

**RFP QUESTIONS AND ANSWERS**  
**Translation Service Providers**

**Agreement**

- Why is CRDF Global holding this competition? Is this a re-compete of current agreement(s), or is it a new agreement? Additionally, will this be a one award or multi award agreement? **CRDF Global is running a new competition as our present General Services Agreement in place expires later this year. Additionally, this RFP reflects the evolved needs of our Organization. Chosen Contractor(s) will be placed on a new General Services Agreement with a fixed pricing schedule. Task Orders will be issued for each individual translation request.**
- Is there an incumbent vendor or vendors currently providing translation services to CRDF Global? If yes, who is the incumbent contractor and what rates do they charge for the services? Roughly what % of translation business does the top incumbent have? **Yes, we presently have a preferred vendor on a General Services Agreement. We will not be disclosing any additional information regarding our current vendor rates or allocation of work.**
- Will this agreement be a “requirements” contract for all of CRDF, or do other divisions/offices have their own translation services agreements? Will the “preferred supplier” relationship be enforced in some way (i.e. are there systems and controls to encourage stakeholders to use the preferred supplier)? **No division or office will be required to use a certain vendor; this General Services Agreement, though, applies across the Organization. Additionally, engaging the preferred Vendor(s) will be a quicker process for our program staff per our procurement policy.**
- The RFP did not explicitly state the terms or duration of the agreement that will be awarded. Is this a short-term or long-term agreement? How many months/years is the period of performance? **Our preference is for three years but we are agreeable to negotiation.**
- If more than one agreement is awarded, do the contractors have the option to turn down work without being penalized? **Yes**

**Selection Process**

- Do you expect to award a single vendor or multiple vendors to support this agreement? If multiple vendors, how will the work be divided between the multiple awardees? How many preferred suppliers may be selected as a result of this RFP? **CRDF Global will award qualified vendor(s) based on proposal submissions we receive from this RFP. Our programs staff will be provided the option to utilize whichever qualified vendor they need, based on program requirements.**
- Will preference be given to Small and Disadvantaged businesses? **No additional preference will be given to small and disadvantaged businesses for this RFP. CRDF Global may select a small or disadvantaged business for a General Services Agreement.**
- You list two NAICS Codes, 541620 "Environmental Consulting Services" and 541690 "Other Scientific and Technical Consulting Services." Our company is classified under NAICS 541930 "Translation and interpretation services." Is that a problem? **No** Is there a preference given to companies that fall under 541620 and 541690? **No**

- How will responses be scored and vendor ultimately selected? Is there a rubric you are using? **We will be reviewing and scoring each submission against the requirements and selection information provided in the RFP.**
- Will CRDF Global Only work with a vendor that can provide all services (Translation, Transcription and Voiceover)? **No** Would a vendor be disqualified if they could not offer all three? **No**
- Can companies from outside the US apply? **Yes** Can tasks be performed outside the US? **Yes**

### **Proposal**

- Please confirm that the test document to be translated into Arabic is the 3 page document in the PowerPoint format and be returned in the same format. **Correct**
- Do you have any templates for the financial offer/cost proposal or we are free to use our own? **We do not have a specific template. You may use your own form.**
- Should the technical statements and cost proposals be sent as the separate files or they may come in one single document? **Single document.** Do you accept the proposal in PDF format? **Yes.** Can we submit the proposals via email? **Yes, email only.**
- Do you expect to see the quotes for all languages specified in the Scope of Work chapter of the RFP document? **We expect to receive pricing for all languages that you are able to offer, even if that list is 100-200 languages long; if you are not able to offer one or more of the Scope languages, that is ok.**
- Does CRDF Global require any other ancillary services, such as multilingual desktop publishing (DTP), website localization, etc. **Any service related to translation that you provide should be included in the proposal package.**

### **Nature of Work**

- What are some of the challenges you currently encounter/ what are some of the challenges that you anticipate in the future? **As we anticipate increased diversity in our client pool, CRDF Global requires reliable, high-quality, translation services. Our priorities are listed under the 'selection criteria' section of the RFP.**
- What are the current pain points with existing suppliers (i.e. turnaround time, quality, etc.)? **We have not launched this RFP to address any pain points; this is to address anticipated growth of the Organization.**
- How are translation requests currently handled? **CRDF Global currently works with a Preferred Vendor, as well as other vendors as our Programs teams see fit; all of our project requests are submitted via email.**

- What is your average annual expenditure on translation services? In the first eight months of 2020, CRDF Global has had approx. 175 requests totaling approx. 875,000 words (spending roughly \$110k). In 2019, CRDF Global had approx. 275 requests totaling approx. 2 million words (spending roughly \$210k).
- What is the average word count submitted for regular translation requests? This is highly variable since some requests can be as short as a 50-word paragraph, or as long as a 10,000-word technical training guide. Most requests are probably between 500 and 5,000 words.
- What is the average turnaround time/lead time for translation requests? Turnaround times vary based on project; we, occasionally, will have one-to-two-page documents that require fast turnarounds (24-48 hours). For larger PowerPoint decks and larger documents, we often have a lead time of at least ten days.
- The RFP states that CRDF Global may request translation services “into any language”. Can we safely assume that all or most requests will either be from English or to English? Or should we expect more possible combinations, like French into Arabic? Original assumption is correct. A vast majority, if not all of, our requests are English into target language or vice versa.
- Please confirm that the transcription and voice-over services are multilingual, as we do not provide English-to-English services. Confirmed for multi-lingual only
- Of the languages mentioned, what might be the top 3? What percentage of the work would be attributed to these top 3? Per the RFP, most of our requests involve the six Official United Nations languages, particularly Arabic and French.
- What percentage of this work might require, or historically has required, voice-over and/or transcription services? In previous years, CRDF has rarely requested this type of service (perhaps a couple times per year). COVID-19, though, has forced us to shift most of our programming to a remote setting, which means we have begun utilizing these services more frequently. In the past few months, transcription/voice-over has increased to ~15% of our requests. This could, though, change at any time.
- What is the average number of minutes submitted for transcription and voiceover requests? This is highly variable as well; requests can be as short as five minutes to as long as three hours.
- What format are the files for transcription and voiceover? How will those files be transferred to the vendor? Files will be sent via Microsoft OneDrive; formats vary between PowerPoint (with embedded recording), Zoom recording, or other digital video formats.

**Misc.**

- Do Contractors need to attend in-person meetings? **No**
- Why has CRDF Global requested a monthly invoice for services instead of per project? **This is due to the increasing volume of work and for the ease of financial tracking/reporting.**
- We assume that human translators are required since the materials required for translation are often highly technical and nuanced. Please confirm that CRDF Global requires human translators with no machine translation and that vendor price proposals should include translation, editing and desktop publishing by human translators. **We expect the qualified vendor to respond appropriately to the translation needs of our program. One of CRDF Global's key requirements is high-quality translations with little to no errors. As such, we are looking for vendors to provide high quality translations that follow industry standards and best practices, regardless of whether their processes involve human translators, machines, or both.**