* Are you able to provide details on the volumes as well as content-type per Module? Are we looking at pure translation of written content or also other services, such as transcription and subtitling or voice over of spoken text in e.g., videos?
  + Please refer to the website later. Basically, there is no video.
* Are you able to share all or some data of the existing DRM course for a proper analysis of the volume?
  + Please refer to the website later.
* Do you have preferred and expected deadlines for individual modules?
* Please refer to 3.7 of RFP.
* Do you have requirements to localize content for specific regions?

o             Arabic               Egypt, other

o             French              France, Switzerland, Canada, other

o             Portuguese        Portugal, Brazil, other

o             Russian    Russia, other

o             Spanish   Spain, USA, “countries in South America”, other

* + No. Please refer to 1.1 and 2.5. We don’t expect localization.
* It is mentioned that the course needs to be made available in all UPU languages. On your website Chinese is also among the official languages. How do you manage translations into this language?
  + Please refer to 2.5.
* According to our information Articulate does currently not support Arabic language. Do you already have another eLearning in this language?
  + Yes.
* Do you plan to include local UPU people in the review process? If yes, do you have preferences how?
  + Please refer to 2.18.
* Are you able to share specific requirements for expected monthly reporting?
  + Please refer to 4.7.
* You mention a reporting including time sheets for our work. Are we right to assume that all pricing should therefore be based on hourly rates?
  + Please refer to 3.6.
* Do you have details on the UPU Trainpost platform? Do you expect us to work in/on the platform directly? Are we expected to connect to the platform via an e.g., API?
  + Yes, we expect to work on the platform directly.
* Can you elaborate on the expectations on “help to troubleshoot technical problems and address issues reported by users”.
  + Please refer to 4.1. when the vender upload contents to the platform, we expect technical problem occur and the vendor will be expected to help to troubleshoot.
* To what extent is content from other documents available in the required languages and may be leveraged for the translations of the DRM training course (e.g., the “DRM Guide”)?
  + Yes. Please refer to to 2.4.
* What are your specific expectations of the final testing on the UPU Trainpost platform?
  + All language courses of Trainpost can be operated properly.
* What inputs will UPU provide for the translation? Examples of inputs include storyboards, SCORM files etc ?
  + we will provide the full SCORM package which includes text and other file formats.
* In the past we have executed translated projects for the UN in two ways: in one case the UN provides the translated content and we integrate that into the SCORM files, and in another we get the translations done at our end. To be clear, what is the scope of this project? Will UPU provide the translated content (transcripts for the course) or will we be responsible for generating the transcripts too?
  + The UPU will provide the translated content.
* Are the modules to be translated audio-led?   
  a. If yes, is the audio human audio, or machine audio?   
  b. If human audio will our scope of work include getting the audio recorded too or will this be provided by UPU?
  + They are not tobe translated audio-led.
* "Section 2.5 of the RFP states that the “vendor will be responsible for translating all components of the existing course materials.” Could you provide a list of all the course materials?

a. Do these include graphics and animations?

b. If yes, we assume that UPU will provide the source files for the animations. Please confirm."

* + These do not include graphics and animations.
* The RFP states that the vendor should have experience in working with 3D Vista. Does the course include any 3D components or videos/animations that will need translations as well?
  + no, it does not include.
* Please confirm this solicitation is for translation services only.
  + No, the Vendor will be expected to provide accurate and complete transmission of each translated e-learning course to the UPU Trainpost platform. Please refer to 4.1.
* Can you provide volume based on word count?
  + 12 Documents from Annex1 to Module 7 are documents which the vender shall translate to 5 languages. Please refer to the website of the UPU.

<https://www.upu.int/en/Universal-Postal-Union/Procurement/RFP-2023-026-DCDEV>

* Will this project require localization services, or solely translation of the course?
  + This project translation of the course is not localization.
* Please describe the technicality of the course. Can you provide a sample of a module?
  + Please refer to the attafhed e-mail.
* Will this be a single award or awarded to multiple bidders?
  + This will be a single award.
* The Language Service Provider community largely utilizes independent contractors for translation and interpretation services. Would this be in accordance of section 2.6?
  + It dependes on your contract so that we cannot say the exact answer. But, this would be in accordance of section 2.6 basically.
* Are the vendors expected to actually do the translations of the DRM courses within the Articulate Storyline 360, Articulate Rise 360 and 3D Vista applications? Or is the translation agency's role simply to translate files exported by the UPU from these applications and then return them for import into Articulate Storyline 360, Articulate Rise 360 and 3D Vista?
  + Either is OK for the UPU.
* Are vendors expected to resolve technical issues within these applications (Articulate Storyline 360, Articulate Rise 360 and 3D Vista), which could require the vendor to have purchased a license for these programs? Or is it merely a matter of providing assistance in coordination with the UPU in the event of any problems with the import of the translated files by the UPU?
  + The Vendor is expected to reslove technical issues.
* Can expenses incurred for technical support (troubleshooting) be billed on an hourly basis? Can any necessary license costs be invoiced? Or must these services and costs already be included in the price of the translation?
  + These services and costs are included in the price.
* We’ve seen that you have uploaded 5 Annexes and 7 Modules in Power Point format. Will you need to translate these materials as well as the SCROM packages? Or these are just for reference?
  + The UPU need to translate these materials as well as the SCROM packages.
* Will there be partial deliveries of the modules? Is there a planning for when you need the translations to be delivered?
  + No, there will not be partial deliveries
* I would like to seek clarification regarding the requirement to provide translations of existing DRM course materials into various languages using Articulate Storyline 360, Articulate Rise 360, and 3D Vista. It appears that these programs are primarily used for course development rather than translation. Does this mean that we need to engage an IT subcontractor specifically for the purpose of handling the designing/course building process? While our company specializes in linguistic services and has an IT department, it is primarily focused on other areas and not course design.
  + The Vender can cooperate with subcontractor, because the Vender will be expected to provide services which are mentioned on 4.1.
* Could you confirm if there is a financial proposal form or if we can create our own with the different units and tasks involved?
  + There is not the UPU financial proposal form.

-

* Regarding the criterium “experience of other DRM activities in postal sector and working with UN entities”, can experience with UN entities be valued even if there is no prior experience working with the UPU?
  + Please refer to 4.4. the criterium is the basis of scoring.
* Can you confirm if the course has inserted videos? If so, will they be subtitled or localized with translated voice-over? Or both?
  + This course does not have videos.
* Will the course have only on screen text or also a speaker that has to be localized in the corresponding languages?
  + This course have only on screen text.
* Could you specify which Moodle is used for TrainPost? Are there any specific requisites to upload the generated SCORM with Articulate, for example export into a specific version? Which one?
  + The SCORM packages should be exportable to Moodle 4.1 and the SCORM version should be SCORM 2004 2nd edition at least
* Could you send us an example? (SCORM and Articulate project)
  + We will share it with them from a Drive link after the contract.
* Are there quizzes in the course? Activities with animations?
  + There are quizzes without animations.
* Will there be non-editable graphics to be localized?
  + There will be non-editable graphics to be localized.
* Is the requirement of “An understanding of national, regional and international DRM activities in the postal sector” a must? Or experience in projects related to DRM for UN agencies would be enough?
  + Please refer to 4.4. the criterium is the basis of scoring.
* We understand that this tender is set up for the translation of the DRM training course. Is it correct to assume that the documents provided (5 doc + 7 ppt -> 27.875 words) represent the total volume to be translated? Or is there more content to be translated?
  + Yes, it is correct to assume the the documents provided (5 doc + 7 ppt -> 27.875 words) represent the total volume to be translated.
* In one of your previous answers, you confirm that you expect us to work on the UPU Trainpost platform directly. Is it correct to assume that we will get logins and training on how to work on the platform from your side? Is it possible to ex-/ import content from the platform to coordinate translation with our freelance translators via our project management tools?
  + Yes, we create a test environment and or they can work on that and or export the completed files called scorm packages too.

We can show them once selected.

* Are these the only documents that need to be translated?
  + <https://www.upu.int/en/Universal-Postal-Union/Procurement/RFP-2023-026-DCDEV>
  + If this is the case, this task can be completed within 3-4 weeks.
* After that, one person (different from translators as linguists can only translate) should be in charge of the course and insert the material in Moodle, Articulate Storyline 360, Articulate Rise 360 and 3D Vista + test /troubleshoot technical issues + send you reports correct?
  + Yes. 12 Documents from Annex1 to Module 7 are documents which the vender shall translate to 5 languages. Please refer to the website of the UPU.

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* I know that your contract is supposed to last one year (Start date: 10 January 2024 / End date: 9 January 2025). How often would you need the vendor to work? Do you need somebody available 9-5 to reply in a timely manner? Part time? Full time?
  + We need the vender finish their work till 9 January 2025.
* Do you think you might also need Desktop Publishing Services or Subtitling?

I am currently in charge of  the translations for this e-learning course and I had to translate many video subtitles + insert them in the videos & translate many user guides in PDF and insert the translations in Indesign (taking care of all necessary post-DTP review). I was wondering if you might also need these services so I can include them in the bidding?

* + No. we don’t think I might need desktop publishing services or subtitling.
* You wrote the following

Moreover, bidders are expected to demonstrate:

Proven experience in the successful delivery of translations of training materials in all UPU languages; Might it be enough at this stage of the bidding to give you the reference names and emails of my clients and if you are interested in my offer I can get the reference letters within 3 days [as I normally do not like bothering my clients asking specific reference letters if these do not lead to any projects]?

* + You can mention your experience or job accomplishment on documents which you will submit to the UPU. When you don’t want to share the exact name of organization, you don’t need to write the exact name and you can mention the area of organization.
* An understanding of national, regional and international DRM activities in the postal sector; I have no experience in the postal sector so far but I am a very fast learner. Could you please confirm if this is a strict requirement? As If yes, I will not be participating in this bid.
  + Please refer to 4.4. this element will be the basis of scoring.
* Experience of working with United Nations entities, including the UPU and/or other intergovernmental organizations;

How do you expect me to demonstrate this? As, for confidentiality agreements, I can not send any documents. Please clarify.

* + You can mention your experience or job accomplishment on documents which you will submit to the UPU. When you don’t want to share the exact name of organization, you don’t need to write the exact name and you can mention the area of organization.
* Experience of working in the postal sector;

I have no experience in the postal sector so far but I am a very fast learner.

Could you please confirm if this is a strict requirement? As If yes, I can not participate in this bid.

* + Please refer to 4.4. this element will be the basis of scoring.
* Computer literacy and experience of working with Moodle, Articulate Storyline 360, Articulate Rise 360 and 3D Vista, as well as MS Teams, Word, Excel and PowerPoint.

How should I demonstrate this? These are all apps/softwares that you learn independently on your own, there are no schools/organizations that issue official certificates.

* + You can mention your experience or job accomplishment on documents which you will submit to the UPU. When you don’t want to share the exact name of organization, you don’t need to write the exact name and you can mention the area of organization.
* The postal service is framed within the sector that provides logistics and transportation services, which is why we want to know if certifications that list services provided within the logistics and transportation sector are suitable to endorse the experience required by you, despite that it does not explicitly mention “postal service”.
  + This can be considered equivalent
* What minimum parameters or information should the certifications that guarantee the supplier's experience contain.
  + Type of work performed (text only, virtual platform, html or multimedia, etc.)
* It is also required that the tests included in the course be translated, therefore, we would like to have an approximation as to what formats these tests will be in, for example, whether they will be audio files or other multimedia elements.
  + It doesn’t have video, basically.
* In what currency payments will be made throughout the execution of this contract to the selected supplier.
  + CHF – Swiss Francs
* We want to confirm whether for this call for bids no annexes will be presented for the economic or technical offer by you, and if this is not the case whether the annexes will be those of the proponents of this project.
  + We don’t offer economic or technical conditions by annexes. All conditions are mentioned on the RFP. The detailed technical conditions will be share when the vender upload their materials.
* If the DRM training course material is not available to bidders at this stage, could you please provide an estimate of the volumes that will be translated?
  + 12 Documents from Annex1 to Module 7 are documents which the vender shall translate to 5 languages. Please refer to the website of the UPU.

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* If volumes are not available, could you please inform us on how many linguists per language combination we should include in our proposal?
  + 12 Documents from Annex1 to Module 7 are documents which the vender shall translate to 5 languages. Please refer to the website of the UPU.

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* You have not provided a template for the pricing structure. If we are to use a template of our own, kindly advise what the price unit should be, per page or per word?
  + You can calculate per word, miscellaneous expenses and others.
* Will all languages be awarded to a single bidder or each one separately?

As we refer to the 2.5,  it said “The Vendor will be responsible for translating all components of the existing course materials/SCORM1 packages from English into all other UPU languages, i.e. Arabic, French, Portuguese, Russian and Spanish, and for ensuring the accurate and complete transmission of each translated online course to the UPU Trainpost platform. “. AS far as our current  scope, only vendors offering all languages shall be eligible.

* + All languages will be awarded to a single bidder.
* Do you prefer Portuguese PT or Portuguese BR? Spanish ES or Spanish LATAM?
  + Our prefrences are Spanish international and neutral Portuguese.
* Is it mandatory to send our bid for all the requested languages or we can bid for any number of languages?
  + As we refer to the 2.5, it said “The Vendor will be responsible for translating all components of the existing course materials/SCORM1 packages from English into all other UPU languages, i.e. Arabic, French, Portuguese, Russian and Spanish, and for ensuring the accurate and complete transmission of each translated online course to the UPU Trainpost platform. “. AS far as our current scope, only vendors offering all languages shall be eligible.
* In the financial proposal file shall, do you have any specific format to follow so that it can facilitate comparison between the different bids. Or, shall we alternatively provide our own detailed pricing list for the services required?
  + You can provide your own detailed pricing list for the services required.
* For signing documents such as “Cover letter” … is electronic signature accepted or you require a manual signature scanned and uploaded with the bid documents?
  + We can accept electronic signature.
* For “Financial data (turnover, profit, etc.);”, will you require documented revenues/Bank Statements or just state the actual figures in that section?
  + We need a document similar to the investor relations information.
  + If available in company’s home country official summary form Commerce Registry.
* For “Market position and share in relevant markets” we don’t seem to have an accurate piece of information, is it OK to provide annual turnover?
  + We need a document similar to the investor relations information,
  + If available in company’s home country official summary form Commerce Registry.
* Would freelance translators be considered subcontractors?
  + Yes, freelance translators would be considered subcontractors.

As we refer to the 2.5,  it said “The Vendor will be responsible for translating all components of the existing course materials/SCORM1 packages from English into all other UPU languages, i.e. Arabic, French, Portuguese, Russian and Spanish, and for ensuring the accurate and complete transmission of each translated online course to the UPU Trainpost platform. “. AS far as our current  scope, only vendors offering all languages shall be eligible.