous interpreting, bidders are required to provide rates per region (EU, Africa, Turkey, Western Balkans). However, EU Official Languages are included in the potential list of languages which could be requested for remote interpreting. As interpreters can provide remote interpretation from any location and equally, remote meetings are not specific to a fixed location, could the charges be applied to the location of</p>	<p><b>12/01/2021</b></p> <p>The price scheme cannot be changed, prices must be all inclusive, travel, accommodation and per diem cannot be reimbursed. Please refer to the Tender Specifications Part 1 page 21. Regarding the provision of remote interpretation services, the location of the interpreter is not relevant and cannot be checked therefore charges apply irrespective of the location of the interpreters. Remote interpretation services may also be requested also during physical meetings organized in a specific location, as per SSF7.</p>



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				charges be applied to the location of the interpreter, i.e. the EU rates will be charged where the remote interpreter is based in the EU, rates for Turkey where the interpreter is based in Turkey etc.? We look forward to your response. Kind regards,	
13	28/12/2020 13:40	12/01/2021 17:41	Requirements for the Remote Interpretation Platform	It is required that the platform shall allow to create the event code and the event name, is it mandatory thta the suggestions provided by EASO are the ones to be used? We work with different platforms and some of them do not allow to include an specific given name. Thanks.	<b>12/01/2021</b> The requirements for the Remote Interpretation Platform are set out under point 3.2.2. of the Tender Specifications- Part2: Technical Specifications. It is preferred that the remote platform shall allow to create the name of the EASO event and the event code (secure password to access the content). In case not feasible there shall be at least a clear indication of default name given by system and mandatory password to access the content. Please refer to the updated version Tender Specifications- Part2: Technical Specifications page 7.