

Questions and answers: RFP-2025-004 – Localization of UPU software

Q : We have a question regarding the structure of the financial proposal. In section **3.6 Pricing structure**, the table (please see the screenshot below) shows only two language pairs (English-French and English-Khmer).

Since this tender includes 5 language pairs and the total word count to be translated is not given for each language, is it okay to add only our unit rate? If the volume of each language pair is known (or an estimated volume), please let us know, and we will prepare our proposal accordingly.

3.6 Pricing structure

Bidders should develop their pricing structure using the scenarios outlined in the table below, while comprehensively addressing all evaluation criteria.

Type	Format	Language pair	Delivery format	Volume	Estimated turnaround time	Remarks
Online help	HTML	English and French	MadCap Flare project	200,000 words		New translation
Online help	HTML	English and French	MadCap Flare project	200,000 words		Revision of an existing translation
Online help	HTML	English and Khmer	MadCap Flare project	50,000 words		New translation
Online help	HTML	English and Khmer	MadCap Flare project	50,000 words		Revision of an existing translation

A: The reference to only two language pairs—English to French and English to Khmer—is intentional. From our end, we're interested in understanding the pricing structure for both new translations and revisions of existing translations for a language we commonly need. In this instance, French serves as a representative of the European languages we typically require. Khmer, however, is a non-European language and may have fewer translators available, so it would be helpful for us to understand how your pricing structure applies in such cases.

The volume is indicated in the Volume column.

Q: how can we objectively prove they are native speakers? Can this be by CV, signed declaration, or what do you expect in this case?

A: An indication in the CV suffices. However, you are more than welcome to send us a signed declaration if you would like to.

Q: for which translators do we need to provide this?

A: You can provide it for the for the languages we frequently require.

Q: The languages most frequently required are French, Portuguese, Russian and Spanish, but others may be needed on a project-by-project basis. But section 3.6 requires only prices for French and Khmer.

<i>Type</i>	<i>Format</i>	<i>Language pair</i>	<i>Delivery format</i>	<i>Volume</i>	<i>Estimated turnaround time</i>	<i>Remarks</i>
Online help	HTML	English and French	MadCap Flare project	200,000 words		New translation
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Q: Could you please confirm the required languages of the tender? In section **2.3, Scope of the call for tenders**, it is stated that *the languages most frequently required are **French, Portuguese, Russian and Spanish**, but others may be needed on a project-by-project basis*, but in the Pricing Structure, **Khmer** language is also mentioned. We are planning to include the rates for the following language pairs. Please let us know if any other language should be included.

- 1- English-French
- 2- English-Portuguese
- 3- English-Russian
- 4- English-Spanish
- 5- English-Khmer

A: The language pairs listed above are fine with us.