

QUESTIONS AND ANSWERS

REQUEST FOR PROPOSAL # RFP-01-UA-2021

Provision of translation services for the CRDF Global, Representative office in Ukraine

1) it is stated in the RFP that the cost shall include formatting (do you mean desktop publishing (verstka) of pdfs for example? We usually provide this as a separate service but can include this into the price if that was meant – it is meant that formatting of original document should be kept (e.g. presentation). If original document is in PDF – documents shall be processed, translated and converted back to PDF. Sometimes, there are footnotes or legends under pictures – formatting of these should also be kept. Briefly – we need to receive translated document in the same format as we provided it.

2) it is also stated in the RFP that the cost shall include internal certification. Do you mean here certification with a stamp of the translation company, or internal quality assurance by the assigned QA? – we need internal quality assurance.

3) stated in the RFP: Each submission must include: Certifications or trade association memberships that the Contractor or its individual freelancers hold. What type of document should we provide as a company? - Apart from registration certificate under “Certifications or trade association memberships that the Contractor or its individual freelancers hold.” we mean any professional certificates, which company or translators might have, e.g. ISO certification, Ukrainian Association of Translators..., certificates, which prove quality assurance, other certificates applicable to professional activity of the company. Please, specify in your proposal how quality assurance is done and if any standard operating procedures exist in this regards.

4) What is the estimated volume in words and/or pages per language for this RFP?- as mentioned in the RFP documents, we do not set up volumes for this RFP, we would like to establish frame agreement (BPA) for the period of 3 years.

5) We have a bank account that can receive wire in USD but not in UAH, would that be a problem?- as mentioned in the RFP documents, in scope of this RFP it is requirement that vendor has account in UAH, we will be making payments in UAH from our account in Kyiv.

6) Could you provide the Attachment A Translation Sample? We couldn't access the link that is included in the RFP document. - it is attached as separate file.