

## TENDER SPECIFICATIONS

**Subject:** Framework contract for the provision of services in the fields of translation and interpretation  
**Reference number of the procurement procedure:** 2023/S 048-140129

### I.) Contracting authority:

**Official name:** Permanent Secretariat of the Alpine Convention  
**Postal address:** Herzog-Friedrich-Straße 15  
6020 Innsbruck  
Austria  
**E-Mail:** languages.2023@alpconv.org

### II.) General information:

The Alpine Convention is an international organisation, based on an international treaty between Austria, France, Germany, Italy, Liechtenstein, Monaco, Slovenia, Switzerland and the European Union with the objective to pursue a common policy of protection and sustainable development of the Alps. It consists of a Framework Convention and eight thematic Protocols, covering the subjects of spatial planning, nature protection, mountain agriculture, mountain forests, soil protection, energy, tourism and transport. Political Declarations adopted by the Ministerial Conference cover the topics of population and culture, climate change, sustainable economy, water management as well as mountain biodiversity. Thus, the Alpine Convention deals with 13 topics in total. Detailed information on the Alpine Convention and its activities can be found on [www.alpconv.org](http://www.alpconv.org).

The official languages of the Alpine Convention are English, French, German, Italian and Slovene. Exceptionally, interpretation or translation from or into other languages (e.g. Spanish) is also necessary. The official meetings of the organs of the Convention (Ministerial Conference, Permanent Committee, Compliance Committee and, as appropriate, Technical Working Bodies) require simultaneous interpretation from and into French, German, Italian and Slovene. Consecutive interpretation is also used on informal meetings (such as dinners on official meetings). For meetings of these bodies, documents are drafted by the Permanent Secretariat or by the Contracting Parties in all five official languages of the Alpine Convention, which partly require translation.

It is expected that until the end of the contract the frequency of meetings to be translated in at least four of the five official languages of the Alpine Convention amounts to four meetings per year. Under the current language policy of the Alpine

Convention it is estimated that approximately 440 standard translation pages (1.800 characters with spaces) per year will have to be translated.

### **III.) Brief description of the contract:**

The contract offered is a framework contract for the provision of services in the fields of translation and interpretation concluded with a single operator, whose duration will run for four years starting with the conclusion of the public procurement procedure.

The estimated overall volume of the framework contract for translation and interpretation services to be concluded with the winning operator of the public procurement procedure amounts to 317.600 €. However, this estimate does not constitute any obligation as to the volume of work on the contracting authority's part and is given for information purposes only and without any commitment.

The operator to whom the contract is to be awarded will have to issue detailed bills based on a model provided by the PSAC. The PSAC will pay after verification of the bills. For every interpretation event (meetings, conferences, etc.) a single bill will have to be issued, bills covering translation requests must be issued every 3 months.

### **IV.) Evaluation of tenders and award of the contract**

The evaluation will be based solely on the information provided by the candidate in the tender. It refers to the exclusion criteria, the selection criteria and the award criteria specified below and leads to a ranking of tenders in the light of the award method mentioned in point IV.3.c).

The contracting authority may reject abnormally low tenders, in particular if it is established that the tenderer does not respect the legislative provisions applicable in the environmental, social and labour law area. The successful candidate must fulfil all the criteria to be awarded the contract.

#### **1.) *Exclusion criteria***

The sole purpose of the exclusion criteria is to determine whether an operator is allowed to participate in the procurement procedure or to be awarded the contract. Candidates must provide a declaration on honour with respect to the exclusion criteria and absence of conflict of interest duly signed and dated with their respective requests to participate. For this purpose, a model form, provided by the PSAC must be used (annex 1). The PSAC may at any time request evidence for the situations described in the declaration of honour under the points a), b), c), d), e), and f). Candidates who fail to provide the requested evidence will be rejected.

#### **2.) *Selection criteria***

The sole purpose of the selection criteria is to determine whether an operator has the capacity necessary to implement the contract. This includes the legal and regulatory capacity, the economic and financial capacity as well as the technical and professional capacity.

## 2.a) Legal and regulatory capacity

Criterion 1: The tenderer must demonstrate that it has the legal capacity necessary to engage in the professional activity covered by the contract (registration in the relevant trade or professional register, registration with the social security system, VAT registration, etc.) in accordance with the legislation of the State where it is established.

Supporting documents:

- A copy of the tenderer's registration in a trade register or in a professional register or of any other official document mentioning a registration number,
- A copy of the tenderer's legal status or, failing that, an equivalent document recently issued by a competent judicial or administrative authority,
- Furthermore, for legal persons, a legible copy of the instrument of appointment of the persons authorised to represent the tenderer in relations with third parties and in legal action.

Criterion 2: The tenderer must demonstrate that it has a single legal entity for signing the framework contract, receiving translation requests, providing translations and coordinating interpretation teams.

Supporting document:

- A declaration on honour signed by an authorized representative of the tenderer that criterion 2 is met. For this purpose, a model form, provided by the PSAC must be used (annex 2).

## 2.b) Economic and financial capacity

Criterion: The tenderer must demonstrate an annual turnover specific to the areas of the contract of at least 50.000 € over the last two financial years ended.

Supporting documents:

- Balance sheets indicating the annual turnover specific to translation/interpretation services or enabling the specific annual turnover to be calculated for each of the last two financial years ended.

If, for some exceptional reason which the contracting authority considers justified, the tenderer is unable to provide the required evidence, it may prove its economic and financial capacity by any other document, such as a bank statement, which the contracting authority considers appropriate. In any event, the contracting authority must at least be notified of the exceptional reason and its justification. The contracting authority reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

## 2.c) Technical and professional capacity

Criterion 1: The tenderer must demonstrate that it has sufficient capacity, in terms of human resources, to provide the translation and interpretation services requested.

Minimum capacity requested:

- 12 highly qualified interpreters and translators with a university degree or equivalent qualifications in the areas of translation and interpretation covering all five official languages of the Alpine Convention (simultaneous and consecutive). The interpreters and translators proposed must at least have ten years' experience each and be members of a national professional association, recognized by the International Federation of Translators FIT and/or the International Association of Conference Interpreters AIIC.

Documentary evidence:

- Detailed CVs of the members of the team proposed, allowing to assess the fulfilment of the minimum level requested. Any university degree or equivalent qualification must be supported by a copy of the diploma or certificate obtained.

Criterion 2: The tenderer must demonstrate that it has sufficient interpretation experience with the legal and policy terminology used in the Alpine Convention in all five official languages in physical meetings and in remote simultaneous interpretation. Experience gained as a team will be considered as an advantage.

Minimum capacity requested:

- Four meetings, similar to the ones that are the subject of this contract interpreted in at least three of the five official languages used in the Alpine Convention at the same time, over the last four years in at least 4 of the 13 topics of the Alpine Convention. Two of these meetings should have been carried out with remote simultaneous interpretation.

Documentary evidence:

- A list of meetings carried out in the last four years including references to the clients' identity and their contact details as well as the topics and interpretation languages for all meetings listed. The PSAC reserves the right to contact previous clients to be able to evaluate the tenderer's capacity to provide services similar to the ones delivered for those clients.

Criterion 3: The tenderer must demonstrate that it has sufficient familiarity with the legal and policy terminology used in the Alpine Convention in all five official languages.

Minimum capacity requested:

- 600 standard translation pages translated in four of the five official languages used in the Alpine Convention, over the last four years in at least 6 of the 13 topics of the Alpine Convention.

Documentary evidence:

- A declaration on honour signed by an authorized representative of the tenderer that criterion 3 is met. For this purpose, a model form, provided by the PSAC must be used (annex 3). In addition, examples of texts (length: three standard translation pages minimum) translated by members of the proposed team in at least 6 of the 13 topics of the Alpine Convention must be provided.

The PSAC may at any time request formal evidence that the tenderer will have the minimum capacity for criterion 3. Failure to provide this on request leads to rejection of the tender.

The minimum capacity for criteria 2 and 3 is in no way to be regarded as a guaranteed workload.

The requirements defined in the sections 2.a) and 2.b) and the minimum requirements defined in section 2.c) shall be observed throughout the entire duration of the contract. Compliance with these requirements is mandatory and cannot be subject to any assumptions, limitations, conditions, or reservations on the part of a tenderer.

Tenders that diverge from the minimum requirements or that do not provide all the information required to evaluate conformity with the selection criteria will be rejected and not be evaluated further.

### 3.) *Award criteria and award method*

The award criteria are not related to the tenderer but to the tender. The purpose of the award criteria is to evaluate the technical and financial offer with a view to choosing the most economically advantageous tender based on the method "best price-quality ratio". In this section all award criteria that will be considered when evaluating the tenders and their weighting are listed.

The award criteria consist of the quality of the services offered and the financial offer.

**The weighting between the quality of the proposed services and the price offered is 48 points for the quality of services and 52 points for the price offered, out of a total of 100 points.**

The quality of each tender will be evaluated according to the award criteria and weighting associated with them.

No award criteria other than those listed below will be used for evaluation of the tenders.

The points scored for the qualitative criteria will be added to the points scored for the financial criteria. The total score will allow the tender offering the best price-quality ratio to be determined.

The tender that scores highest, after the evaluation has been completed, will be deemed to be the most economically advantageous tender. The contract will be awarded to the tenderer having submitted the most economically advantageous tender.

#### 3.a) Quality evaluation

A maximum of 48 points will be awarded for the quality of the tender.

Criterion 1 – Organisation: Deadlines by which the tenderer must be informed of the organisation of a meeting to be interpreted (maximum 6 points)

Criterion 2 – Flexibility 1: Deadlines and terms governing cancellation (amount that will be invoiced, as a % of the amount initially estimated, in the event of cancellation either of a meeting or of one of more languages and according to time periods); Penalties for non-irrelevant errors and deficiencies as well as for delays of delivery of translations; Details regarding travel and accommodation costs as well as meals, if not provided (maximum 12 points)

Criterion 3 – Flexibility 2: Flexibility of interpretation and translation (readiness of interpreters to operate anywhere in the countries of the Alpine Convention and in third countries if required, including, if necessary, weekends or bank holidays and beyond the standard number of hours agreed for a normal meeting, for example for dinners speeches or on-site visits as well as readiness to assist with written translations, in particular in meetings where important decisions are taken; Readiness to cope with a large number of written translation requests, as it is the case in the two months preceding meetings of the Ministerial Conference; Readiness in case of last-minute translation and interpretation requests and in case of unexpected events or needs that arise) (maximum 4 points)

Criterion 4 – Continuity: Detailed description of the resources (human, organisational) deployed to ensure proper delivery of services and continuity of services should one or more interpreters be absent (maximum 6 points)

Criterion 5 – Sustainability: Detailed description of the measures deployed to ensure sustainable delivery of services (maximum 6 points)

Criterion 6 – Efficiency: Speed of provision of translations; Speed of possible improvement requests; Readiness and ability to carry out a linguistic harmonisation of the translated texts before delivery; Network of companies for provision of technical equipment throughout the Alpine area (maximum 8 points)

As regards the first element of criterion 6 “Speed of provision of translations” a minimum of 10.000 characters/day to be delivered within 48 hours after submission of the original document must be ensured.

Criterion 7 – Remote simultaneous interpreting: Detailed description of the options offered for the provision of remote interpretation services in online meetings and all potential additional costs that may result from the use of these options (maximum 6 points).

Scoring method for criterion 1:

This criterion will be evaluated on the basis of the following formula: Shortest deadline offered amongst the tenders received expressed in calendar days / Deadline listed in the tender analysed expressed in calendar days x 6

Scoring method for criteria 2, 3, 4, 5, 6 and 7:

<b>Verbal scale and scores</b>		
<b>Levels</b>	<b>Assessment</b>	<b>Weighting of the score</b>
<b>More than satisfactory</b>	Matches in all respects and more than satisfactorily the aspects evaluated and exceeds, in the case of several elements, the desired characteristics	<b>80-100%</b>
<b>Satisfactory</b>	Matches in all respects the aspects evaluated and exceeds the desired characteristics	<b>50-79%</b>
<b>Acceptable</b>	Matches the aspects evaluated averagely and minimally exceeds the desired characteristics	<b>20-49%</b>
<b>Unsatisfactory</b>	Does not match, in the case of some elements, the aspects evaluated and does not attain, in the case of some elements, the desired characteristics.	<b>0-19%</b>

For all qualitative award criteria mentioned specifications supporting evidence must be produced in the technical offer.

Tenders scoring a total below 50% of the points (i.e. 24 points) awarded for the quality criteria overall will be excluded from the financial evaluation.

### 3.b) Financial evaluation

The financial offer must refer to all prices mentioned in the draft model contract. All prices must be expressed in EURO and net of all taxes (including VAT), charges and other costs. All prices must be valid for the total duration of the contract.

Should there be an error in the calculation of the total, the unit price will prevail.

Basis for the financial evaluation will be the interpretation rates for 1 day and for a half day as well as a text of 10.000 characters with spaces to be translated.

To compare the offers a ratio of 54/46 for interpretation/translation prices and a ratio of 10/90 for urgent/non urgent translation prices will be applied. This means that the relative weight of interpretation prices in the overall financial evaluation will be 54, the relative weight of translation prices will be 46. Within the evaluation of interpretation prices, the relative weight of the prices for one day and for a half day will be the same.

Within the evaluation of translation prices, the relative weight of the prices for urgent translations will be 10 out of 100.

The overall financial evaluation will be carried out in accordance with the following formula: (price urgent translation x 10 / 100 + price non urgent translation x 90 / 100) x 46 / 100 + (price interpretation 1 day x 50 / 100 + price interpretation ½ day x 50 / 100) x 54 / 100.

### 3.c) Award formula

The formula applied to calculate the score of tender Y will be the following:

Score for tender Y = (result of best financial evaluation / result of financial evaluation of tender Y) x 52 + (total score for all technical criteria of tender Y / 100) x 48

This formula gives a mark out of 100. The tender with the highest mark wins.

## IV.) Procedure

The PSAC is carrying out a “restricted procedure”. The following procedural steps are foreseen:

- After the publication of the contract notice in the S series of the Official Journal of the European Union, all interested economic operators must submit their requests to participate within a minimum of 32 calendar days. The procurement documents consist of the invitation to tender, the tender specifications and the model contract and give full information about the exclusion criteria, the selection criteria as well as the award criteria and their weighting.
- Assessment of requests to participate and selection of candidates after evaluation of exclusion criteria and selection criteria. Requests to participate must be accompanied by supporting documents providing evidence regarding exclusion criteria and selection criteria. Tenders of candidates failing to comply with the exclusion criteria and/or the selection criteria defined in the tender specifications will be rejected. Only the selected candidates will be considered in the next phase. Rejected and selected candidates will be notified.
- Invitation to tender based on the published procurement documents.
- Within a minimum of 30 calendar days after the invitation to tender, all interested economic operators pre-selected must submit their tenders accompanied by supporting documents providing evidence on the award criteria.
- Opening and evaluation of tenders applying only the award criteria.
- Award decision based on the method “best price-quality ratio”.
- Notification sent simultaneously to successful and unsuccessful tenderers.



- Standstill period of 10 calendar days
- Within 30 calendar days after the end of the standstill period, the framework service contract with the awarded economic operator must be signed and the award notice has to be published in the S series of the Official Journal of the European Union.

#### **V.) Protection of personal data**

Participation in this procurement procedure requires the tenderers to submit a minimum of personal data. These data will be used solely in the scope and for the purposes of this procurement procedure. They will not be shared with third parties.

All data contained in the tenderer's offer and recorded in the context of this procurement procedure (e.g. name, address, telephone number, email address, legal status of the tenderer, etc.) will be processed by the contracting authority in accordance with the requirements of the General Data Protection Regulation. By submitting a tender, the tenderer gives its consent to the processing of personal data relating to it.

The persons to whom personal data processed in the context of this procurement procedure relates may, on request, obtain their personal data and rectification of inaccurate or incomplete data concerning them. For any question about the processing of this personal data, the persons concerned may write to the following email address: [info@alpconv.org](mailto:info@alpconv.org).

The tenderer's representative(s) shall be required to inform the persons to whom the personal data used in the context of this procurement procedure relates of the nature, purposes and characteristics of the processing (categories of data, of recipients, etc.) and of the rights described above.