RFP N° PTD/10/042 – LIST OF BIDDERS' QUESTIONS AND WIPO'S RESPONSES

1. Is there an incumbent to this contract? If so, who and what are their current contracted rates?

   Non-Applicable.

2. In Annex III – Questionnaire, section B), there is the following question: "Annual turnover (for previous 3 years)." Is it accurate to assume that this means the average employee retention rate within the last 3 years (in percentage)?

   No, we require financial information on your company.

3. Regarding [Annex 3], Question 4 on page 2: "Does your company employ technical and scientific experts as consultants?": Does this question relate to in-house staff or does it also extend to freelancers?

   It includes in-house staff and external freelancers.

4. Could a subcontractor join this RFP? If agency A joined this RFP with agency B, will agency A join as an individual agency again?

   No, a subcontractor may not join the RFP.

5. What should we deal with the Annex 2a, the PCT search report?

   As indicated on page 7 of Annex II "Response Requirements and Tests", Annex IIa is to be used to input Test 5 and Test 6.

6. Which should be the decisive matter for winning this RFP, the Unit Price or the Translation Quality, and what is the ratio of the unit price and translation quality?

   Non-Applicable.

7. As for Annex 3, clause 18, does your company possess a secure Electronic Data Interchange infrastructure? What do you mean by Electronic Data Interchange Infrastructure? Our IT person cannot figure out the exact meaning even with the help of some professional IT expert. Is it related to computers and telephone set?

   Please examine the information contained in the Terms of Reference, Annex 1.

8. Would submitting sample translations of around 100-150 words for each of the Abstract, IPRPs, WOSAs in each language be acceptable?

   No, a translation is as long as it needs to be. We require full translations of the texts provided.

9. To [submit a bid], we understand that our company needs to show proof that we are covered with risk liability insurance. But would you shed some light on what your requirements are on the limits of liability, regional/international, valid dates? Also do you accept insurance based projects (case by case insurance)?

   We require translation companies to be covered by professional liability insurance or an equivalent guarantee. Please seek independent advice if necessary.

10. For translations Chinese into English, are the volume indications WIPO has given based on:
    a) The target word count in English, or
    b) The source character count Chinese?

    The average length is based on the number of target words in English. Please note that WIPO does not guarantee any specific volume of translations to any single contractor.

11. For the test translations 6 (pg. 12-14) and 6 (pg. 15-22), we are assuming [that] we are to translate the template in addition to the citations inside those pages. Is this correct?

    The template is not to be translated. The standard parts of the template are already provided in English in Annex IIa. Only the specific data and text in the ISR are to be entered and/or translated. The citations are to be transcribed and/or translated. For the details, please see the paragraph 2.2 of Annex I.

12. For some combination of languages we will be presenting more than 2 translators, however the required tests translations will be done by only two of them, the translator and the reviewer:

    a. Will we be able to use the translators presented in the tender and validated or approved by WIPO even if they have not participated in the test translation?

       Yes.

    b. How will we need to organize this once contract is awarded? Should we use the translators involved in the test project and if they are not available, the ones presented and approved by WIPO in the RFP but not tested?

       Contractors may use any translators of their choice but if a contract is awarded they must inform WIPO of the names of the translators working on this project.

    c. Should we present test translations for all translators that we will be presenting?

       The test translation is a test for the company not the individual translator. You should present not more than 6 test translations, 2 for abstracts, 2 for patentability reports and 2 for International Search Reports.

13. [Is] submitting sample translations of around 100-150 words for each of the Abstract, IPRPs, WOSAs in each language acceptable?

    Please see answer to question 8.

14. According to the invitation letter "Proposals must be received by WIPO at the above address on or before Tuesday, December 14, 2010".

    [We would like] to confirm if the documents are submitted by mail, whether the date of mailing indicated by the postmark on the envelope shall be deemed as the date of receipt.

    Proposals must be physically received at WIPO headquarters on or before the deadline.

15. ISR's - The translation volume in 2011 is expected to be 10,000 documents. Whilst the majority of work is required is Chinese into English, there is a small mention of translation from English into Chinese can WIPO provide a % value of this work component.

    The percentage of the ISRs to be translated from English to Chinese is 0.1%.

16. Is a contract year a calendar year or from the contract start date e.g. 01.07.2011?
    It is the contract start date.

17. Can WIPO provide more detail about the transmission process of files to the vendor? Specifically does WIPO send .ZIP folders to the vendor unannounced, or an e-mail to inform that folders with the allocated work are available on the WIPO secure server to be downloaded by the vendor, or some other way?

    Exchange of files between WIPO and vendors is regulated by the provisions of specific contractual agreements. Typically, an agreed schedule will provide for ZIP packs to be placed on our secure server for download by the vendor at a specific date; the vendor will receive an email of notification when the ZIP is available; the vendor will similarly upload completed packs on schedule and inform WIPO when this is done. So as to minimize potential difficulties, details are worked out with each vendor according to time zone, etc., and due attention is paid to local variables such as holidays, etc.

19. What date does WIPO expect the decision to be made as to which vendors have been awarded the contract and when WIPO will inform them?

    June 1st 2011 at the latest.

20. Once a contract has been awarded will there be a full briefing between WIPO and the vendors and if so, where will it be held?

    Individual contacts will be established between WIPO and successful bidders.

21. Will WIPO provide translation memories and terminology?

    In an initial phase, translation memories will not be available. Access to terminological data will be provided as conditions permit – our databases are presently being restructured.

22. As a matter of confidentiality we do not wish to divulge the names of our translators and editors to WIPO when submitting CV's but we are willing to provide their initials would this be acceptable? If not please advise what would be acceptable?

    Initials are not acceptable. Names are required.

23. Would WIPO provide a complete process (supply chain from document source to publication and distribution) overview in which the translation process resides?

    This overview will be provided upon award of the contract.

24. Would WIPO expect the proportionate volume to be delivered by us from the start date or would they accept a ramp-up/phase-in period to get to the appropriate target of agreed volume of work and to meet qm standards?

    Initially, the number of documents outsourced to contractors will be small and volumes will be increased according to performance.

25. How will WIPO be distributing the work/projects between multiple suppliers – will this be done based on language combinations, or on subject matter, or a combination of both?

    Based on performance and price.

26. Please confirm that the source language version of any patent application documents (including abstracts) will be deemed as legally binding – not any translations provided (i.e. will not require notarization).

    Translations do not require notarization.

27. In what format would we receive source files for the different document types – e.g. MS Word, FrameMaker, etc.?

    Please consult the Terms of Reference (Annex 1).

28. Does WIPO currently use a Content Management System? If yes, what system is currently being used? Could direct access for download and upload of files be provided?

    Our internal CMS does not directly impact vendors, as data exchange is handled by a separate secure system. Exchange of files between WIPO and vendors is regulated by the provisions of specific contractual agreements, and managed over an Electronic Data Interchange infrastructure. Typically, an agreed schedule will provide for ZIP packs to be placed on our secure server for download by the vendor at a specific date; the vendor will receive an email of notification when the ZIP is available; the vendor will similarly upload completed packs on schedule and inform WIPO when this is done.

29. What kind of turnaround time is typically required for the various document types? If some documents require a very fast turnaround time, would it be possible to give an indication what percentage of overall job requests would require an express service? Could you provide further details on fast turnaround parameters?

    The Contractor will have 2 calendar weeks to deliver translated abstracts and translated ISRs to WIPO. The turnaround time for patentability reports is likely to be 1 month.

30. What level of resource availability would be required in terms of office hours? Would any weekend or evening cover be required? If so, can details be provided of the level of cover that would be required?

    Non-Applicable.

31. Would any planning information be available on a regular basis (e.g. weekly, monthly, quarterly), to let suppliers know what volume of work to expect?

    Yes, planning information will be made available on a regular basis.

32. Does WIPO currently use any translation memory or terminology tools? If so, which ones? And would legacy data be made available to selected suppliers?

    A current restructuring of our TMs and termbases means that different materials are available in different language combinations. When the system is fully operational, TMs will be exported in .tmx format and termbases in .xml (or various compatible alternatives).

33. Does WIPO currently use any machine translation tools, i.e. Google Translate, Systran, LanguageWeaver or other? What percentage of current translation workload by language is handled using machine translation?

No machine translation system generates output compatible with our requirements of accuracy and general linguistic quality.

34. One of the RFP questions asks for bidders to provide CVs of their translators. Would it be acceptable to provide some examples of typical CVs, without divulging personal information? We will of course provide CVs of senior and project management staff.

Please see answer to question 22.