**ANNEX C – TECHNICAL QUESTIONS**

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| **Please note this Annex contains four (4) separate forms. Bidders should read the below instructions to ascertain which form(s) to complete. Bidders should complete at least 1 form, but no more than 2:**   * **Form A –** For any sized Agency intending to submit a bid for Lot 1 (Translation Services) * **Form B –** For a Freelancer intending to submit a Bid for Lot 1 (Translation services) * **Form C-** For any sized Agency intending to submit a Bid for Lot 2 (Interpreter services) * **Form D -** For a Freelancer intending to submit a Bid for Lot 2 (Interpreter services) |

**FORM A**

**For any sized Agency intending to submit a bid for Lot 1 (Translation Services)**

**Q1.** Please provide details of the language(s) you are able to offer Translation services for, (including area specific dialects such as Latin American Spanish and West African French)

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**Q2.** Please provide the details of three Client references, to include a contact name, organisation name and e-mail address for each reference.

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**Q3.** Do you have experience working with International NGOs and/or Plan International? If yes, please list the organisations below:

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**Q4.** If you answered ‘yes’ to the above, please describe your understanding of the unique requirements and challenges of these types of organisations with regards to translation services:

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|  |

**Q5.** Please indicate which of these types of services you are able to provide by marking Y/N the appropriate box(es):

|  |  |
| --- | --- |
| **Service Types** | **Y/N** |
| ·         Website translation |  |
| ·         Corporate translation |  |
| ·         Legal translation |  |
| ·         Technical translation |  |
| ·         Humanitarian translation |  |
| ·         Video translation |  |
| ·         Video subtitling |  |
| ·         Audio visual communications |  |
| ·         Finance and economic translation |  |

**Q6.** Please advise if you offer Proof-Reading services as part of any translation service e.g. You will proof-read a text that you have translated as part of the overall service prior to sending it back to your Client

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**Q7.** Do you offer proof-reading services as a standalone service? E.g. A piece of text has been translated in-house and your Client would like you to proof-read it

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**Q8.** Do you have integrated software tools to assist with Translation service provision that are available to your Clients? If yes, please provide details below:

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**Q9.** If you were to be successful in this tender, would you assign to Plan International a dedicated Account Manager? If yes, please describe in the box below what this would involve:

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**Q10.** If you were to be successful in this tender, would you be open to assigning Plan International with a dedicated team of translator(s)?

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|  |

**Q11.** If yes to Q10, please confirm if this would involve a small and infrequently changing pool of dedicated translators.

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|  |

**Q12.** Please indicate estimated lead times for the translation of the following sized requirements:

|  |  |
| --- | --- |
| **Number of Words** | **Number of working days** |
| **0-1000** |  |
| **1001-5000** |  |
| **5001-10000** |  |
| **10001-15000** |  |
| **15001-20000** |  |
| **20001-25000** |  |
| **25001-50000** |  |
| **50001-100000** |  |
| **100000 and more** |  |

**Q13.** Would you be willing to agree to the following Service Level Agreements as part of any contract with Plan International, should you be successful?

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Level Agreement** | **Time** | **Y/N** | **If no, please provide an alternative proposal** |
| Acknowledge service request | 1 Working Day |  |  |
| Acknowledge complaints of errors in returned translated work | 1 Working Day |  |  |
| Time taken to correct errors in completed works | 3 Working Days |  |  |
| Attend Account meetings | Monthly |  |  |

**Q14.** Are you able to generate monthly Purchase Order reports for Plan International on an excel file?

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|  |

**Q15.** Does your Agency provide any free services as part of CSR initiatives that Plan International can avail from e.g. X number of words translated by per year/any other value adding services? If yes, please provide details below:

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|  |

**FORM B**

**For a Freelancer intending to submit a bid for Lot 1 (Translation Services)**

**Q1.** Please provide details of the language(s) you are able to offer Translation services for, (including area specific dialects such as Latin American Spanish and West African French)

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| --- |
|  |

**Q2.** Please provide the details of three Client references, to include a contact name, organisation name and e-mail address for each reference.

|  |
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|  |

**Q3.** Do you have experience working with International NGOs and/or Plan International? If yes, please list the organisations below:

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|  |

**Q4.** If you answered ‘yes’ to the above, please describe your understanding of the unique requirements and challenges of these types of organisations with regards to translation services:

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| --- |
|  |

**Q5.** Please indicate which of these types of services you are able to provide by marking Y/N the appropriate box(es):

|  |  |
| --- | --- |
| **Service Types** | **Y/N** |
| ·         Website translation |  |
| ·         Corporate translation |  |
| ·         Legal translation |  |
| ·         Technical translation |  |
| ·         Humanitarian translation |  |
| ·         Video translation |  |
| ·         Video subtitling |  |
| ·         Audio visual communications |  |
| ·         Finance and economic translation |  |

**Q6.** Please advise if you offer Proof-Reading services as part of any translation service e.g. You will proof-read a text that you have translated as part of the overall service prior to sending it back to your Client

|  |
| --- |
|  |

**Q7.** Do you offer proof-reading services as a standalone service? E.g. A piece of text has been translated in-house and your Client would like you to proof-read it

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**Q8.** If you were to be successful in this tender, please advise how you would manage Plan International’s requirements with any other competing workload from other Clients:

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**Q9.** Please indicate estimated lead times for the translation of the following sized requirements:

|  |  |
| --- | --- |
| **Number of Words** | **Number of working days** |
| **0-1000** |  |
| **1001-5000** |  |
| **5001-10000** |  |
| **10001-15000** |  |
| **15001-20000** |  |
| **20001-25000** |  |
| **25001-50000** |  |
| **50001-100000** |  |
| **100000 and more** |  |

**Q10.** Would you be willing to agree to the following Service Level Agreements as part of any contract with Plan International, should you be successful?

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Level Agreement** | **Time** | **Y/N** | **If no, please provide an alternative proposal** |
| Acknowledge service request | 1 Working Day |  |  |
| Acknowledge complaints of errors in returned translated work | 1 Working Day |  |  |
| Time taken to correct errors in completed works | 3 Working Days |  |  |
| Attend Account meetings | Monthly |  |  |

**Q11.** Are you able to generate monthly Purchase Order reports for Plan International on an excel file?

|  |
| --- |
|  |

**Q12.** Do you provide any free services as part of CSR initiatives that Plan International can avail from e.g. X number of words translated by per year/any other value adding services? If yes, please provide details below:

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**FORM C**

**For any sized Agency intending to submit a bid for Lot 2 (Interpreter Services)**

**Q1.** Please provide details of the language(s) you are able to offer Interpreter services for, (including area specific dialects such as Latin American Spanish and West African French)

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**Q2.** Please provide the details of three Client references, to include a contact name, organisation name and e-mail address for each reference.

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**Q3.** Do you have experience working with International NGOs and/or Plan International? If yes, please list the organisations below:

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**Q4.** If you answered ‘yes’ to the above, please describe your understanding of the unique requirements and challenges of these types of organisations with regards to interpreter services:

|  |
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|  |

**Q5.** Please indicate which of these types of services you are able to provide by marking Y/N the appropriate box(es):

|  |  |
| --- | --- |
| **Service Types** | **Y/N** |
| ·         Corporate Interpreting |  |
| ·         Legal Interpreting |  |
| ·         Technical Interpreting |  |
| ·         Humanitarian Interpreting |  |
| ·         Finance and economic Interpreting |  |

**Q6.** Please advise if you offer live transcribing services?

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**Q7.** Are you able to interpret across multiple types of media? (up to and including telephone interpreting, MS Teams video and/or audio calls, Zoom calls, face to face interpreting etc.) Please provide details:

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**Q8.** Please discuss the availability of Interpreters within your company e.g. Booking services in advance of an anticipated date; allowances for urgent interpreter services; availability with regards to various time zones and working days etc.

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**Q9**. How can you guarantee access to Interpreters for Plan International?

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**Q10.** Do you have an established booking system for your Clients to use to reserve the services of Interpreters? If yes, please describe this below:

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**FORM D**

**For a Freelancer intending to submit a bid for Lot 2 (Interpreter Services)**

**Q1.** Please provide details of the language(s) you are able to offer Interpreter services for, (including area specific dialects such as Latin American Spanish and West African French)

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|  |

**Q2.** Please provide the details of three Client references, to include a contact name, organisation name and e-mail address for each reference.

|  |
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|  |

**Q3.** Do you have experience working with International NGOs and/or Plan International? If yes, please list the organisations below:

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| --- |
|  |

**Q4.** If you answered ‘yes’ to the above, please describe your understanding of the unique requirements and challenges of these types of organisations with regards to interpreter services:

|  |
| --- |
|  |

**Q5.** Please indicate which of these types of services you are able to provide by marking Y/N the appropriate box(es):

|  |  |
| --- | --- |
| **Service Types** | **Y/N** |
| ·         Corporate Interpreting |  |
| ·         Legal Interpreting |  |
| ·         Technical Interpreting |  |
| ·         Humanitarian Interpreting |  |
| ·         Finance and economic translation |  |

**Q6.** Please advise if you offer live transcribing services?

|  |
| --- |
|  |

**Q7.** Are you able to interpret across multiple types of media? (up to and including telephone interpreting, MS Teams video and/or audio calls, Zoom calls, face to face interpreting etc.) Please provide details:

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**Q8.** Please discuss your availability with regards to your time zone and working days and also how you would ensure adequate coverage of Plan International’s requirements whilst managing other work commitments:

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