

FL-CASC17
Translation of European Union documents
Questions and answers

Here is the latest information relating to the open calls for tenders, provided by the
 External Translation Unit

| Communication |
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| <p>96. We apply as a public entity and we do not have any data to fill in the Annex 6 – Evidence Required for Selection Criteria as we are not a private company. However, we have financial statements for (at most) the last three years for which accounts have been closed. The financial statements are sufficient to sustain our financial and economical capacity or we need other evidences?</p> <p>As stated in Annex 6.1, financial statements are one possible way of providing evidence.</p> |
| <p>95. Regarding the test translations, will the texts be categorised as JUST/COMP/AGRI/TAXUD, etc, the way regular work assignments are?</p> <p>No</p> |
| <p>94. About the minimum requirements for revisers, all revisers must have translation experience. It is very unfortunate since we have a number of in-house revisers who work almost full-time revising translations for the EU. However, as they have never worked a translators, they appear to be excluded. Is there a reason for this?</p> <p>The contracting authority considers a translation experience to be a prerequisite for thorough revision and proper understanding of all details of a high-quality translation. Experienced revisers shall have previous translation expertise to be able to revise properly also the linguistic part of a translation rather than just its compliance with formal requirements.</p> |
| <p>93. What is meant by 'contract' and the reason behind its requirement; i.e. is it to prove we have sent the subcontractor a number of translation jobs recently? Or just that we have an existing contract/relationship with them, regardless of the last time we worked together?</p> <p>The latter.</p> |
| <p>92. By "existing or prospective contracts with subcontractors", do you require a contract for the provision of external services specifically relating to this tender or a purchase contract/order for a single current or prospective translation job?</p> <p>No. Please see Q&A 50.</p> |
| <p>91. Can you clarify the way the envelopes containing the tender should be arranged?</p> <p>As explained in the invitation to tender, please prepare 4 envelopes. The first one should be labelled "Financial" and contain the signed financial offer in paper. The second one should be labelled "Technical" and contain a printout of the electronic tender registration form and the 3 DVDs or USB keys containing the complete scanned tender (labelled ORIGINAL, COPY 1 and COPY 2). Put these two envelopes into a third one labelled "CALL FOR TENDERS – NOT TO BE OPENED BY THE INTERNAL MAIL DEPARTMENT". Finally, place this one into a fourth envelope mentioning CALL FOR TENDERS CASC17 and the address.</p> <p>The goal is to protect the integrity of the offer, that must arrive unopened.</p> |
| <p>90. Are CAT tools necessary to sit the tests?</p> <p>CAT tools are necessary only for the TRA tests, not for REV.</p> |

89. How is revision counted compared to translation?

According to interinstitutional rules currently implemented in DGT, 1 page TRA = 0,4 pages REV.

88. Can you confirm that a degree at 'hbo' level is acceptable as a minimum qualification for Dutch translators, revisers and reviewers?"

Yes.

87. As evidence that the tenderer is not bankrupt, subject to insolvency or winding up procedures, would an electronic extract from the trade register suffice?

Yes.

86. A couple of us, as freelance translators, are considering entering a joint bid for this tender, without forming a company. If awarded a framework contract, we would like to open a joint bank account, specifically to handle the financial transactions of the group. Would it be acceptable to DGT if we only opened such an account if we were awarded a framework contract? In our bid, could we submit a statement of our intention to open a bank account instead of the Financial identification form?

You need to provide at least one bank account of the team leader indicated on Annex 4, power of attorney. Before the signature of the framework contract, you can ask to change the bank account.

85. We learned at the meeting in Prague that the on-line tests for both procedures will be held in one day. Can you please specify at what time you will send the tests and the exact time of the deadline? Please specify the time zone also.

Exact dates and times of all award tests will be communicated to those bidders who pass the selection stage. See also Q&A 64.

84. In 2016 our subcontractor had zero turnover. Is a statement of overall turnover and turnover for the last financial year available for the type of services covered by this call for tenders with zero turnover acceptable?

Yes.

83. Why you did not consult OMNIBUS contractors before you finalised the specs and paperwork requirements?

Unfortunately this is not allowed. The equal treatment principle enshrined in the Financial Regulation requires that all potential tenderers, contractors or new providers, have the same information about a new procurement procedure at the same time. All information about a new call for tenders can only be spread after the publication, when all tender papers are final. During the execution of the contract we organise seminars with contractors where any issue can be discussed.

82. Can the subcontractors who we assign to undertake the Revision tests also be the Senior persons responsible for quality assurance [6.2.2], in the lots in question?

Yes.

81. At VI Evidence upon request for the Exclusion Criteria, we've completed other procedures for other EU bodies. Will these suffice? The wording may not be identical but will relate to the same exclusion criteria in question.

Yes. Please see also Q&A n° 29.

80. If the person responsible for Quality Assurance is external to the tenderer's entity, a copy of its contract with that person must be submitted (p.22).

In Q&A number 66 it becomes clear that this contract must be something other than a Letter of Intent as in Annex 5a.

We wonder what else we can put in a contract with an external resource besides his/her intention to collaborate with us in case of a contract award. In our opinion, we cannot oblige a freelance person to be fulltime available as if they were employed by our company. No external resource will be prepared to sign such a contract.

How does the Commission view this? What minimum conditions should be included in

such a contract?

The specifications do not require anywhere a full time contract with the external resource, but just "a contract". A project of this collaboration contract between the tenderer and the external collaborator may be submitted at the tendering stage, but it will have to be duly signed before the signature of the FWC. Please see Q&A 50 by analogy.

79. Is it safe to assume that if this methodology 'works' for you and achieves its objectives, that all the other OMNIBUS languages will be procured in the same way when the contracts expire.

As explained in the info events and Q&A 2 and 3, OMNI+17 and CASC17 are only tests.

78. Further, also re. 3.3.3.2. (c) Evidence, you ask for "at least one example of a letter of reference from a customer about a major project" The obvious referees would be from EU bodies such as yourselves, however you are all pretty reticent about our work, beyond number of pages, language, subject etc. If we feel our work for you justifies our submitting one of your letters of reference, can we leave to you to check the detail of any specific project your end, please?

Yes: we can check your working history.

77. 3.3.3.2. (c) Evidence: the spec states that "the tender must include evidence only for the most senior person responsible for quality assurance....." In our company system, this would mean the most senior project manager [PM], who is usually a linguist promoted to project management, and to whom all linguists report. That being the case s/he would be responsible for numerous language combinations and thus several lots in the context of CASC17. Would it therefore be acceptable for us to provide letters of references from pertinent customers for the lots in question, together with print-outs of our work control system linking their work to the same PM in question?

Yes. Please see also Q&A 41 by analogy

76. Regarding whether freelance translators should be regarded as subcontractors. At 2.2.2 of your specifications it clearly states that "Freelancers and self-employed persons who provide services to a contractor for the execution of the FWC are regarded as subcontractors". However I have just been reading the Centre de Traduction FAQs for a concurrent procurement procedure, on this same subject, who say: ".....if a tenderer relies on a number of freelancers who work more or less regularly but not exclusively for him, this shouldn't be considered as subcontracting....." It would be a very great help for us to understand why or how two major EU procurement bodies are able to treat freelancer translators so differently. Understanding such things eases one's work.

Different institutions may have different interpretations of the procurement rules, depending on the legal advice received for their specific needs. With regards subcontracting, the European Commission has held this same view since GEN-11

75. The tender specifications state that "for all categories of personnel, at least half of their translating experience must have been in European or international affairs or in national, European or international public administration". Does this statement refer to the personnel's experience spanning their entire career or the 3000 or so pages of translating experience required for this tender?

It means that half of the evidence submitted for this tender should be in the mentioned fields.

74. Does the same person need to take the case study tests who will perform the majority of project management tasks associated with the tender if awarded an FWC? Could the tasks of project management be split among several people if awarded an FWC?

The team sitting the tests should be part of the team in charge of the execution of the contract.

Please see previous answer as well.

73. During the translation process, could the reviser of a given assignment perform quality assurance checks on the translation or do two separate individuals need to revise and then perform quality assurance checks on the same document? How many people must work on any given individual document assigned to the contractor by DGT? Is self-revision allowed?

It is up to the contractor to define a workflow in the team that guarantees the quality required by the contract.

72. Could an individual freelance translator participate in more than one group/subcontract with more than one translation agency entering a bid for this call for proposals? Would this infringe competition rules?

In CASC17, a freelancer can be part of the team of several tenderers.

71. Are the annexes the only documents to work on, or are we supposed to submit presentation of our company, of the full team, working methods, etc.?

Only the Annexes with the required evidence must be submitted.

70. Nowhere that I can see does the tender specification state that the person carrying out the case studies must be a person whose name has been specified by the tenderer as having the role of translator, reviser, reviewer or quality assurance personnel. Only if they are a subcontractor should their name be specified in the list of subcontractors. Therefore does this mean that a project manager employed by the tenderer may complete the case study? Can a project manager without the minimum linguistic qualifications required for translators, revisers, reviewers or personnel responsible for quality complete the case study?

Indeed the specifications do not formally request that the person sitting the case studies has a specific profile. It is up to the tenderer to choose the most able person to sit the case studies tests, but being language specific, it is highly recommended that they are done by somebody who fulfils the linguistic requirements. See also Q&A 22.

69. Can you please clarify where the names of in-house linguists are to be listed as there's no room for it in the Annexes (unless some of them work on the case studies or test translations).

Only subcontractors need to be listed in Annex 5b.

68. Point 3 of the tender specifications (Evaluation of tenders), Stage 3 (award criteria) states that the assessment of the tenders for each lot will be carried out to assess how well the tenders correspond to the award criteria.

Could you please kindly clarify what will the European Commission exactly consider in terms of this assessment?

Only the selection criteria and the award criteria set in the specifications for this call for tenders will be considered.

Will the European Commission take into consideration the number of pages our company has translated for a specific language combination?

Only the experience of the person responsible for quality assurance is a selection criterion, not the experience of the agency.

Will the European Commission take into consideration our financial results? You must provide evidence of your economic and financial capacity according to point 3.3.2 of the specifications.

Will the European Commission take into consideration our internal process of translations and quality assurance? If so, should we describe these internal processes?

This description is not requested. You will have to solve the cases studies, which are a practical

simulation.

67. Can you please let us know if you prefer to have the supporting documents all at the end of the technical offer as appendices or each one just after the relevant Annex?

Please insert the relevant information in every chapter of the annexes.

66. Point 3.3.3.2.b) of the specifications states that 'Tenderers who use external personnel for quality assurance must submit a copy of their contract with the personnel who will be in charge.' Could you confirm that this contract may be an intention on the part of the individual to be available as a FTE if the contract is awarded?

The intention of future collaboration with the tenderer for this procedure in case of success is covered by the Letter of Intent (Annex 5a). Before signing the FWC, the signed contracts with all subcontractors must be provided. See also Q&A 50 by analogy.

65. Tenderers must confirm the availability of sufficient minimum translation and quality assurance capacity for the different lots per year (point 3.3.4 of the specifications). Is there a particular place in the annexes you would like us to confirm this or shall we attach a signed statement?

You may attach a signed statement.

64. Will tests for CASC17 and OMNI+ take place at the same time? If we tender for one lot in CASC17 and one on OMNI+, do we also need two teams for the case studies?

All tests for both calls will take place on the same day.

The revision test for OMNI+17 will run at the same time as translation, revision and case studies tests for CASC17.

Case studies for OMNI+17 will be done at another time slot.

If you apply for both calls, you may use the same person for the case studies tests, but will need different revisers.

63. Test translations for CASC17 procedure: we guess that we should deliver revised and reviewed translations. How long will the test translations be (number of words/characters) and will there be enough time for translation/revision/review?

The test translations will be around 2 standard pages long. A standard page is 1500 characters without spaces. See also Q&A n° 32.

62. We will include our current freelance translators in Annex 5b. What if we need to add more translators to our team, in case we are awarded a contract? Do we have the right to do it and what shall we do in this case?

You may always add or replace resources, provided that they have the minimum qualifications and experience requested and that you notify it formally. Please note that if one of these is the person responsible for quality assurance you must also provide the relevant evidence for our approval.

61. In case we participate in more than one language combinations, do we have to indicate a different person to carry out the case studies for each language combination?

The CASC17 cases studies are lot specific. Therefore, if you tender for several lots, you will need several teams, as all tests for all lots will take place at the same time. Please see also Q&A 21, 32, 33, 34, 38, 42.

60. Point 3.4.1 of the specs says that "The tenderer must sign a declaration on honour that this person did the test alone". It is unrealistic, as in a normal situation any team member would not work in isolation.

Signing the declaration on honour means that that person is the author of the text submitted for evaluation of the relevant award criteria. Like in a real situation, it does not imply that the person cannot consult references or colleagues if need be.

59. Will we have a spell-checker the day of the tests?

People sitting the tests will be able to work in their own environment with their own tools. The only online element is that they will have to go to a specific website to download the material & instructions (see also Q 21).

58. The Translation Centre also has published a procurement procedure with the same deadline of Friday 19 January. I am sure this cannot be intentional on your parts, but either way, combined with the fact that in some countries two major festivals take place between the tender notice and tender delivery deadline, such an unfortunate coincidence is going to put enormous stress & pressure on your 'gallant' would-be suppliers, particularly smaller companies with less manpower & flexibility to find the time needed, and bearing in mind that no two tender methodologies are ever the same.

Procurement procedures are generally organised by each institution separately. We were not at all aware of this coincidence. The deadline set is longer than the minimum legal deadline required. We are afraid there is nothing we can do about it at this stage.

57. With regard to the qualifications and experience of translators and the person responsible for quality assurance (QA), if the intended QA person or linguist is a freelancer collaborating with our company and has participated in translation projects and/or performed QA on numerous pages of translated content, would you accept references (in which the name of the linguist is indicated), supplemented by the invoices for the given assignments from our clients?

Yes. Please see, by analogy, Q&A 12, 40, 41 and 46.

56. Will a tenderer be allowed to offer an alternative (back-up) personnel to complete the case studies part of the test (AC1 Case studies) in case the original employee is not available, provided that this new designated personnel is a full-time employee of the tenderer (and not a subcontractor)?

If the person presented in the tender to sit the tests (employee or subcontractor) is not available the day of the tests for justified reasons, please send us a notification as soon as possible with the relevant information about the back-up person. Please note that if the person is a subcontractor s/he should be listed on Annex 5b.

55. At point 8 of the invitation to tender, it is stated that:

"Tenders will be opened on Tuesday 30 January at 9.30 a.m., 12 rue de Genève, 1140 Brussels (Evere), Room 3/32. Each participant must produce a letter of authorisation issued by the tenderer as well as their passport or ID card".

Does this mean that every person who submits a tender has to come in person to this address on this date (or send a representative)?

No, however attending the opening is possible for those tenderers who wish to be present.

54. Are timesheets, invoices or employers' certificates stating the required information acceptable proof of the experience of subcontractors as well as for in-house linguists?

Yes. The means of acceptable proof are the same for any team member, be it an employee, a subcontractor or other. The answers about acceptable proof for in-house staff are applicable to subcontractors by analogy.

53. Should we provide one Annex 5b per lot or one for all tendered lots?

You may list all subcontractors in the same Annex 5b.

52. Can you please specify what box to tick, in Annex 7.1.1 AC1, 7.1.2 AC2 and 7.1.3 A.C. 3 if the persons taking the tests are freelancers: subcontractor or self-employed?

Subcontractor if s/he provides external services for the tenderer; self-employed if s/he is the tenderer running her/his activity without a company structure or if s/he is the owner of the company."

51. According to point 2.2.2 of the specifications, "Freelancers and self-employed persons who provide services to a contractor for the execution of the FWC are regarded as subcontractors." Please clarify if this applies only for the person responsible for quality assurance or for the freelance translators too.

The status of subcontractor may apply to any category of collaborators, be it persons responsible for quality assurance, translators, revisers, reviewers, quality managers or any other who provides external services to the tenderer.

50. Annex 6.2.2 mentions that "Organisations must submit a copy of the contract with the person responsible for quality assurance". If the person responsible for quality assurance is a subcontractor, what do Organisations have to submit?

A contract for the provision of external services.

49. In case of linguists with a C2 level of English as a non-native language, is it required to provide certificates acknowledging their English skills?

The specifications do not require evidence of their knowledge of the languages, but of the relevant experience in the target language and of their professional qualifications for the most senior one.

48. Is it required that linguists are native speakers of the target language, namely UK English, or if linguists with a C2 level of English, according to the CEFR classification, can be used as well?

The specifications do not require native speaker linguists. It is up to the tenderer to choose their most able collaborators.

47. Regarding the tests, it is said on page 25, about the persons taking the translation, revision and case study tests: "If the person is a subcontractor, the person must be among the subcontractors listed in the tender". Do you mean that they should be the persons listed on Annex 7?

Annex 7 must indeed give the names of the persons taking the tests. Please see also Q&A n° 14.

Or should they be listed elsewhere?

All subcontractors must be listed in Annex 5b.

Could you confirm that evidence on their experience should not be included in the tender documentation at this point?

As mentioned in Annex 6.2.2, evidence of the experience should be submitted with the tender for the most senior person only, be it an employee, subcontractor or other. Please see also Q&A n° 27 and 13.

46. Can invoices and purchase orders count as evidence of this experience?

Yes.

45. Will a page for the purpose of this experience be considered as a page of 1500 characters?

Yes.

44. Unless the linguist has worked in-house in a quality control department, it is hard to account for a high number of pages in that specific task. Can experience as revision be considered as quality assurance experience?

Yes. See also Q&A n° 17.

43. In reference to point 1.7 of the specifications, could you clarify what is meant by „any other localisation format besides XLIFF files“

The terms "any other localisation format besides XLIFF files" is a general concept intended to cover the eventuality in which a format other than XLIFF emerges to replace it as the standard localisation format. Up to now, this has not happened and is unlikely to happen in the near future.

42. Referring to Annex 7.1.1 to 7.1.3 of the CASC17 Annexes, I believe I have the technical capacity to undertake the two case studies, two test translations and the test revision, but my understanding of Annex 7 is that the only way in which I will be able to participate in this tender is by tendering as a partnership of at least four people, by sub-contracting or by a combination of the two. Is my understanding correct?

Yes. The first person will sit the case studies; the second one will sit the first translation test; the third one will sit the second translation test, and the fourth one will sit the revision test. See also Q&A n° 11.

41. With regard to your request that the evidence shall include at least one example of a letter of reference from a customer about a major successful translation project, this is not possible for in-house linguists as customers are not aware of who performs their translations. For subcontractors as well it can be difficult for customers to mention a specific project for confidentiality reasons. Can you please advise on what can be admissible as proof instead?

Please present additional proof, like a formal statement by the employer, related timesheets or other. All evidence will be evaluated globally.

40. How can we prove experience of an in-house linguist? Can you please confirm whether providing timesheets that include person's name, language combination, volumes, clients' name suffices?

Timesheets are acceptable proof. Please see also Q&A n° 12.

39. You mention that the tenderer will be required to sign a declaration on honour about all the people who completed the tests and send it to DGT within 10 working days after the test. Please explain when this declaration will be provided to the tenderer and how the tenderer will have to send it (original by post, electronic copy).

Scanned copies are accepted. Originals will be submitted on request.

38. Please confirm the language in which the case studies will have to be completed.

The case studies will have to be completed in the target language or EN.

37. Please explain how the case studies will be evaluated (criteria).

The evaluation committee, which works in an independent manner, will decide before seeing the tenders the evaluation criteria to be applied to all.

36. Please explain the content of the foreseen case studies, i.e., which topics and scenarios these would concern (e.g., quality evaluation process, project handling, etc.). In order to select a competent person to complete the case studies, we would need a more comprehensive and detailed overview of this task.

Case studies will present a complex but realistic situation that may occur during the execution of the Commission contract. Tenderers are expected to describe any concrete procedures, tools and/or resources they would use or set up in order to satisfy the client in that particular situation.

35. We have noticed some differences between the tender specifications of OMNI+17 and CASC17. For instance test translations will be conducted only for CASC17 but not for OMNI+17, even though the scope of services of the two contracts are identical. Furthermore, there is no requirement for tenderers to confirm the availability of sufficient minimum translation and quality assurance personnel for the different lots per year for OMNI+17, even though the annual work volumes are larger than those of CASC17. Could you explain why?

Both procedures are different and also their requirements. CASC17 is a cascade system without dynamic ranking where the first contractor is expected to take everything. OMNI+ is a multiple contractor system with dynamic ranking similar to OMNIBUS-15 but with reinforced selection and award criteria. DGT is testing different approaches.

34. Could you provide us with an example of a case study?

Examples are not available. Case studies will present a complex but realistic situation that may occur during the execution of the Commission contract. Tenderers are expected to describe any concrete procedures, tools and/or resources they would use or set up in order to satisfy the client in that particular situation.

33. Will the case studies be in the form of an interview?

All tests will be written.

32. Is there an indication of the duration of tests AC1, AC2 and AC3?

The duration is four hours each test.

31. Is there a limit to the proportion of work that can be subcontracted?

No.

30. With regard to qualifications and experience of translators and the person responsible for quality assurance, if the intended quality person is an employee of our company, who have participated in translation projects and quality assured numerous pages, would you accept worksheets of our office as references (in which the name of the translator/reviser/reviewer is indicated), supplemented by the invoices for the given assignments?

Yes. See also Q&A n° 12.

Please note that the language combination and the volume of work should be indicated.

29. As for forms of evidence, could you please inform us about what do you accept as a recent certificate?

The evidence in support of the exclusion criteria, namely extracts from the judicial record and administrative certificates, cannot be older than 1 year from their issuing date AND must still be valid at the moment of the request from the contracting authority (if they are not submitted with the tender). For the evidence in support of the selection criteria, the same approach applies for documents related to legal status; on the contrary, letters of reference and past contracts can be older than 1 year. Financial capacity evidence is related to the last 3 years maximum.

28. In point 1.13., you explain the evaluation of the framework contract. In point (ii), you state that a sample of the delivered pages will be drawn. Is it possible to estimate how much of each assignment will be evaluated (e.g. at least 10%, etc.)?

The overall sampling fraction will be 10 % at the beginning but the fraction of each assignment may differ.

27. What Annexes must subcontractors submit? When must evidence in support of Annex 3 be submitted?

Subcontractors must complete Annexes 3 and 5a. Tenderers must complete Annexes 1, 2, 3, 4, 5b, 6 and 7. Please note that it is not compulsory for tenderers to submit the evidence in support of Annex 3 at the tendering stage. They may submit it either with the tender or before the signature of the contract. Subcontractors shall provide evidence upon request at any time during the tendering procedure or during the execution of the contract.

See also Q&A n° 13.

26. In 3.3.3.2, (c) Evidence of your specification document, you request 'The evidence shall include at least one example of a letter of reference from a customer about a major successful translation project.' Please can you define what you consider as 'major?'

It is up to the tenderer to identify in its working history a project that, because of its volume, complexity or other reasons, best shows the excellence of the translation services it provides.

25. Will there be flexibility regarding the required date/time, what notice period will be provided and confirm the procedure if one or more of our named translators are unavailable for the requested date/time?

For equal treatment reasons, all award tests will take place on the same day between the 26th of February and the 2nd of March. Tenderers will receive notice of the exact date at least 10 calendar days before the tests.

24. Is it possible to provide an unprotected version of the annexes so that we can separate and provide to our individual translators for completion?

You may print the relevant annexes and distribute individual copies for them to sign. Then scan them and attach them to your tender.

23. As we have been working with the Commission since 2016, are we still required to complete 1.5 (Tender Legal Entity) and 1.6 (Financial Identification) Forms?

For section VI, do we understand correctly that we do not need to obtain and submit the relevant proof as we have already submitted for a previous tender procedure last year and in which time, there has been no change to our situation?

As every procedure is different indeed you must submit all annexes duly filled in. The evaluation committee will only examine the documents provided for this procedure.

22. What is the envisaged profile of the person that will do the two case studies; a translator, a project manager or a member of senior management?

It is up to the tenderer to decide the most appropriate person to sit the tests, knowing that the case studies will relate to translation project management.

21. Please provide more information about the “online controlled conditions” under which the case studies, the test translations and the test revision will be held.

Testers will be given a weblink the day of the test. This link will lead them to a landing page where they will find general instructions (deadline, deliverables, etc.), test material and a mail address for delivering the tests. They will be able to work in their own work environment with their own tools.

20. We noticed a required minimum capacity under 3.3.4. for lot 2 EN-NL of 4.000 pages per year. The number of pages outsourced for this language combination is 12.000 pages on average per year. Can you clarify the difference? What are we expected to handle?

Thank you for drawing our attention to this discrepancy. Indeed, there has been a clerical mistake. The right table about the minimum capacity is the following:

| Language combination | Minimum capacity in pages (translated and quality assured; after pre-processing) |
|----------------------|--|
| Lot 1 BG-EN | 4 000 |
| Lot 2 EN-NL | 10 000 |
| Lot 3 FR-EN | 4 000 |
| Lot 4 HU-EN | 4 000 |

| | |
|---|-------|
| Lot 5 RO-EN | 4 000 |
| <p>The corrected copy has been uploaded in Europa.</p> | |
| <p>19. Will there be any information event about these new calls for tender?</p> <p>The Directorate General for Translation (the Language Departments concerned together with the External Translation Unit) organises the following events which will be fully or partly dedicated to the new call for tenders CASC17.</p> <ul style="list-style-type: none"> • 19 December 2017, London • 8 January 2018, The Hague • 9 January 2018, Brussels <p>You will find the details on the exact timing, venue and registration at the links.</p> <p>The main elements of the info events will be published in these Q&A.</p> | |
| <p>18. Est-il possible d'obtenir le dossier de consultation pour le marché CASC-17 (Translation of EU documents – CASC17) en français?</p> <p>As none of the language combinations requires French as target language, DGT has not prepared a French version of the tender documentation. Indeed, all language combinations involve English, either as source or target language. Therefore, in the particular cases of CASC17 and OMNI+17, and given the huge workload of our in-house translation service, a translation into French was not considered a priority.</p> | |
| <p>17. Is the quality assurance process expected to include the final linguistic revision or technical checks of the texts in terms of this tender? In our company, the quality assurance specialist is the person who does the final technical checks of texts that have already been translated, revised and reviewed by the linguists. The quality assurance specialist is an internal employee and doesn't have native-level knowledge of these tender languages. This person mainly works with such QA tools as Verifika, as well as others used in the translation industry.</p> <p>In CASC17 the staff in charge of quality assurance is expected to have a native-level of the target language. For the purpose of proving such experience, the quality assurance process will be globally understood, including revision and other linguistic checks.</p> | |
| <p>16. Is it required for the quality assurance specialist and the translators to have a native-level knowledge of the target language (there is no indication that this applies in the tender specification)?</p> <p>Yes, it is required. Points 5 and 6 of Annex 6.2.2 do mention "for this language combination".</p> | |
| <p>15. We understand the paper printout of the technical and financial offers must be in separate envelopes. Can you please confirm they can be saved on the same DVD or UBS key instead under separate folders?</p> <p>We confirm that the technical and financial offers can be saved on the same DVD or USB key.</p> | |
| <p>14. On page 14 of the specifications you say "The tenderer must send a paper printout of the electronic tender registration form and the (technical and financial) offer with original signatures,..." – Can you please clarify what the technical offer should include exactly since on page 18 you explain the technical offer will be online and carried out at a later date after evaluation of the selection criteria?</p> <p>Award tests will indeed be taken on line. At the tendering stage you must fill in the information requested by the forms in Annex 7: Lot N^o, name of the person taking every test and his/her status. Please fill in one Annex 7.1 per lot.</p> | |

13. Can you please specify if the evidence in support of the Declaration on the Honour is to be submitted with the tender or only upon request? There seems to be a contradiction between the instructions on page 19 of the specifications and the instructions on page 8 of the Annexes

It is not compulsory to submit the evidence in support of the Declaration on honour on exclusion criteria at the tendering stage. You may submit it together with the tender or at a later stage before the signature of the framework contract.

12. About the requirement to prove the experience of the person responsible for quality assurance: in case this person is an employee of the tenderer and all relevant experience has been obtained as part of a standard employment relationship, what evidence would be acceptable to prove this? Would a signed declaration by the tenderer be sufficient?

Yes, a certificate issued by an employer about the experience of his/her employee is an acceptable proof.

11. I am an individual translator. For the language combination of my current contract, you launched the call for tender CASC17. I wish to submit a tender, however, I will not be able to accept all documents, simply because of the volume. You are discriminating against individual translators.

The Commission launches procurement procedures to cover its needs and ensure business continuity. Procurement procedures underlie the Financial Regulation; and as in case of any other activities of the EU institutions, no kind of discrimination is allowed.

The tender specifications however foresee the possibility that individual translators can nevertheless participate even if their individual capacity is not sufficient. As explained in the tender specifications (point 2.2.1), individuals have the possibility to join together and submit joint tenders.

10. Why has the Commission not informed its contractors about the new tender procedure? I find this behaviour from the Commission unfair. I only saw the publication accidentally as I was not expecting it so soon.

As enshrined in the Financial Regulation, the Commission has to ensure equal treatment of all economic operators. Therefore, any publicity preceding the publication of the call for tender in the Official Journal of the EU, as well as any targeted publicity (e.g. informing past or current contractors) is strictly forbidden.

We recommend you to keep an eye on our website:

<https://ec.europa.eu/info/tender/omni17>

<https://ec.europa.eu/info/tender/casc17>

and to subscribe to TED (Tenders electronic Daily) for free to receive automatic notices on new EU tenders:

<http://ted.europa.eu/TED/misc/chooseLanguage.do>

9. What about the other lots? I have a framework contract for several lots; the new calls for tender cover only some of them...

Lots other than the ones listed in the new calls for tender are not concerned; for the moment, a new call for tender is foreseen for them only towards the end of their maximum duration.

8. You organised a call for tender for four years in 2015 and now you are organising another one. This puts a heavy administrative burden on those of us who have signed a contract with you.

We are aware that a call for tender presents extra work for the bidders. It also adds to DG Translation's workload but we are doing this precisely to find more efficient approaches for all

parties, guided by the principles of sound (financial) management.

It is precisely because we are aware of the burden that we have decided not to do a new tender for all lots, but first to do a test with a limited number of lots.

7. I signed a 4-year framework contract and have delivered translations to DGT, all of which have received good evaluations. I had legitimate expectations that my current contract would give me the chance to work for you for 4 years. Now, with this new tender, you are cancelling my contract way before its due expiration date.

The framework contract is valid for 12 months, with the possibility of maximum three renewals. The renewal or non-renewal of your contract is not linked to performance (the quality of your work) but to the actual needs of the contracting authority (DG Translation).

The reason for the new tender is that our experience in the last two years has shown that the current system has certain weaknesses to cope with DGT's changing needs for external translations.

In the meantime, you are encouraged to take part in the new open calls for tenders (<https://ec.europa.eu/info/tender/omni17>, <https://ec.europa.eu/info/tender/casc17>) , where all bidders will be subject to the same selection and award criteria.

6. What about my current contract? Will I continue to receive work from DGT?

The Framework contract you signed with us provides for a maximum of three automatic renewals of 12 months each, unless a formal notification is given at least three months before the end of the ongoing duration of the contract.

We will inform all current contractors concerned before 30 March 2018 about the non-renewal of their contract. In any case, all current contracts will remain valid at least until 30 June 2018.

In the meantime, you are encouraged to take part in the new tenders.

5. What is the duration of the framework contract under the new tender? 2 years or 4 years?

The new framework contracts will have a fixed, non-renewable duration of 2 years.

4. How were the lots for this tender selected?

We have chosen lots from small, middle and large markets which also cover a wide range of our past needs.

3. Why a tender for only a few lots and not for all lots?

Before applying new approaches to all lots at the same time, DGT decided to test these new approaches on a limited number of lots, to be able to draw lessons for the moment when we have to launch a new tender for 2020, when OMNIBUS-15 runs out.

2. Why this new tender, more than two years before the current tender (OMNIBUS-15) ends?

DG Translation's experience with the 2015 tender for translation of EU documents (OMNIBUS-15) has revealed certain weaknesses to cope with DGT's changing needs for external translations. DGT sees increasing reluctance on the contractors' side to take on urgent, difficult, voluminous jobs or multiple successive versions.

With the new tender DGT aims at tackling these weaknesses and at the same time taking better account of the differences between the translation markets in the EU, instead of the one-size-fits-all approach followed in OMNIBUS-15.

Therefore DGT has decided to test two new approaches for a number of lots:

1. For some lots, DGT basically looks for only one main contractor which is supposed to take all translations for a given language combination, with further contractors in reserve as a back-up, in case of unsatisfactory performance of the main contractor. (CASC17,

<https://ec.europa.eu/info/tender/casc17>)

2. For the other lots involved, DGT will maintain the system of dynamic ranking, while applying improved criteria (e.g. case studies and test revisions) to award contracts to tenderers both willing and capable of coping with DGT's changing needs. (OMNI+17, <https://ec.europa.eu/info/tender/omni17>)

1. May we draft the tender in any EU language?

Yes. For the purpose of facilitating the evaluation process tenders in English are welcome.