

**QUESTIONS AND ANSWERS
TENDER NO. 1967 – SIMULTANEOUS INTERPRETATION**

Below please find the questions from bidders and the answers from the Contracting Authority.

Question no.	Questions from tenderers	Answer from the Contracting Authority
1	<p>Certification requirements Could you please clarify whether it is mandatory to hold ISO 18841, ISO 20108, or an equivalent certification in order to participate? Our company holds ISO certifications specifically related to translation and post-editing services, but not the above-mentioned interpreting standards. Would this affect our eligibility?</p>	<p>The certifications mentioned in section A.5 are not mandatory, and bidders can inform of other or similar accreditation. ISO certifications related to translation and post-editing services are also relevant. The certifications are not a minimum requirement, and no bidders will be declared ineligible.</p> <p>The Contracting authority is interested in knowing which accreditations the bidders have, if any.</p>
2	<p>Distribution of assignments In the event that several providers are awarded under the framework agreement, how will service requests be distributed among them? Will there be a ranking system, rotation mechanism, or mini-competition for each assignment?</p>	<p>If more framework contracts are concluded for the same service, they will be ranked. The bidder with the highest score will be ranked no. 1 and contacted first. Only if bidder no. 1 is unavailable to deliver, the contractor ranked as number 2, will be asked to deliver.</p> <p>We might also conclude contracts without ranking, where only one bidder has the highest score for a particular language.</p>
3	<p>Onsite services Is there a possibility that onsite interpreting services will be required? If so:</p> <ul style="list-style-type: none"> • Could you indicate the expected number of onsite assignments? • What would be the service locations? • Should the same unit prices apply to both remote and onsite services? 	<p>We do not foresee onsite interpretation services.</p> <p>We do foresee hybrid interpretations for both AI and Human interpretation. However, the human interpreters will handle the interpretation remotely.</p> <p>Hybrid interpretation means that some participants will be present in the room physically and others will be present online.</p>

4	<p>Subcontracting threshold If subcontracting exceeds 30% of the total service volume, would we still be eligible to participate? As is standard practice in the interpreting industry, agencies typically collaborate with freelance interpreters. We would therefore appreciate clarification on how this threshold is calculated and applied.</p>	<p>We understand that the market also relies on freelancers to conduct interpretations, and we accept the use of freelancers if the quality meets our requirements.</p> <p>Please description the use of freelancers, if any.</p>
5	<p>Sample task (page 4) On page 4, a “sample task” is mentioned. Could you please clarify what this entails? In the case of human interpreting services, providing samples from past assignments is often not feasible due to confidentiality and data protection considerations.</p>	<p>Please refer to the Terms of Reference point 9, page 48 for a description.</p>
6	<p>Negotiation rounds Could you confirm how many rounds of negotiation are foreseen within this procedure?</p>	<p>We typically operate with one round of negotiations.</p>
7	<p>Use of Microsoft Teams or other platforms If services are to be delivered via Microsoft Teams mandatory, will the contracting authority provide access and cover the associated costs, or are tenderers expected to use and finance their own preferred platforms?</p>	<p>The Contracting Authority has the Microsoft Teams standard platform for the DCA organisation but not for external participants. We kindly reiterate that in the Terms of References 3.2, we state that the solution cannot include licenses for participants. This means, participants should be able to log in at no cost.</p> <p>All additional platform costs should be included in Annex 3 – Lots 2 Simultaneous Interpretation services / features to be paid for by the Contracting Authority.</p>
8	<p>Lot 1 – pricing scope Does the pricing for Lot 1 refer exclusively to</p>	

	<p>remote services, or does it also include onsite services?</p> <p>As pricing structures differ significantly between remote and onsite interpreting, would it be possible to submit differentiated rates where applicable?</p>	<p>Please refer to the answer in question 3. No onsite service is required.</p>
9	<p>Duration of assignments exceeding 90 minutes</p> <p>Are you aware that for interpreting assignments exceeding 90 minutes, it is industry standard to assign two interpreters in order to ensure adequate breaks and maintain quality standards?</p> <p>Should pricing therefore take into account the potential requirement for two interpreters in the two-hour sessions?</p>	<p>We are asking bidders to include their 1-hour and 2-hour price, which should cover the necessary number of interpreters according to industry standards.</p>
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