Subject: Frequent Asked Questions

Question n. 1:
If a translator company works with freelance translators, should these freelance translators sign a power of attorney to delegate their power to the company and still fill in the Annex 2.2 (Declaration of Honour)?

Answer:
Both Companies and Self employers (freelancers) that apply to the tender have to fill in and sign the Annex 2 - Declaration of Honour. In particular, Annex 2.1 must be signed by the legal/authorised representative(s) of the company and Annex 2.2 must be signed by a natural person/self employer when she/he is applying as freelancer.

Therefore there is no need for the translators that work with a company to fill in and sign the declaration of honour, nor any other power of attorney.

Question n. 2:
Can a person submit a tender both as freelancer and as a company owner?

Answer:
If the person that owns the company is also the legal representative, this person cannot submit another offer as self/employer/freelance, within the same tender procedure. Double tendering is not allowed.

Question n. 3:
Annex 1 - Basic Information for freelancers, natural persons

Answer:
Tenderers which are freelancer do not need to fill in the section "Legal representative" in Annex 1

Question n. 4:
What is the approximate value of this project?

Answer:
Any maximum or approximative value isn’t foreseen. As specified in the section 3 of this Call for Tender one of the selection criteria is the capacity to offer the best value for money.
**Question n. 5:**
Concerning what stated in the offer "The maximum amount authorized by the European Commission for the interpreting services cannot exceed 700,00 EUR/working day, VAT included" and considering that the interpreting service (every language combination) is done by 2 interpreters a time, could you please specify whether the max amount of 700,00 EUR has to be intended per person (700,00 EUR per interpreter) or per service (350,00 EUR per interpreter)?

**Answer:**
The maximum amount of 700,00 EUR has to be intended per person (700,00 EUR per interpreter)

**Question n. 6:**
Are there specific languages that must be compulsorily mentioned in Annex 5 - Price List? Similarly, is there a minimum language combinations that must be mentioned in Annex 5 - Price List?

**Answer:**
There isn't any specific language that must be compulsorily mentioned in Annex 5 - Price List. As stated at page 1 of this Call for Tender, ETUI is asking for interpreting services for all the EU members and candidate states language, and English.

There isn't any minimum language combinations that must be mentioned in the Annex 5 - Price List.

**Question n. 7:**
Can you clarify the languages of this contract, for both translation and interpretation? Should we submit prices for all the 24 European languages? If yes, locally the pricing of each language is different as per the salary raise per country. Can we please add lines per language?

**Answer:**
In case you provide the translation and interpretation service for all 24 European languages, please list all of them, but you can group the combination of languages per price. You can add lines for local pricing per language.

**Question n. 8:**
Can interpreting companies that provide only language pairs such as ES-FR, EN-IT, EN-FR participate to the tender?

**Answer:**
Yes, they can participate. See also Answer n. 6.

**Question n. 9:**
Are there specific requirements for a professional to be recognised as an Interpreter (university degree in interpreting, member of an accredited professional association, years of experience in the required language combination)?

**Answer:**
There are not specific requirements to recognise an interpreter as such. Actually, what we are looking for is the assurance that both freelances and professionals recruited by the company are able to perform the job that we request (excellent interpreting skills and services and knowledge of trade union/social organisations glossary), as specified in the section 3 Selection Criteria of this Call for Tender.
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<th><strong>Question n. 10:</strong></th>
<th>Availability of resources</th>
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<td><strong>Answer:</strong></td>
<td>There is no specific requirement for the number of interpreters a company is expected to contact/provide. Each meeting/event for which interpreting services are required is duly organised and planned by ETUI Project Managers and Administrative Assistants. Therefore each service request takes into account the capacity of the provider to deploy its resources.</td>
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<th><strong>Question n. 11:</strong></th>
<th>Could you please confirm that a company does not have to include the CVs of our (freelance) translators?</th>
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<td><strong>Answer:</strong></td>
<td>Yes, it confirmed.</td>
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<th><strong>Question n. 12:</strong></th>
<th>Concerning what stated in the offer &quot;Capacity to recruit local interpreters in the country of the event&quot;, could you please specify what would be the country or city of the events?</th>
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<td><strong>Answer:</strong></td>
<td>Country and city of the events are the places where the event (conference, congress, meeting, training, etc) that requires interpreting services takes place. They are specified in the contract signed between ETUI and service provider. Normally the events are organised in EU Member States.</td>
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<th><strong>Question n. 13:</strong></th>
<th>A selected company/freelance will be contacted only to provide services only in its own country, or also abroad?</th>
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<td><strong>Answer:</strong></td>
<td>Normally ETUI contracts local companies/freelances, which are resident in the country where the event is organised, but could also happen that companies/freelances are requested to provide their services abroad.</td>
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<th><strong>Question n. 14:</strong></th>
<th>Interpreters’ booth</th>
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<td><strong>Answer:</strong></td>
<td>The ETUI shall, wherever possible, organise its meetings in conference centres or venues fitted with European regulations compliant fixed interpreting booths. However, the ETUI may have to organise events, meetings in venues that are not fitted with fixed interpreting booths. In this context, the provider may be requested to provide mobile interpreting booths with the following distribution: 1 booth for 2 languages.</td>
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<th><strong>Question n. 15:</strong></th>
<th>Annex 5 - Pricelist. In case of event overtime, could an additional line be added to the pricelist?</th>
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<td><strong>Answer:</strong></td>
<td>Normally, our events don’t go overtime.</td>
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<th><strong>Question n. 16:</strong></th>
<th>Does ETUI organise only in person meeting or also hybrid and/or remote meetings, during the tender period?</th>
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<td><strong>Answer:</strong></td>
<td>Meeting and events that require interpreting service can be held both in person or remote/hybrid setting.</td>
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### Question n. 17:
Does ETUI record or live stream meetings/event, which audience these recordings or transmissions are made available to and for how long they remain accessible online?

**Answer:**
Recording and live streaming of meeting and events, for which interpreting services are required, are part of the ETUI activities. The audience and the timeframe depend on the specificities of each event/meeting.

### Question n. 18:
Will all onsite requests take place in Brussels? Countries and cities where this will take place since pricing changes per country? Can you give us an idea of the previous year’s events and cities and number of booths?

**Answer:**
ETUI is organising events in EU countries with most events taken place in Belgium. Unfortunately, we don’t have statistics of countries where the event was organised with the rental of technical equipment. Two last years are not representative anyway since most of the events were organised on-line due to the covid restrictions.

### Question n. 19:
Type/size of translation services to be provided

**Answer:**
ETUI cannot provide a yearly average of translations as the activities that require translations are variegated both in terms of size and timing. In most of the cases the providers are requested to translate articles/books/publications but also other type of documents might be required. Formatting is included in the service but final layout and publishing are managed by the Communication Officers.

### Question n. 20:
In which format should the Annex 3 - Price List be delivered?

**Answer:**
*Annex 3 - Price List* must be sent also in electronic format, including *.pdf, *.xlsx, *.doc files. The file can be sent either by email to rpalombella@etui.org, or saved in a CD/USB included in the envelope shipped to the ETUI with the offer.

### Question n. 21:
FAQs section on the ETUI website

**Answer:**
The FAQs document collects all the Questions/Request of Clarifications sent by the tenderers to ETUI. The FAQs document is created after the deadline for the submission of the Requests of Clarifications.

### Question n. 22:
Tender submission & Posting modalities

**Answer:**
As mentioned in all the three Call for Tenders (Section 8) "All tenderers must submit their tender by registered letter or in person". Any other submission modality will be rejected.

Offers can be sent both via normal post "Registered Letter" and via private shipment services (UPS-DHL). What is important is that a tracking system is ensured by the posting service.

For tenders sent by registered letter, the postmark shall serve as proof of date of posting.
**Question n. 23:** Could ETUI send also the Tender Documents in a word format?

**Answer:**
Tender Documents are those available on the website, in pdf. They can be converted from pdf into word or, if not possible, can be filled in by handwriting.

**Question n. 24:** Covering Letter Information

**Answer:**
We do not have a specific template for the Covering letter. Normally it should include details of the Call for Tender for which the offer is sent, details of the Tenderer, list of documents (Annexes) attached to the Cover letter, signature and date of the tenderer.

**Question n. 25:** What is the ETUI Travel policy for interpreters.

**Answer:**
The ETUI reimburses the travel costs and accommodation in case interpreters should travel. No per diem / subsistence allowance is paid.

**Question n. 26:** Companies/freelances that apply VAT of the country where they are based, should include that VAT in the offer?

**Answer:**
As mentioned in the Call for Tender and in its *Annex 5 - Price List*, each itemised price must include VAT.

**Question n. 27:** Pricing and the VAT

**Answer:**
When the providers subject to VAT, they should indicate their VAT number in the application and the pricing should show the amount, VAT inclusive. ETUI is not subject to Belgium VAT but is paying the VAT to the VAT liable providers.

**Question n. 28:** Does the table "Interpretation booths pricelist", in Annex 3, refer only to the body of the booths? And, what kind of equipment should be listed in the table below "Other equipment/service price list, including for hybrid events"?

**Answer:**
In *Annex 3 - Pricelist*, in the first table "Interpretation booths" only the price of the cabin should be mentioned, while the table below "Other equipment/service price list" should include all the prices of the equipment related with an interpretation service, including hybrid ones.

**Question n. 29:** Will there be a PA system and loudspeakers in the room?

**Answer:**
Depending on the meeting room rented, tenderers shall be free to suggest to the ETUI a system of loudspeakers. The loudspeakers must be appropriate and proportionate with the size of the meeting room.
**Question n. 30:**
For Hybrid events there is a need of cameras, additional laptops and cables? Will there be an AV company providing this?

**Answer:**
Tenderers shall undertake to provide a technical solution adapted to the typology of the meeting, including the hybrid events. The technical solutions requested shall include all active and passive elements needed for the holding of conferences, including for instance: the central unit, the extension unit, the distribution system, cables, cameras, etc.

**Question n. 31:**
Will there be WIFI at the venues?

**Answer:**
WIFI is provided in all venues chosen by the ETUI for their events.

**Question n. 32:**
In case of hybrid events do you prefer interpreters to be remote since it will be more cost effective?

**Answer:**
Yes, the remote interpretation during the hybrid events is preferred.

**Question n. 33:**
Will Zoom be provided by the client?

**Answer:**
Zoom can be provided by the ETUI or by the provider – both options are possible.

**Question n. 34:**
Is there another form for online and remote interpreting?

**Answer:**
The remote interpreting is usually done on the Zoom platform.

**Question n. 35:**
*Annex 3 - Pricelist. could we add an additional line for the Zoom licence?*

**Answer:**
An additional line for the Zoom Licence can be added to the Price list. Indeed, in elaborating the amount of the Zoom cost, you should take in consideration that the Zoom licence is not always needed.