Here is the latest information relating to the open call for tenders, provided by the External Translation Unit:

<table>
<thead>
<tr>
<th>Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Please note that Q&amp;A 5 has been modified.</strong></td>
</tr>
</tbody>
</table>

182. Could you confirm that the aim of TRAD19 is to have the first placed agency accept almost all orders, and to offer the lower ranked contractors orders only in justified particular cases? In the case of very large language combinations, would it not be more appropriate to allocate the volume to 2-3 agencies? Otherwise, it seems that only large companies can benefit from this tender, which cannot be the EU’s view. In the language direction EN-DE, an agency would have to be able to handle up to 130 pages a day, which only one to two agencies in Europe could manage, and the question is whether such volumes would still produce of good quality. In this context, what are ‘repeated refusals’?

We confirm that TRAD19 sets a cascade system explained in point 1 of the Specifications and 1.4.2 of the FWC. Given our growing needs, we are looking for one preferential partner, which could be a single tenderer if it has enough capacity, or a joint tender (for example, of several agencies, in order to enlarge the capacity). Subcontracting is also possible. Please see point 12 of the Specifications “Cooperation with other entities” and Q&A 78. Indeed, tenderers should be able to build a team large enough to ensure quality. As DGT’s interest is to keep its partners, situations of repeated refusals would be analysed on a case by case basis.

181. Is it mandatory to attend the opening of tenders in Brussels in September?

No at all, but you may. See point 8 of the Invitation to tender.

180. We are preparing teams with experience in fields such as environment, law, food safety, pharmacy, economics, etc. Is this the right approach?

Tenderers should build a team that can deal with almost every request, no matter the subject.

179. Regarding, Annex 8, section 8.1.3, if the person taking the case study is an employee, should the contract of that person be included in the tender or should only the contracts of subcontractors be included in the tender?

Contracts with employees are not required by the Specifications, but should be submitted upon request. See also Q&A 144.

178. On the list of subcontractors (Annex 5b), should we indicate their role (translator, reviser, reviewer, quality coordinator)?

Annex 5b says to list the names. You may add the function if you wish.

177. How does the monthly performance assessment influence the invoicing?

Invoices can be sent in as soon as you get the green light from DGT to do so. Contractors may also send in monthly invoices if they prefer. In case of penalty after the assessment of the monthly performance, a debit note will be issued.

176. What is the online platform and can we have a look at it before the tests start?

The online platform for the tests will be provided by EPSO (European Personnel Selection Office). Tenderers will be informed about all details well in advance before the date of the tests. The platform as such will only be accessible on the day of the tests and only for those who received a login to sit the tests.

175. Can an NDA (Non Disclosure Agreement) replace the contract with the subcontractor in the application stage?

No, as standard NDAs would not cover all requirements stated in the Specifications.

174. Can we employ or subcontract a person who is currently working at the
institutions?
As long as the person is remunerated but the institutions s/he cannot work for a contractor. In case of CCP (leave on personal grounds), proof of the CCP status plus the permission to work as a contractor must be provided before the signature of the FWC. Please note that if that person is designated in the tender as one of the test takers, the permission needs to cover specifically the test.

173. You mention that one subcontractor may have more than one role. In such cases, should we create and submit different Annexes 7.3 indicating each role for the same person? Is this applicable for employees as well? For example, should we submit two annexes for an in-house vendor/employee who will act as a translator and a reviser?
If the person has different roles you may tick more than one box on the same Annex 7.3.

172. Why can’t we submit our tender electronically? The Commission already has e-Submission.
DGT has tested it but it is still not fully operational for our purposes, given the high number of lots and tenders we deal with. We hope it will be ready for our next call for tenders.

171. In joint tenders, can the quality coordinator be the group leader?
Yes.

170. You are changing the paradigm. What was wrong with the system of dynamic ranking? It worked well for us.
While the system of dynamic ranking has advantages, it also has an important shortcoming: there is no obligation to take any jobs. Sometimes we publish translation jobs several times and no one takes them, especially in cases of large volumes or difficult texts, where the risk to fall down in the ranking is real. In such cases, our Language Departments have a problem.

169. Will you provide credentials for testers?
Yes, each test-taker will get a code to access the platform.

168. Do personal translations during the studies count as translation experience?
Not unless evidence of it can be provided.

167. Is there a need for a copy of the marriage certificate if the diploma is in the maiden name?
Yes, please. This is necessary to check the qualifications of the team.

166. Will there be any further CfT until 2024?
In principle no, but it depends on the results of TRAD19.

165. In reference to question 22, we are preparing teams with translation and quality assurance experience in fields that are relevant to the EU such as environment, law, food safety, pharmacy, economics, etc. Is this the correct approach?
It is up to the tenderer to prepare for the tender in the way they think best, knowing that the tests will be of a general nature. Please see Q&A 86.

164. How will revision experience be counted in terms of pages? Would pages count as ½ or ⅓ of translation pages? How would hourly tasks be counted?
The KIAPI rules implemented in the Commission say that 1 page of translation equals the efforts of 2.5 pages of quality control, i.e. the factor is 0.4. For the purpose of this procedure, we will consider that 1 page TRA equals about 1 hour.

163. Do you need to know who has done each of the jobs? How? Signed and scanned IPR?
Indeed, we need the confirmation that the intellectual property rights have been properly transferred to the Commission. Contractors do this by means of click-through electronic declarations on the eXtra Portal where they indicate the name(s) of the creator(s). Original statements must be kept for seven years and submitted to the contracting authority upon request (see FWC Statements A, B, C, D).

162. Annex 7.3: May the e-mail address of the QC and/or the person sitting the translation test be an address of the tenderer?
No. Annex 7.3 requires the e-mail addresses of the test takers.

161. Does the quality coordinator have to take care of the administrative issues with the subcontractors too?
No, the Quality Coordinator’s role is linguistic. Please see also Q&A 128.
160. Do you expect the number of English originals to decrease if/when Brexit happens?
No, English is and will remain one of the main working languages of the Commission and is an official language of two other Member States, so no major changes are expected there.

159. What do you think will motivate numbers 3-4-5 to sign the contract?
It can happen that contracts with the first and second ranked are terminated. In that case, the others would take a step forward.

158. You mentioned that the outsourcing volume will increase. Do you have any idea about the scope of this increase? Could you give any percentages?
No. Due to the fluctuating demand, it is very difficult to make any predictions.

157. In case we get a document that we would be able to deliver only after the deadline, could we ask for an extension of the deadline?
In principle, direct communication would allow to negotiate the deadline since there is no risk of distorting the competition. However, you have to bear in mind that it is not DGT who sets the deadline but the requesting DG and there will be cases where it won't be possible to extend it.

156. In case there are different versions of a document to be translated, could we be informed in time?
You will be informed as soon as DGT is informed by the requester DG about potential versions.

155. As regards the revision test, will we be asked to comment on what we changed?
Tenderers will be informed in due time about how the tests will be organised. For each test, test-takers will receive precise instructions describing what is expected of them.

154. Is there any estimated time for the translation, revision and case study tests?
Maximum 4 hours per test. It is a fixed timespan, i.e. the platform will be accessible at a certain point in time and will be closed at a certain point in time for all test takers.

153. Until when is the external partner liable for the quality of the product?
Until the product is accepted by DGT.

152. Why do we have to give the names of all subcontractors?
We need to evaluate the capacity of the tenderer and to check the qualifications of its team members and their minimum experience (the last one upon request). Also, we need to supervise that the IPR have been properly transferred.

151. Do the number of outsourced pages mentioned in the slides refer to pages after pre-processing?
Yes.

150. When will on-site visits be organized with the first and second ranked successful tenderer?
After the publication of the results, presumably March 2020.

149. Is it OK to provide you with electronically signed contracts between the tenderer and the subcontractors or does it have to be a scanned copy of blue ink signature?
Electronically signed contracts between the tenderer and the subcontractors are acceptable.

148. Point 15.3 states that “where the source text is on paper or in a non-processable format and the order form specifies that any graphics must be reproduced in full…” Does it mean that suppliers will have to do graphic work as well?
You must always follow the instructions set in the order form. Please note that as a general rule, we only ask our contractors to translate the text contained in the graph. However, if you are requested in the order form to reproduce the graph, you would have to copy/paste graphs or other images into your translation.

147. Point 14.2 states that tenderers have to be able to use output from the European Commission’s machine translation tools. What format will this output be in, and what do suppliers have to do with it? Should we assume that suppliers will have to do MT post-editing too?
MT output is in .tmx format. Please note that MT is provided as a help only and will always need human intervention. According to point 3.1 of the Specifications, the suppliers have to deliver an assignment that can be used as it stands upon delivery. It is up to the contractor to organise work so as to obtain a result that meets our quality requirements.

146. Do the certificate of incorporation and the bank certificate have to be new?
As stated in Annex 6 point VI, “Documents must have been issued no more than a year before the date of the contracting authority’s request and must still be valid at that date.”
145. In Annex 3, in the table "Financial and economic overview" what should be written next to "Total balance sheet" and "profit and loss"? The space to enter something is there but it's not clear what is expected there.
Next to “Total balance sheet” please indicate the total assets/liabilities. For the “Profit and loss” concept, please indicate the profit or loss for the year next to "Net results" on the bottom line.

144. Are translators working as in-house staff for an agency considered as subcontractors? What evidence do you need from them?
No, in-house staff employed by the tenderer are not subcontractors. The tender must contain from them Annex 7.3 (declaration on honour on minimum experience) and a copy of the university degree.

143. I am a freelancer who according to the national legislation does not need to issue invoices. Is it absolutely necessary that I can issue e-invoices?
Yes. Contractors need to issue invoices in order to get paid.

142. Are there any trends observed as regards the most frequent domains of translation requests?
This depends on the political priorities of the Commission and the developments in the world.

141. Do you need to know who has done each of the jobs? How? Signed and scanned IPR?
Indeed, IPR forms, necessary to transfer properly the IPRs to the Commission, state the names of the creators of the translations. See also Q&A 114.

140. How often will we get urgent requests?
We cannot possibly foresee this. Since there will be a one to one communication with the Language Departments, contractors will be able to better prepare for urgent requests. The most urgent ones are usually translated in-house.

139. Do we have to include any urgency fees into our price?
No. When establishing your price, you must consider all possible costs that may occur during the execution of the contract. See also Q&A 29.

138. Will translation memories and glossaries be provided during the execution of the contract?
Yes. The range and type of supporting documents is dependent on the language department and will be presented in detail during the kick-off meetings with the first and second contractor.

137. Is the number of translators in the linguistic team a selective criterion, i.e. does it make a difference if someone provides 10 or 20 names?
The Specifications do not set the number of names as selection criteria. However, the size of the team has to be sufficient and consistent with the required capacity. See also Q&A 25.

136. Is an attorney acceptable as the legal representative of the company?
Yes, as long as this attorney has been legally appointed. Please see Annex 1, point 1.3.

135. I have translated a rather large number of EU pages with a few agencies and when they asked me to participate in EU tenders they told me that they can’t use their own past reference letters as a proof. This is understandable because, in principle, anyone can declare whatever he/she wants but with this I can’t prove either that I have translated a large part of the pages I have actually translated. So, I am wondering if even past reference letters from the applying agency are unacceptable as a proof of the number of translated pages.
There seems to be a misunderstanding: Declarations of experience by an agency for a third person (for example, a subcontractor or employee) are acceptable proof. It is self-declarations that are not acceptable (for example, a translator’s declaration about her/his own experience).

134. I would like to ask you about the number of pages needed for freelancers: if I participate with a translation agency with which I have already worked on EU projects, can the past reference letters reporting the number of pages from that very same translation agency be used to prove my experience with EU translation projects?
Yes. Reference letters are acceptable proof.

133. I am contacting you regarding the TRAD19 information meeting (held on 21 May) recording available on YouTube: https://www.youtube.com/watch?v=A4LPWtLy65I&feature=youtu.be, the video seems to be loaded only partially, originally the video was about 2-hour long whereas now it's about...
45 minutes. Is there perhaps any problem with the platform, or is that entire recording available elsewhere? Only the presentations are available on YouTube. The Q&A raised in that info session have been answered in these pages.

132. Can the quality coordinator be also included as translator in our team (among other translators)? Of course, another translator will take the translation test. Yes.

131. Is it obligatory to have also reviewers in our team? No. It is up to the tenderer to design the quality control procedures as s/he thinks best in order to fulfil the requirements.

130. Can you confirm that the quality coordinator does not have to participate in all projects as translator, reviser, reviewer or quality checker? We think that is not feasible if the volume is high. Please confirm that “the contractor’s quality coordinator will have overall responsibility for ensuring that all delivered assignments correspond to the quality requirements” does not mean that they have to translate, revise, review or quality control every assignment and that this implies a supervising role.

While the Quality Coordinator is ultimately responsible for quality of all assignments, s/he does not have to translate or revise every single assignment. However, s/he should have a general overview of all assignments and ensure that both in-house staff and subcontractors are informed about the latest instructions and comments of the contracting authority concerning quality. It is up to the tenderer to design the quality control procedures as s/he thinks best in order to fulfil the requirements.

129. Would you require the signed hard copy of the letter of intent and declaration on honour from subcontractors at some point or will the scanned copies of the handwritten signed documents be enough? Original evidence may be requested at any time. Please see point 13.2 of the Specifications.

128. Will the role of the Quality Coordinator be only the primary contact for linguistic questions? We are asking this, since we have Project Managers who are dealing with the rest of the process.

According to point 14.3.2 of the Specifications, the Quality Coordinator is DGT’s contact point for all quality matters and must be a reviser. Please see also Q&A 67 and 130.

127. Will the tests be performed fully online or are we going to download the material, translate/revise/write and upload it back to the system? All details about the tests will be disclosed sufficiently in advance.

126. Annex 5b: Should we submit documented evidence that our subcontractors are aware of the provisions of the tender specifications and the framework contract, e.g. a declaration signed by each subcontractor? No, that is covered by the letter of intent (Annex 5a), where the subcontractor declares to be aware of all conditions of the tender specifications and the framework contract.

125. Annex 3: “...one or both of the following documents...” Are we correct to assume that we are to fill in the information requested under point 6.1 and/or 6.2 of Annex 3, AND submit either our financial statements or a statement of overall turnover? No: either filling in one or both annexes OR submitting your own document/s as long as the information requested on the Annex is visible.

124. Is it enough to include one sample of prospective (draft) contract for all translators, one for all reviewers and one for QC? No. The Specifications require one (draft) contract per subcontractor. See also Q&A 106 and 102.

123. Is it possible to participate in a joint tender as a natural person and/or as a company? Yes.

122. We have to register online in order to be able to submit the tender. Is there a deadline for electronic tender registration? The deadline for electronic tender registration is the same as the deadline for submitting the tender (August 30). Please read the invitation to tender for further details.

121. I might be interested in participating in the translation tender for EN into FI with a group of colleagues. I have a question regarding translation experience requirements. I am a full-time freelance translator and interpreter. I have translated EU legal texts from...
other languages than English and other texts from English into Finnish, but the majority of these has not been EU-related. However, I have been an accredited freelance interpreter for the European Institutions since 2005. Would this experience qualify for TRAD19?

We cannot prejudge your case now. If you think you fulfil the requirements, prepare your tender to the best of your ability and the evaluation committee will examine globally all the elements submitted in the tender during the selection stage.

| 120. Can one subcontractor have more than one role selected in Annex 7.3.? | Yes, but, again, s/he can only sit one test. |
| 119. Are we allowed to list one subcontractor in Annex 7.3 as for example, a reviewer, and then have that person take the translation test, i.e. can the same subcontractor be listed in Annex 8.1. for the translation test? | Yes. |
| 118. About Annex 3: under point 6.2, the statement of turnover is requested for natural persons. Must these data be proven by some form of documentation at present? | It is not necessary to submit evidence of the economic and financial standing with the tender, but evidence must be submitted anytime upon request. |
| 117. In the tender specifications, no minimum amount of turnover is specified. As we would submit a joint tender in which part of the group would be members of the joint tender and part would be subcontractors, I would like to know if the amount for turnover (which only members of the joint tender would submit) is taken into account for evaluation of capacity. Because if it is, it would be in our best interest to have people join as member of the joint tender instead of as a subcontractor. If it isn’t taken into account, it doesn’t matter if they are joint tenderer or subcontractor as far as capacity is concerned? | Indeed the Specifications do not request a minimum financial capacity. If the evaluation committee needs further clarifications it will get back to the tenderer. |
| 116. Do we have to identify all our subcontractors in our offer? | Yes: this is required by Annex 5b. |
| 115. Do we need to have TRAD19 specific contracts with our subcontractors? | No, a general contract is enough, as the letter of intent is TRAD19 specific and has to be signed by each subcontractor. |
| 114. How do you intend to ensure traceability of who has done the translation? | Twice a year we make an analysis crosschecking our data and we ask for additional information if necessary. If this is insufficient, we organise visits to the contractor’s premises and request evidence of compliance with the requirements. Also, the IPR forms signed by the creator of the translation are one of the means to check who has done what. In TRAD19 the monthly assessment system is a way to deter from bad practices like using unqualified linguists. |
| 113. The time slot of hours under OMNIBUS-15 for analysing the job on offer and deciding whether to accept or reject it is too short. Will it become any longer with the new contract? | Under TRAD19 the acceptance deadline will be 3 hours. Given the possibility of direct communication between Language Department and contractor, big packages and short deadlines may be announced in advance so that the contractor can prepare for them. |
| 112. Can the contractor use machine translation? | Yes, as long as confidentiality requirements as spelt out under point 5.1 of the Specifications are respected and the final result fulfils the quality requirements. |
| 111. What translation management system do you use? Plunnet? | DGT has its own TM system, accessible for contractors via the eXtra Portal. |
| 110. What is the highest daily workload we can expect? Around 8 pages a day? | Unfortunately, we cannot give any indication. See previous question. |
| 109. Is there a daily capacity requirement on top of the annual one? | No; due to the high fluctuation and unpredictability, the Specifications do not require any minimum daily capacity. |
| 108. Do contractors from non-EURO countries need to have an account in EUR? | Yes. Invoicing and payment are in EUR. See also article 1.7 of the draft FWC. |
107. When checking hard evidence behind the declaration on honour, what do you accept as proof of QA experience? Is revision work enough, or do you need proof of any specific QA activities? Experience as a reviser is acceptable.

106. Freelancers are considered subcontractors. What papers need to be included in the tender for them? Subcontractors need to sign the letter of intent (Annex 5a), the declaration on honour on exclusion criteria (Annex 6) and the declaration on honour on minimum experience (Annex 7.3). All subcontractors need to be listed in Annex 5b. Tenders must include their university degree and a contract (or prospective contract) with the tenderer.

105. According to the specifications, the tenderer who is ranked first is expected to accept all jobs. Currently, there are cases when the page count is not very favourable for the contractor because there might be several hundreds of pages in the document, however, a significantly lower number of pages is paid for. The TM is indeed given, but the translators cannot fully rely on it and it is the responsibility of the contractor to provide a translation of high quality, which means extra workload for the contractor’s resources. How will such examples be addressed now when the winning contractor is supposed to find resources to handle all the jobs? We are fully aware of such cases. That’s why our page counting approach takes such cases into account by for example paying 20% for segments with 100% matches. This is quite in line with the industry rules. In addition, the future partner will also get requests which require less efforts so that at the end all these cases will even out. Not to forget that you might adjust your price offer which should cover all aspects needed to deliver the requested service.

104. Regarding point 14.3.1 we would like to know if it would be possible for an agency to present a good translator profile with more than 15 years of full-time translation experience even though he/she doesn’t have an university degree. According to the Specifications, the person would still need to submit an equivalent qualification, for example a diploma issued from a tertiary education establishment.

103. Regarding subcontracting, if our subcontractor is a company (legal entity) and the translators/revisers/quality coordinators of our tender are our subcontractor’s resources, either freelancers or in-house employees:
- in such a case, the company is considered as our subcontractor and not our subcontractor’s resources, is our understanding correct?
  Yes
- Could you please also clarify which documents must be signed by the legal representative of our subcontractor and which by our subcontractor’s resources included in our team?
  a) Annex 5a, Annex 6 and the subcontracting contract have to be signed by the legal representative of our subcontractor and not by the subcontractor’s resources, is it correct?
    Yes.
b) Annex 5b: do we include only the company’s name or also its resources’ names?
    Only the subcontractor’s name, i.e. the company’s.
c) Do the professional capacity criteria (mainly the experience) apply to each subcontractor’s linguist included in our team or to the subcontractor as an entity? Do we have to show the names of each subcontractor’s linguists and provide a copy of their degree?
    The minimum criteria apply to every translator, reviser, reviewer and quality coordinator who are to translate, revise or review assignments from DGT, including the submission of copies of their degrees with the tender.
d) Who signs Annex 7.3 in this case? The subcontractor’s legal representative or each one of their resources included in our tender?
    Annex 7.3 needs to be signed by each of the linguists who will carry out the work. In your case, tick the box “other: specify”: employee of/freelancer for subcontractor XXX.
e) on-line translation and revision tests: Do we have to provide the names of the subcontractor’s linguists who will carry out the tests or is it sufficient to declare that the company-subcontractor will carry out the test?
Annex 8 requires the names of the individuals who will take the tests.

102. “Tenders involving subcontracting must include the tenderer’s existing or prospective contracts with the subcontractors.” Does a prospective contract mean a draft contract (not signed) which will be signed between the two parties when and if the framework contract is assigned to the tenderer?
Yes.

101. Is the subcontractor of a tenderer allowed to submit a tender on its own acting as a tenderer?
Yes. See also Q&A 50.

100. Does the experience in quality assurance required by point 14.3.2 for the quality coordinator include revision and review experience?
Yes.

99. Who must sign Annex 7.1 about minimum capacity?
The tenderer.

98. Does the tenderer have to sign one Annex 7.1 about minimum capacity for all lots tendered for or one Annex 7.1 per lot?
Please sign one Annex 7.1 per lot, indicating which one.

97. Could you please clarify if, apart from Annex 6, the tenderer has to include the relevant evidence (e.g. extract of the judicial record, certificates about payment of taxes and social security contribution etc.) in the tender or provide them only upon request?
It is not necessary to include evidence of the exclusion criteria in the tender, neither for the tenderer nor for the subcontractors. However, it must be submitted upon request anytime during the tendering stage. Please see Annex 6, point VI.

96. Do the marks given to the assignments go directly into the performance assessment?
No, it is the marks given to the individual pages within the assignments that go into the performance assessment.

95. If we apply for several lots and win only some or one of them, what will happen?
You will get a contract for that lot / those lots you won.

94. The minimum annual capacity stated in the prior information notice is different from that in the tender specifications. Which one is valid?
The one in the tender specifications. The PIN is, as its name says, prior information to give you an indication.

93. When will you publish the results?
The exact dates are not known yet. We intend to have the list of successful contractors early March in order to leave enough time for them to prepare for the contract.

92. If I am the first ranked and for some reason my whole team needs to be replaced, what will happen to the orders while I am setting up a new team?
They will be offered to the second ranked for that period.

91. Do changes to the team have to be announced before they take place?
Yes, as they need our approval.

90. Does it make any difference as regards communication whether we apply for just one lot or for several?
No, in this respect there is no difference for us. The contractor will communicate with the relevant language department.

89. Does the company owner/legal representative have to be a translator?
No.

88. What form can joint tenders take?
We are aware that according to the national legislation not all possibilities would be feasible or recommendable. However, we cannot provide you with all the necessary information, that would be impossible for 28 MS, all the more as this legislation may change in the meantime. From our side, no particular legal form is required.

87. Will the abnormally low price depend on the language combination? How will it be calculated? As an average or standard deviation of the offered prices? Will there be a benchmark published?
The Financial Regulation foresees that DGT can ask for additional information if it perceives an offer to be at risk of being abnormally low. The Evaluation Committee will look into such cases. The methodology will be fixed by the Evaluation Committee but neither averages nor standard deviations are considered appropriate measures.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>86. In which field will the translation and revision test be? General? How can we prepare for it?</td>
<td>The nature of the linguistic texts will be general and typical of EU publications. You may draw some inspiration from documents published on Europa and Eur-Lex.</td>
</tr>
<tr>
<td>85. If a contractor goes bankrupt, can DGT guarantee that the translators will ever get their money?</td>
<td>In the current system, DGT has no direct legal commitment towards the subcontractors, thus it cannot give such guarantees.</td>
</tr>
<tr>
<td>84. What happens if a contractor goes through a merger or acquisition during the contract period?</td>
<td>DGT needs to be informed in order to amend the FWC. Contractual rights and obligations would be transferred to the legal successor.</td>
</tr>
<tr>
<td>83. What are the Commission’s working hours?</td>
<td>For the purposes of TRAD19 working hours are 8.30 to 17.00 (Brussels local time).</td>
</tr>
<tr>
<td>82. Is the performance assessment based on the evaluated pages?</td>
<td>Yes. Please see point 3.3. of the Specifications.</td>
</tr>
<tr>
<td>81. Will there be an overlap between OMNI-15 and TRAD19?</td>
<td>No, OMNIBUS-15 and both pilot FWCS (OMNI+17 and CASC17) expire on 30/6/2020; TRAD19 comes into force on 1/7/2020.</td>
</tr>
<tr>
<td>80. Can any /each of the members of a joint tender issue invoices?</td>
<td>No, only the leader of the group may issue invoices.</td>
</tr>
<tr>
<td>79. What do we need to submit for a joint tender? Do you need to see an agreement between the members? Do we need any legal form?</td>
<td>Each member of the joint tender must be listed in Annex 1 and must sign a power of attorney (Annex 4) authorising the leader to represent the group for the purpose of this contract. The appointed leader will be the Contracting Authority single contact point for administrative matters (invoices, etc.). No particular legal form is required.</td>
</tr>
<tr>
<td>78. This procedure contributes to the concentration of the markets as only the biggest companies stand chances to succeed in this tender. This is against Directive 2014/24/UE on public procurement, in particular recital 78.</td>
<td>Directive 2014/24/UE recital 78 encourages contracting authorities to facilitate SME participation in public procurement procedures, in particular by dividing large contracts into lots. TRAD19 is perfectly in line with the Directive. As the Specifications explain, single operators and partnerships of any kind, with or without subcontracting, may tender in TRAD19. Given the volumes, individuals may not apply on their own, but they may do so through joint tenders or/and subcontracting, as long as they build up a team with the required capacity.</td>
</tr>
<tr>
<td>77. If a tenderer is considered not to meet the tender specifications concerning selection criteria (such as minimum capacity or technical capacity), or if a tenderer does not pass the tests so as to meet the award criteria, will such tenderer be allowed to participate in similar calls for tenders in the future, or will such a disqualification be an impediment for the submission of tenders in similar proceedings with similar requirements?</td>
<td>Each tender is examined without reference to previous tenders submitted.</td>
</tr>
<tr>
<td>76. Will all tenderers be summoned to sit the tests and be evaluated on the basis of award criteria, or will exclusion and selection criteria be applied beforehand so as to disqualify tenderers which do not meet the requirements from sitting the tests?</td>
<td>All tenders which are accepted at the opening (submitted within the deadline, sealed tender) will be admitted to the tests. Only those tenderers which pass the tests will have their tenders examined for exclusion and selection criteria. The tests are expected to take place in October or November.</td>
</tr>
<tr>
<td>75. If there is a change of subcontractor during the contracting period, do we need to</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>74. Why is there no “below standard” mark any more?</td>
<td>Four marks, plus the PASS and FAIL system, have been considered to meet our evaluation needs better.</td>
</tr>
<tr>
<td>73. Why will the TRAD19 framework contracts be ending in February rather than June, as has previously been the case?</td>
<td>We want to avoid the subsequent contract starting in July again as the holiday period is not the best time to run a new project neither for us nor for our contractors.</td>
</tr>
<tr>
<td>72. What incentives/opportunities will there be for highly specialised freelancers?</td>
<td>Highly specialised freelancers can form joint tenders with other highly specialised freelancers; they can work as subcontractors, e.g. as revisers/reviewers or quality coordinators. Depending on their language combinations they can also work under negotiated procedure for us.</td>
</tr>
<tr>
<td>71. How do you expect back-ups to have this huge capacity “just in case”?</td>
<td>When an assignment is published you will be able to assess if you have the capacity. In case of termination with the first provider, the second ranked will have about one month to build the teams. The third ranked on the list will be informed that it becomes second now.</td>
</tr>
<tr>
<td>70. Could you give examples of when the highest ranked contractor is allowed to refuse the assignment (e.g., no free capacity)?</td>
<td>No free capacity is a good example. See also Q&amp;A 34.</td>
</tr>
<tr>
<td>69. Do participation rules also apply to subcontractors?</td>
<td>Participation rules on point 7 of the Specifications apply to tenderers only.</td>
</tr>
<tr>
<td>68. What skills would the perfect candidate have? What skills should we work on in order to have a higher likelihood of being hired for this job?</td>
<td>Test takers need to be familiar with EU texts and deliver a high quality result on time. Tenderers must show they have the capacity to cope with high and fluctuating volumes of often very specialised texts.</td>
</tr>
<tr>
<td>67. Is one Project Manager (per company) and one Quality Coordinator (linguistic lead, so to say) for each lot (target language) correct or acceptable?</td>
<td>The Specifications do not mention project managers. It is up to the tenderer to organise itself in the best possible way. One Quality Coordinator per lot is advisable. If the same Quality Coordinator is appointed for more than one lot, please see Q&amp;A 44.</td>
</tr>
<tr>
<td>66. Can we include the same person to have the role of translator and reviser in our team?</td>
<td>Yes. Please note that that this person may take one test only.</td>
</tr>
<tr>
<td>65. Does the Quality Coordinator need to be a native speaker of the target language of the specific lot?</td>
<td>This is not required by the Specifications.</td>
</tr>
<tr>
<td>64. Are electronic signatures acceptable on declarations?</td>
<td>In TRAD19 electronic signatures are not acceptable.</td>
</tr>
<tr>
<td>63. Do we need to submit any evidence of professional capacity apart from the university degree for the Quality Coordinator or do the same rules apply as for the translators and revisers?</td>
<td>The same rules apply to all members of the linguistic team: only the university degree must be submitted with the tender. Other evidence of professional capacity must be submitted upon request.</td>
</tr>
<tr>
<td>62. Will each translator/reviser in the team have to take the test?</td>
<td>No: only one translator and one reviser (which will be in principle the quality coordinator for that lot) will be tested per lot.</td>
</tr>
<tr>
<td>61. How can the tenderer deliver revised translation in the test if it is only done by one person?</td>
<td>The translation test is supposed to test the translation ability. For this test, the translator should perform a self-revision in order to deliver as final a product as possible. As in a real situation, s/he may, of course, consult others but the Specifications say that the translator has to do the translation alone (see point 15).</td>
</tr>
</tbody>
</table>
**60.** Bearing in mind that the FWCs are not to start until 1 July 2020, will the price quoted in 2019 have to be fixed for the whole duration of the contract, i.e. until 2024, or will inflationary increments be allowed with time?

Prices quoted in 2019 are valid for the whole duration of the contract. However, article I.5.2 foresees the implementation of a price revision index according to the formula set in article II.20 of the FWC, which states: “Prices are fixed and not subject to revision during the first year of the FWC. At the beginning of the second and every following year of the FWC, each price may be revised upwards or downwards at the request of one of the parties. (…)”.

**59.** Do you need the content sent on USB sticks to be all in one PDF file (merged PDFs) or multiple PDF files? We want to make it as easy for you to peruse our offer so we would like to know what are your preferences.

We prefer one single pdf, but this is not a requirement.

**58.** Do we need to send any originally signed documents for the translators (Annexes 5a, 6, 7.3) or will scanned signed documents be enough?

The cover of the TRAD19 Annexes clearly says that annexes are to be printed, signed and scanned. See also Q&A 48 and 3.

**57.** If a tenderer has been in business in its current capacity as a legal entity for less than a year, is such a tenderer automatically disqualified from this call for tenders due to such tenderer’s inability to provide financial statements for the previous financial years?

There will be no automatic disqualification on that ground. Indeed the tender specifications do not require a minimum age for a company to be eligible. Please note that point 19.3 of Annex I to the FR provides that “If, for any valid reason, the economic operator is unable to provide the references requested by the contracting authority, it may prove its economic and financial capacity by any other document which the contracting authority considers appropriate.” For example, bank statements.

**56.** Is it possible that for certain lots only a single successful tenderer will be awarded the contract, even if there are more successful tenderers? If yes, could we receive a confirmation that this will (or will not) be the case in the language pair we are interested in, namely EN-LT?

There might be one single awarded contractor for a certain lot if there is only one successful bidder for that lot. Any language combination list may have up to 5 successful bidders. Please see also Q&A 12.

**55.** How can I apply to become a freelancer for low-value contracts?

Please send your CV and qualifications to DGT-FL-FREE-CANDIDATE@ec.europa.eu, indicating in which language combinations you wish to translate. Please note that translation volumes in these language combinations are rather low. We remind you that “negotiated procedures”, “low value contracts” and “free tenders” are synonymous. See also Q&A 49.

**54.** Is participation in the info sessions a precondition to tendering?

Not at all. The info sessions serve as a possibility to raise questions and clarify uncertainties.

**53.** Would it be possible to disclose the list of participants (both those watching remotely and those present live at the sessions) so that individuals can team up?

No, because of the data protection rules. However, during the live streaming, one of the participants suggested to create a group on Linkedin, please have a look there whether it materialised in the end.

**52.** Are all external service providers considered as subcontractors?

Yes.

**51.** Is there a template for contracts with subcontractors? Which requirements should such contracts fulfil?

There is no template. Contracts have to be legal and fair.

**50.** Is there any possibility for translators/prooﬁ-readers/quality controllers to participate on this tender with more than one agency or joint offer?

Team members may belong to different teams of different tenderers, either in the tender papers
or during the execution of the contract, BUT PLEASE NOTE THAN ONE PERSON CAN ONLY SIT ONE TEST FOR ONE TENDERER. As all tenderers will be invited to sit the tests, tenderers should check with the 3 persons they intend to appoint as test takers that they have not agreed to sit the tests for other tenderers. Please see point 15 of the tender specifications.

49. I collaborate with you through the negotiated procedure. I wonder if my contract would be valid after TRAD19 enters into force.
Negotiated procedures are not the subject of the open call for tenders TRAD19 and, therefore, will not be affected by it.

48. According to the invitation to tender, tenderers must submit “…a paper print out of the electronic registration form and the financial offer with the signatures in original.” Further, according to the specifications par.9 page 12, “…Tenderers must also include a paper printout of the tender registration form and the technical and financial offer with original signatures”. Could you please clarify?
You only need to submit on paper with signatures in original the electronic tender registration form and the financial offer.

47. Will all live information sessions be recorded? Will this recording be available to interested bidders?
Only the first info session in Brussels is recorded.

46. Are the organized information events language-specific?
The information sessions are not language specific. However, in some cities, there might be contributions from the relevant Language Department. For details, please check the overview on Europa where the programmes and means of registration are listed.

45. Does Annex 7.3 have to be signed by every team member, including the project managers? Do we need to list the Project Managers?
No. Annex 7.3 does not mention project managers.

44. If we participate for three lots, how can the quality coordinator take the revision test for three target languages?
Please see point 15, last paragraph on page 20 of the Specifications.

43. Do we need to include CVs of the translators/revisers in the tender?
The Specifications do not request the inclusion of CVs in the tender.

42. Will all lots be tested in parallel, knowing that we might have linguists covering several source languages?
Point 15 of the Specifications clearly says that all tests will be taken simultaneously on line. If you apply for more than one lot you will need to appoint different people for the TRA and the REV tests for every lot.

41. For the Case Study, do we need to assign a project manager rather than a linguist?
It is up to the tenderer to appoint their most able collaborators for every test.

40. Is the use of CAT tools absolutely necessary?
Yes. Please see point 14.2 of the Specifications.

39. Given the “winner takes all” structure, what opportunities will freelance translators have to participate (other than through intermediaries)?
Please see previous question.

38. Agencies will win the first position since they will be able to outsource a higher capacity, so there is no point in freelancers applying directly.
It is possible to award a joint tender, as long as they comply with all requirements, including the capacity.

37. In case we would like to submit an offer for five lots, will our company only have to do one case study?
Yes. Please see point 15 of the Specifications.

**36. If you want to apply as an individual translator, do you need to have a registered company?**
No.

**35. What are the procedures for when a supplier does not meet the stated quality performance?**
See points 3.2 and 3.3 of the Specifications.

**34. Will the selected company be obliged to accept all jobs and will refusals be penalised?**
Refusals are allowed without penalty. However, too many refusals might lead to termination. See point 1 of the Specifications.

**33. So, you are looking for one agency per lot that will be able to deliver the entire workload; isn’t it a bit too much to expect?**
This approach is not new and has been used in other EU institutions.

**32. It is a shame, the EU tender approach is killing the market. Freelancers will help agencies secure contracts and then they will be replaced by cheaper ones.**
Although this scenario cannot be excluded, we are confident that the risk for the contractor to be imposed penalties and eventually lose the contract might have the reverse effect. Please see also Q&A 24.

**31. Have you evaluated why no partners were found last time?**
In CASC17 few tenderers passed the tests.

**30. As the length of tests is limited, how will you differentiate between the tenderers?**
Due to time and logistic constraints, we cannot organise longer tests, but we are confident that the combined results of the three tests will be differentiating enough.

**29. Will there be any compensation to the selected vendors for poor quality of the source documents?**
No. Indeed, most drafters in the Commission are non-native speakers. We can only recommend that you consider this added difficulty when calculating your price.

**28. I would assume existing highly professional agencies could not afford to suddenly shift their entire business and lose all clients in favour of DGT.**
This is a business decision that only tenderers can make.

**27. I think that signing up with five suppliers per language combination is too few; you risk ending up with only non-serious companies.**
Our experience with CASC17, with lists of 1 or 2 contractors, is so far very satisfactory.

**26. How much time will the first-ranked contractor have to prepare (in weeks or in months) before 1 July 2020 when the TRAD19 contracts start?**
In principle, the communication of results will be announced 3 to 4 months before the entry into force of the new FWCs.

**25. How should we calculate the minimum number of translators/revisers/reviewers we need to include in our proposals?**
It is up to the tenderer to put up a team with sufficient capacity taking into consideration the possible fluctuation of the estimated demand.

**24. What prevents an agency from promising a freelance a normal rate to do the procurement and then not being able to pay them and not deliver on the contract?**
The monthly assessment system and the penalties foreseen (see point 3.3 of the Specifications) are meant to encourage tenderers to put a realistic tender together and to deter from bad practices as the one described.
23. Where will you announce who the winning agencies are for every language combination?

As usual, results will be sent individually to all tenderers at the same time and the list of awarded contractors will be posted on the relevant pages of Europa: https://ec.europa.eu/info/funding-tenders/tenders/tender-opportunities-department/translation-tenders-and-contracts_en

22. Professional experience requirements mention a certain number of pages “in fields relevant to this tender”, can you please elaborate on the accepted fields?

The experience should have been acquired in matters related to the EU in a broad sense.

21. Will the revision tests contain an original and a translation or only the translation?

The revision test will contain the original and the translation.

20. Will assignments still be outsourced via eXtra portal but only be visible to the 1st contractor, or will they be visible to all five contractors?

The assignments will be published via eXtra portal to the first contractor only. If the first contractor should refuse the assignment, it would then be published to the second contractor, and so on.

19. What is the reason for organizing individual information sessions for this call for tenders in so many European cities?

The reason is equal treatment. We would like to give all potential tenderers the chance to ask direct questions.

18. Is this deal ‘Brexit proof’, or is it open only to those offering services from EU member states?

According to point 7 of the Specifications, as long as UK is a member state, UK citizens and legal persons registered in the UK can be offered contracts.

If the UK is no longer a member state at the time of the signature of the contracts, UK-based tenderers can be offered contracts only if there is a special agreement allowing the Commission to sign contracts with them, for example if there is a withdrawal agreement which stipulates it.

17. Could you indicate the most recent prices paid by the European Commission for its current contracts, by lot?


We remind you that, according to point 15.3 of the Specifications “If the price seems abnormally low, DGT will request clarifications in accordance with section 23 in Annex I to the Financial Regulation.”

16. I have just registered myself for the session in Milan for June, 3rd. Can I forward this information to a translation agency based in Switzerland? Or is it excluded as it is not in the European Union?

Please see Q&A 15.

15. Are US companies based in the US only allowed to participate in this bid?

Please see point 7 of the Specifications and its footnote 3.

14. How is an online test organized for translation agencies using different translators?

Please see point 15 of the Specifications. It says that “tenderers must designate one individual for each of the three tests” and that “dates and other practical arrangements will be communicated later”.

13. Can I apply as an individual translator resident in Brazil for the English-Portuguese pair?
Please see point 7 of the Specifications about eligibility. See also Q&A 12.

12. **Could you confirm that I will not be able to apply as an individual but would have to join up with other translators (joint offer) or work as a subcontractor for a translation agency?**

We confirm. Please see also question 10.

11. **For lot 15, EN => FR, would the number of framework contracts be a maximum of five?**

Point 1.2 of the Specifications clearly says that “A maximum of 5 FWCs will be signed per lot”.

10. **Would it be possible to apply for this upcoming tender just as an individual, or only with joint tenders?**

Due to the simultaneity of the tests, individuals on their own cannot tender. But several individuals can submit a joint tender as long as they have the minimum capacity required in point 14.1. See also point 12.1 of the Specifications.

9. **Will the quality mark depend only on the online testing (1 translation, 1 revision and 1 case study), or the applicant's background and experience will also be taken into account?**

Point 15 of the Specifications sets the quality award criteria, i.e., the criteria for which marks will be given. The background and experience of tenderers are not among them.

8. **The prior notice says that “The procedure sets a cascade system and includes online testing (1 translation, 1 revision and 1 case study)”. Should an agency select certain in-house translators to do the tests? What if there aren’t any in-house translators?**

As explained in point 12.2 of the Specifications, tenderers may use subcontractors.

7. **Could you please include me in the mailing list for receiving notifications about the tender?**

We do not send tender notifications. In order to be informed about new procedures, you may register for free to TED (Tenders Electronic Daily) at [https://ted.europa.eu](https://ted.europa.eu)

6. **Please confirm the language in which the case studies will have to be completed.**

The case studies will have to be completed in the target language or EN.

5. **Could you provide us with an example of a case study?**

You can find some examples under the link “Examples of previous case studies”. Please note that these cases were used in CASC17 and are given here as an example only. Case studies will present a complex but realistic situation that may occur during the execution of the Commission contract. Tenderers are expected to describe any concrete procedures, tools and/or resources they would use or set up in order to satisfy the client in that particular situation.

4. **Is there a limit to the proportion of work that can be subcontracted?**

No.

3. **Is it possible to provide an unprotected version of the annexes which we can separate and provide to our individual translators for completion?**

You may print the relevant annexes and distribute individual copies for them to sign. Then scan them and attach them to your tender.
2. Will there be any information event about these new calls for tender?

The Directorate General for Translation organises the following events about the new call for tenders TRAD19. Any interested party may attend after registration.

- 21 May 2019, Brussels
- 23 May 2019, Madrid
- 24 May 2019, Lisbon
- 28 May 2019, Luxembourg
- 28 May 2019, Zagreb
- 29 May 2019, Ljubljana
- 3 June 2019, Milan
- 4 June 2019, Prague
- 4 June 2019, Riga
- 5 June 2019, Helsinki
- 5 June 2019, Stockholm
- 5 June 2019, Vienna
- 6 June 2019, Bratislava
- 6 June 2019, Vilnius
- 7 June 2019, Budapest
- 7 June 2019, Copenhagen
- 7 June 2019, Tallinn
- 11 June 2019, Berlin
- 11 June 2019, London
- 11 June 2019, Paris
- 12 June 2019, Athens
- 12 June 2019, Dublin
- 12 June 2019, Warsaw
- 13 June 2019, Sofia
- 14 June 2019, Bucharest
- 19 June 2019, The Hague
- 28 June 2019, Valletta
- 28 June 2019, Nicosia (to be confirmed)

Please follow this link https://ec.europa.eu/info/tender/trad19 and regularly check the info sessions overview for additional information on exact timing, venue and registration.

The main issues raised during the info events will be published in these Q&A.
1. May we draft the tender in any EU language?
Yes. For the purpose of facilitating the evaluation process tenders in English are welcome.