



United Nations Population Fund
Asia and Pacific Regional Office
4th Floor United Nations Service Building,
Rajdamnern Nok Avenue, Bangkok, 10200
Thailand.
E-mail: apro-procurement@unfpa.org
Website: <https://asiapacific.unfpa.org>

Q&A in response to
Request for Quotation (RFQ) N°: UNFPA/BKK/RFQ/25/002
The establishment of Long-Term Agreement (LTA) for the Provision of Translation and Interpretation Services

Q1: Is it acceptable to make any changes to the Quotation Form? We charge daily for on-site interpretation, but we charge hourly for remote interpretation. So, can we edit the table in the quotation form accordingly?

A1: Please note that **bidders are not permitted to alter the provided Price Quotation Form.**

UNFPA calculates hours for quotations based on the following standards:

- Full day: **8 hours.**
- Half day: **4 hours.**

Please note that UNFPA has updated the Price Quotation Form. Interpretation services are now divided into two categories: **Simultaneous Interpretation Service** and **Consecutive Interpretation Service.**

Q2: Can we upload some documents (that exceed the requested size) to a shared folder and add a link in the email body?

A2: Yes. If the documents exceed the requested size, please **upload them to a shared folder and provide the access link in your email.**

Q3: Should we add samples of previous projects we completed?

A3: Yes. Please refer to the clause in Section V of the RFQ when preparing the quotation.

Q4: May you kindly confirm if bidders are allowed to make amendments to the Price quotation form?

A4: No. Please refer to A1

Q5: Do you currently have active LTAs for the requested services?

A5: No. Currently we do not have any active LTAs for the requested services.

Q6: Are there any data available regarding the annual average volume of translated words per language combinations?

A6: The annual average volume is as follows:

- **Lot 1: Translation Service:** An estimated 20,000 words per language combination per year.
- **Lot 2: Interpretation Service:** An estimated 30 days per language combination per year.

Q7: Is there a minimum number of translators per language combination we should include in our proposals?

A7: Bidders must provide at least two translators/interpreters for each language combination.

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24-Jun-2025



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Q8: Event Locations: From our review, it appears most events will take place in Bangkok, Thailand. Please correct if I am wrong and can you please advise whether any in-person events outside Bangkok are anticipated?

A8: We do not anticipate any in-person events outside Bangkok for the time being. However, this is subject to adjustment based on external factors and the requirements of each particular assignment.

Q9: Interpretation – Language Scope: Should we expect most interpretation assignments to be multiple languages at once, or are there frequent cases requiring bilingual support (involving two languages)?

A9: We anticipate that the majority of interpretation assignments will be multilingual, such as English to Thai and other Southeast Asian languages at once, and the reverse. However, this is subject to adjustment based on external factors and the requirements of each particular assignment.

Q10: Translation Services – Turnaround Expectations: Could you please clarify UNFPA's typical expectations regarding turnaround time for translation tasks?

A10: Please adhere to industry-standard practices and detail them in your proposal.

Q11: Price Quotation Form Format: May we slightly adapt the format of the Price Quotation Form? For example, we apply different rates for simultaneous and consecutive interpretation, but the current form has only a single table for interpretation services.?

A1: No. Please refer to A1

Q12: LTA Performance Review: How frequently does UNFPA assess LTA holders' performance, and what key criteria or metrics are used for evaluation?

A12: UNFPA will evaluate each specific assignment. The evaluation criteria are as follows:

- Expected Output Achieved
- Level of Quality and Technical Competence
- Timely Delivery of Services
- Effective and timely Communication and Professionalism

Q13: General Questions - The RFQ allows submission for either translation or interpretation services, or both. In case we submit a proposal covering both, should we prepare two separate technical proposals, or would **a single consolidated technical proposal** be acceptable?

A13: A single consolidated technical proposal is acceptable.

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Q14: **General Questions** - Will the **technical and financial evaluation** be conducted separately for translation and interpretation services?

A14: Yes. The **technical and financial evaluation** will be conducted separately for translation and interpretation services. Please refer to Section VII of the RFQ.

Q15: **General Questions** - Could you please consider extending the **deadline for questions** at least until **Friday, 20 June 2025**, and also the **submission deadline for offers**?

A15: We intend to adhere to the original deadline.

Q16: **General Questions** - Could you provide the **expected or historical volume** of translation and interpretation services?

A16: Please refer to A6

Q17: **General Questions** - Is there any **estimated overall budget** for the scope of services covered under this RFQ?

A17: We are issuing this RFQ to establish Long-Term Agreements (LTAs) that will provide a standard price list (unit price). This allows UNFPA and selected suppliers to access services flexibly, as and when needed. The budget will be confirmed by specific assignment, and A6 contains the estimated volume.

Q18: **General Questions** - What is the **required number of linguistic profiles per language pair** for both translation and interpretation?

A18: Please refer to A7

Q19: **Interpretation Services – Specific Questions** - Is **relay interpretation** allowed, in case direct interpretation is not feasible?

A19: No. The **relay interpretation** is not allowed.

Q20: **Interpretation Services – Specific Questions** - For **in-person interpretation**, how many microphones are required and what type (e.g., tabletop, gooseneck)?

A20: Please refer to the Revised Price Quotation Form in the section 'Wireless System' for both Simultaneous Interpretation and Consecutive Interpretation.

Q21: **Interpretation Services – Specific Questions** - What is the **room size** expected for in-person events?

A21: Each event's unique requirements will determine the appropriate room size.

Q22: **Interpretation Services – Specific Questions** - As the RFQ mentions **50 headsets**, should we assume that **50 participants** will attend in-person sessions?

A22: Every event has unique requirements. If more than 50 people are expected, the supplier will need to provide an additional set of equipment.

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Q23: Interpretation Services – Specific Questions - What is the **expected number of remote participants** in online interpretation sessions?

A23: Each event's unique requirements will determine the number of remote participants.

Q24: Interpretation Services – Specific Questions - Will UNFPA provide the **Remote Simultaneous Interpretation (RSI) platform**, or is it expected from the supplier? In any case, which should be this platform?

A24: We require suppliers to furnish a **Remote Simultaneous Interpretation (RSI) platform** that adheres to industry standards.

Q25: Interpretation Services – Specific Questions - Will interpretation sessions (remote or in-person) be **recorded**? What is the **estimated average duration** of each session?

A25: Recordings will be made for major language (English) sessions. For interpretation sessions, recording will be contingent upon the specific requirements of each event. Estimated durations are dependent on the respective meeting agendas, recognizing that every event presents unique demands.

Q26: Interpretation Services – Specific Questions - Could you share a breakdown of **remote vs. in-person interpretation services** expected? We need to provide only one price for both types and pricing differs substantially.

A26: **The proportion of remote versus in-person interpretation services** will fluctuate based on individual event needs, and we currently do not have an estimated allocation. Please also refer to A1 and A6.

Q27: Interpretation Services – Specific Questions - Can you provide an estimated **volume of simultaneous vs. consecutive interpretation services**?

A27: The modality of interpretation service (simultaneous vs. consecutive) will be determined by the unique requirements of each event. An estimated breakdown is not available at present. The estimated total interpretation volume may refer to A6.

Q28: Interpretation Services – Specific Questions - What is the expected **response time** from the moment an interpretation service is requested to delivery?

A28: Suppliers are required to adhere to **industry-standard response times** from the point of interpretation service request to delivery. This should be identified within your proposal.

Q29: Interpretation Services – Specific Questions - Will there be any **cancellation policy or compensation scheme** for short-notice cancellations?

A29: The bidder may propose this clause in their proposal.

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PRICE QUOTATION FORM (REVISED)

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/BKK/RFQ/25/002 – For the establishment of Long-Term Agreement (LTA) for the Provision of Translation and Interpretation Services
Currency of quotation:	• Thai Baht (THB) for companies/institute registered under the laws of the Kingdom of Thailand • US dollars (USD) or any other convertible currency for companies/institute registered outside the Kingdom of Thailand
Validity of quotation: Please identify	
<i>(The quotation must be valid for a period of at least 3 months after the submission deadline)</i>	

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

- Lot 1: Translation Service:**

Description	Rate per word (Please specify currency)
English <=> Thai	
English <=> Khmer	
English <=> Bahasa Indonesia	
English <=> Lao	
English <=> Vietnamese	

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• **Lot 2A: Simultaneous Interpretation:**

Description	Unit	Unit Price (Please specify currency)
English <=> Thai	Per half day	
	Per day	
English <=> Khmer	Per half day	
	Per day	
English <=> Bahasa Indonesia	Per half day	
	Per day	
English <=> Lao	Per half day	
	Per day	
English <=> Vietnamese	Per half day	
	Per day	
Wireless System • 12-'CH-. IND Receivers (50 headsets) • Translator Booth • 4-CH.IND Transmitter • Interpreter Unit • Technician Service • Set up/Dismantle	Per half day	
	Per day	

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● **Lot 2B: Consecutive Interpretation**

Description	Unit	Unit Price (Please specify currency)
English <=> Thai	Per half day	
	Per day	
English <=> Khmer	Per half day	
	Per day	
English <=> Bahasa Indonesia	Per half day	
	Per day	
English <=> Lao	Per half day	
	Per day	
English <=> Vietnamese	Per half day	
	Per day	

Remark:

- The Bidder(s) can bid for Translation Services, or Interpretation Services, or both, covering all languages stipulated in the TOR.
- Travel: Should travel be necessary and authorized by UNFPA, the expenses will be calculated as follows: economy-class airfare, regardless of the length of travel. Accommodation, meals and incidentals shall not exceed applicable daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC). Travel expenses will be reimbursed at actual cost upon submission of receipt, used ticket/boarding pass, but not exceeding the threshold specified in the UNFPA's travel policy.
- The Service Providers located within the Bangkok Metropolitan Region are not eligible for travel expense reimbursement, if the event(s) takes place within the Bangkok Metropolitan Region.

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Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/BKK/RFQ/25/002 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	Click here to enter a date.	
Name and title	Date and place	

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