

To according to the list

Riga, 27 March 2017

No 6.1/2017-111

**Answers to the questions from the interested suppliers
in open competition "Translation services" id. No RBR 2017/7,**

RB Rail AS presents the following answers to the questions received until 27 March, 2017 from the interested suppliers:

| No | Question | Answer |
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| 1. | We have a notice from Enterprise Register of Republic of Latvia issued in Latvian as our company needed to hand it in as part of the European Court of Justice Tender documentation in February this year, the issue date is 01.02.2017. Can we use it in our proposal according to your Regulation's clauses 4.1.4. and 4.1.5.? | <p>If tenderer is registered in the Enterprise Register of Republic of Latvia, the Contracting authority will check the compliance of the Tenderer by obtaining the information from the data base of the Enterprise Register (in this case you do not have to submit documents about registration).</p> <p>According to clause 4.1.4. a foreign registered Tenderer shall submit a document issued by a competent institution of the respective country which confirms that the Tenderer has been appropriately registered in accordance with the legislative requirements of the respective country. The notices and other documents, which are issued by competent institutions in foreign countries, are accepted and recognized by the procurement commission, if they are issued no earlier than 6 (six) months prior to the date of submission (if in the issued document is not specified a shorter period of validity).</p> |
| 2. | Clause 4.1.6. - in what kind of format you would like to receive information on the Tenderer's financial turnover, would one page with table stating turnovers for the last three years (2014, 2015, 2016) would be sufficient? | Information on the Tenderer's financial turnover must confirm that average annual financial turnover within last three years (2014, 2015, 2016) is not less than EUR 50,000 per year and it can be submitted in various formats, for example, by submitting financial report or an overview on financial report (if financial statements are publicly available in accordance with laws of the tenderer's registration country) or by submitting acknowledgment of tenderers financial turnover. |
| 3. | Could you please elaborate what kind of services you mean by "rate per man/day" since the project management fees (Project Management, Vendor Management, | Language services are completely different from the Translation services bid. Language services shall mean services performed and delivered with the purpose of ensuring the quality of translated |

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| | <p>Localization Engineering, LOA) are included in the per source word rate (or one standard page rate) together with translator and reviewer fees and services like Interpretation, Subject Matter Expert consultancies are normally charged by hour in our industry?</p> | <p>documents and may include tasks like: modification (the translation and introduction of amendments into a text which has already been translated), final eye (native target language level editor check of a document before it goes to publishing with the purpose of spotting any possible remaining objective errors, typos, terminology and logical problems, clarity and style issues) and drafting an opinion (professional evaluation of a translated text and recommend improvements, if needed), as well as drafting or updating a Language Style Guide, reviewing the Terminology look-up document and providing consultation to the Company on other language tasks as to be agreed. The Language service work unit to bid is Rate per man/day. A day to bid is 8 hours of one person's work.</p> <p>Please note that according to Annex No.1 language services price is not used in the tender evaluation.</p> |
| 4. | <p>The word count of Technical Proposal is rather limited and since tenderer is an ISO 17100:2015, ISO 9001:2015 and ISO 27100:2013 certified Translation and Localization Company we have detailed documentation covering project management and translation process quality assurance process, IT and ISMS coverage and management that we would like to include in the tender. Does the tender documentation stipulates possibility to add Annexes on various subjects of quality and professional project management workflow? Will it be taken into consideration when evaluating proposals?</p> | <p>Yes, please add Annexes or references if you must, but please do your best to concisely provide the most important information requested, as only the concisely provided information shall be evaluated. We need to make sure the provided team has the qualifications for the purpose listed. Please abstain from providing information outside the scope requested.</p> |
| 5. | <p>Will Translation and Localization Industry specific certifications like ISO 17100:2015 be taken into consideration when evaluating the Tenderers? Should we add copies of our ISO 17100:2015, ISO 9001:2015 and ISO 27001:2013 certificates to the proposal?</p> | <p>You are welcome to provide any information about the linguist team offered, according to the selection criteria listed, if you feel the information is relevant to evaluate. Please provide information in a concise and to the point manner. Please abstain from providing any information outside the scope of what is directly asked for, if in doubt,</p> |

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| | | add extra information as a short, clearly referenced and well-structured annex. |
| 6. | Should we add additional information about tenderer's customers? We work a lot on major cooperation documentation in various fields and languages as well as we have won many tenders and supply translations to European Court of Justice, European Council and Directorate-General for Translations into multiple language combinations and various subject areas. Is it to be handed as general description about our customers and volumes in your requested language combinations or would you like us to add invoices or POs as part of the proof to the proposal? | According to the Clause 4.1.7. of the Regulation the tenderer should submit a list of the translators accompanied with information about each translator in accordance with Annex 3 Form 2 "Experience of linguist", signed by the proposed person, accompanied with copies of diplomas, CVs and documents that verifies the experience <u>required</u> (for example, letters of reference from customers or certificates, invoices). This information should indicate type of work and volume of previous experience relevant to the tendered procurement part. |
| 7. | Can you confirm that a Tenderer should give a unified price for both directions of a language lot? In other words, offered price for EN>LV and LV>EN directions shall be the same. | Yes, we confirm that in each lot Tenderers shall bid same price for both directions of a language pair. |
| 8. | Are individual freelance translators working with a Tenderer on a basis of a service contract considered as subcontractors? | Subcontracting is defined as a situation where a contract has been or is to be concluded between the Contracting authority and a contractor who, in order to carry out the services, enters into legal commitments with other entities to provide part of the service. Freelance translators are not necessarily considered as subcontractors. This depends on the contractual agreements between the parties concerned. |
| 9. | Should Annex 3 Form 2 "Experience of linguist" (signed by the proposed linguist) be an original or scanned copy is enough? | If you cannot provide an original, then you can include certified copy. On the copy of the document there should be a mark "certified copy", official full job title (including the full name of the organization and, if necessary, other information that allows you to clearly identify the person), personal signature and transcript. |
| 10. | Should proof of a linguist's experience (copies of the letters of reference, certificates, invoices, contracts) be attached to the tender offer? | Yes, please see the answer to the question No 6. |

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| 11. | Can a Tenderer themselves prove linguist's experience (e.g., by providing reference letter that confirms linguist's experience and executed work as a staff translator or a freelancer for a Tenderer)? | A Tenderer can provide reference proving linguist's experience. In this case, there should be <u>a reference from Tenderer's customer</u> about executed services, indicating the field concerned, one has carried out in the language combination (or the volume of work done), source and target languages <u>and Tenderer's reference about the linguist.</u> |
| 12. | Should proof of experience be provided for the proposed linguists matching Profile 1 or Profile 2? If yes, what are the minimum requirements (translates/proofread volume) for Profile 1 and 2 linguists? | The Tenderer should submit information about each linguist (Profile 3 – to meet at least the following minimum requirements and Profile 2 and Profile 1 – if it is offered by the Tenderer) in the form which is attached at Annex 3 Form 2 "Experience of linguists", signed by the relevant Tenderer. Experience of linguists should be provided for all Profile linguists, according to the Clause 3.1.4. of Regulation. |
| 13. | Would you please clarify, how many linguists for each lot a company can list? It says both "For language services in each lot each the tenderer is invited to list not more than three linguists." and "It is expected that each successful tenderer is a team of four to eight linguists (...)" | Tenderer can list 4-8 linguists for Translation Services and not more than 3 for Language Services. |
| 14. | Please confirm, whether references of the tender (contracts signed with the tenderer rather than individual translators) will be accepted? | Please see the answer to the question No 11. |
| 15. | What form of proof is considered sufficient for references (e.g. a reference letter from the customer)? If so, do you accept scanned copies of the reference letters? | Types of proofs are indicated in Annex No 3 "Experience of linguist", for example, letters of reference from customers or certificates, invoices, contracts and number of pages of translations, and the field concerned, one has carried out in the language combination (or the volume of work done). Source and target languages must be indicated. Tenderer can submit copies of the reference letters (please see the answer to the question No 9). |
| 16. | Please confirm, whether an English native speaking linguists are required for translations | According to the Regulation, linguists with a native language level is required. |

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| | into English? Or a linguist with a native English language level is sufficient? | |
| 17. | Regulations of open competition "Translation services" (identification No: RBR 2017/7) require signed documentation from proposed persons – (CV's and Annex No 3 Form 2). Will copies of these documents approved by Tenderer fulfill this requirement? | If you cannot provide an original, then you should include certified copy. On the copy of the document there should be a mark "certified copy", official full job title (including the full name of the organization and, if necessary, other information that allows you to clearly identify the person), personal signature and transcript. |
| 18. | Would it be possible to submit linguist CV's in other format than Europass, considering that these other formats are as extensive? | If the proposed CV includes all the necessary parts (is as extensive as Europass CV), Tenderers are welcome to submit CV in another format. |
| 19. | We have a question regarding the point 12.4. Quality of the Technical proposal, Criteria 1.5. Does the free sample of a performed translation should be submitted for each language combination in each Part? For instance, one sample for English into Latvian, one sample for Latvian into English, one sample for English into Estonian, etc. | As the Tenderer can submit proposal for the entire volume of the procurement or for separate of parts indicated in Paragraph 2.2. of the Regulation, Tenderer should submit sample for each language combination and for each part of the procurement. |
| 20. | In the Regulation is required "average annual financial turnover within last three years (2014, 2015, 2016) is not less than (... EUR) per year." If we have (... EUR) per 2014; EUR (...) - per 2015 and (...EUR) per 2016.Total is (... EUR). That is more than EUR 50000. Can we participate in this open competition? | The average annual financial turnover will be calculated, summing up financial turnover for each year (2014, 2015, 2016) and dividing the total amount with the number of years. |

Procurement commission
chairman

Aigars Kivliņš