

RFP/IEI/2023-02
“Translation into Arabic of 3 Tourism Online Academy MOOCs for UNWTO”
QUESTIONS AND ANSWERS
21st April 2023

Question 1

We express our interest to participate in the tender N° RFP/IEI/2023-02 “Translation into Arabic of 3 Tourism Online Academy MOOCs for UNWTO”. We also seek to inquire if we can have access to the MOOCS platform.

Answer 1

Yes, you can have access to the MOOC platform and the specific links of the courses:

- 1-[Introduction to international tourism and travel Law](#)
- 2-[Branding +Innovation “Brandinnovation”](#)
- 3-[Sustainable Destination Management](#)

All courses are free of charge and you would only need to sign up on the platform and log in.

Question 2

I would like you to give details on the volume of the translation. In fact, I went through the document you sent but I did not see any information related to the word count, and I would be pleased if you could provide it.

Answer 2

It depends on each course, we encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation “Brandinnovation”](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 3

Volume: Section 6 of the ToR includes links to the home pages of the three MOOCs at the TOA website. However, in order to estimate the cost of the translation, we would need to have access to the detailed materials of each course so as to assess the tasks requested to perform this project as well as the volumes. Would this be possible?

Answer 3.

Please refer to answer 2

Question 4

It is not clear to us whether the original texts will be in English or in Spanish.

Answer 4

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

Question 5

Section 5 of the ToR states: «The deliverables expected may include video, PDF documents, external interviews and quizzes (respecting the original formats of the materials to be translated)». Will UNWTO be interested in the provision of additional services beyond translation such as graphic design / DTP (to reproduce graphic elements or PDF files) or even audiovisual support for the translation/insertion of subtitles and voiceovers?

Answer 5

Graphic design will not be required. The courses are video-based and only subtitles will be required, not voice over. The exact length and materials depend on each course, we encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items.

Question 6

We are a specialized translation company based in Baghdad, Iraq. Can we submit our offer for the tender announced regarding "RPF/IEI/2023-02 Translation into Arabic of three (3) Tourism Online Academy MOOCs for UNWTO"?? or it is only for KSA companies?

Answer 6

Yes, you can, it is not only limited for KSA companies.

Question 7

In order to complete the financial bid, we will need to know the number of words contained in the totality of the documents you need to translate, could you please provide us with the total number of words of the three Tourism Online Academy MOOCs?

Answer 7

It depends on each course, we encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items.

The courses are video-based and materials need to be translated and subtitled. Voice over is not required. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 8

The deliverables expected may include video. Does the service include video subtitling? Could you please provide more details?

Answer 8

Yes, it includes video subtitling. Voice over is not required. We strongly encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

Question 9

The total price is obtained by multiplying the unit price by the quantity. Could you specify the quantity to be used as a basis for calculating the total price in annex 6?

Answer 9

To know the quantity of words that need to be translated you can access the courses using the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 10

Could you please provide an estimation of the volume of translation per word/page?

Answer 10

It depends on each course, we encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 11

Is it mandatory to present references of having performed similar services with/in the Kingdom of Saudi Arabia?

Answer 11

It is not mandatory, but it would be an asset. Demonstrate experience working with/in the Kingdom of Saudi Arabia is one of the scoring criteria.

Question 12

Team members education and professional experience information: Are CVs required? Is there a minimum number of translators expected?

Answer 12

No, Cvs are not mandatory. We need an overview of the team members education and professional experience information for the evaluation. There is no minimum number of translators expected.

Question 13

Is DTP required? If so, is it required to include the cost in the total Price?

Answer 13

No, it is not required.

Question 14

Kindly provide us with specific clarifications like how many pages, words, slides, PDFs, videos, interviews..etc?

Answer 14

It depends on each course, we encourage you to access the courses through the following links:

1-[Introduction to international tourism and travel Law](#): original texts are in English

2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish

3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 15

In which language are the MOOCs originally?

Answer 15

1-[Introduction to international tourism and travel Law](#): original texts are in English

2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish

3-[Sustainable Destination Management](#): original texts are in English

Question 16

What kind of materials are available for translation? Are they only text or contain audio, video and photos as well? A list of possible source types would be helpful.

Answer 16

Courses may include: videos with audio, readings, external links, pdfs, summative and formative quizzes, forums, interviews and any extra information. You can access all the materials that needs to be translated by enrolling in the courses. Voice over is not required, only subtitling. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 17

By Saudi Arabic version, you mean a colloquial translation or the formal written and spoken language?

Answer 17

We mean to take into account the Saudi Arabic version of the language.

Question 18

Is this tender available for companies outside Saudi Arabia, such as Iraqi Kurdistan?

Answer 18

Yes, it is available.

Question 19

Would you please advise the material we will be receiving? For PDF and PPTX will we receive the source files? Also do we have to deliver the files in the same formatting or else? As this might affect the time plan and the costing

Answer 19

You need to deliver the files in the same format they are available. We encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 20

For the videos, should we be working on delivering the (.srt) files only or will we add the subtitles to the video.

Answer 20

You need to add the subtitles to the video.

Question 21

Can you please share a sample of the material to determine the design level required. We are trying to get a full estimation of the volume beside the course minutes since the files will include quizzes, documents, presentations, and pdfs.

Answer 21

It depends on each course, we encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including

the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 22

What is meant by external interviews?

Answer 22

Video interviews with external companies that need to be subtitled. You can find them by accessing the courses through the following links:

1-[Introduction to international tourism and travel Law](#): original texts are in English

2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish

3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items.

Question 23

How many times will it go and come the translation till you confirm it?

Answer 23

Necessary times until we check everything is correct.

Question 24

Do you need voice over?

Answer 24

No, it is not needed, only subtitles.

Question 25

Are we going to send the proposal by mail or only by email?

Answer 25

In accordance with the tender documents (sections 3.3 and 4.1 of Document I – Bidding information, the proposal will be sent by email.

Question 26

"MOOCs are around 8 to 10 hours in total of self-paced content". We assume that the 8-10 hours are per MOOC for a total of 24 to 30 hours for all three MOOCs. Is our understanding correct or is the 8-10 hours the total for all three MOOCs?

Answer 26

Your understanding is correct, a total of 24 to 30 hours for the three MOOCs. However, that is only an estimation and not the exact duration.

Question 27

"The general structure is divided in 4 to 5 modules" Again, we assume that the 4 to 5 modules are per MOOC, meaning 12-15 modules for all three MOOCs. Is this correct?

Answer 27

Yes, this is correct.

Question 28

What form is the translation going to take for videos? Voiceover or subtitles?

Answer 28

We need only subtitles. Voiceover is not requested.

Question 29

Is there a rough count of the number of words of the material?

Answer 29

It depends on each course, we encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 30

Document III - Terms of Reference, Page 2, *"The deliverables expected may include video, PDF documents, external interviews and quizzes (respecting the original formats of the materials to be translated). UNWTO will review the draft deliverables received, and requests modifications and improvements, prior to considering it an approved final version."* (a) Kindly indicate whether transcripts of interviews and video material are available and will be shared with the successful bidder. (b) If no such transcripts exist, do you expect the successful bidder to transcribe them? (c) Will the successful bidder be expected to subtitle the videos and interviews or to deliver the translations in Word format?

Answer 30

Transcriptions will not be available. We expect the successful bidder to subtitle the video and interviews and translate the written formats in the same format delivered. Voice over is not required.

Question 31

Document III - Terms of Reference, Page 2, *"MOOCs are around 8 to 10 hours in total of self-paced content."* Kindly share with us an indication of the total number of words or pages of all three MOOCs.

Answer 31

It depends on each course, we encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including

the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 32

Document III - Terms of Reference, Page 4 (Scope of work) "*Perform the translation taking into account the Saudi Arabia version of the language*" From an academic standpoint, there is what is called Modern Standard Arabic (MSA) which is the educated language variant that is used across all Arabic-speaking countries and there are local dialects (e.g.: Saudi dialect, Egyptian dialect, Moroccan dialect, etc.). Please confirm that you need the material to be translated into Modern Standard Arabic (MSA).

Answer 32

Modern Standard Arabic (MSA) is the preferred version.

Question 33

Document III – Terms of Reference, Page 2, (Deliverables) "The deliverables expected may include video, PDF documents, external interviews and quizzes (respecting the original formats of the materials to be translated)." Kindly clarify whether the successful bidder will be expected to produce and deliver the Arabic translations in text content (Word and PDF).

Answer 33

We expect the successful bidder to subtitle the video and interviews and translate the written formats in the same format delivered. Voice over is not required.

Question 34

Document III – Terms of Reference, Page 2 (Evaluation Criteria) "Demonstrated experience worked with/in the Kingdom of Saudi Arabia" Our company has been in business for 31 years and worked with various international organizations but we have no "experience with or in Saudi Arabia". Kindly specify whether meeting this criterion is imperative.

Answer 34

It is not imperative but will be an asset for the evaluation as it is one of the evaluation scoring criteria.

Question 35

In order to better prepare our offer, can you please give us an estimate of the total number of pages and hours of video to be translated?

Answer 35

It depends on each course, we encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 36

On the evaluation criteria you mentioned that “Demonstrated experience working with/in the Kingdom of Saudi Arabia” can be worth up to 100 points, could experience working with/in other Arabic speaking countries such as the United Arab Emirates be valid? Or, bearing in mind, that written language applies to this RFP, translation experience in Modern Standard Arabic be valid for obtaining score in this category?

Answer 36

As per the evaluation criteria established in the tender documents, demonstrated experience working with/in the Kingdom of Saudi Arabia is one of the scoring criteria. Therefore, compliance with this criterion is not imperative but will be an asset for the evaluation.

Question 37

We would need more detailed information on the scope of the project in order to provide our financial proposal. Could you confirm in which format we would receive the content for translation? What deliverables would you like to receive? For videos, should we translate on-screen text only or also the script of the speaker and record the voice-over? If so, would a single voice-over artist record all voice-over or would more than one voice-over artist work on each video?

Answer 37

Voice over is not required, only subtitling. We need to receive all materials from the courses translated. We encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation “Brandinnovation”](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 38

Would it be possible to receive the courses for an accurate estimation of price? Or at least one of the modules?

Answer 38

We encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation “Brandinnovation”](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 39

We can make an estimation of the content in the videos, considering the length per module and a ratio of 150 words/minute, but for the rest of the content it is not possible for us to know the amount of words and the amount of layout for pdfs, external links, readings, quizzes,

forums, interviews and extra information. Could you provide those files or their word counts broke down per type of file?

Answer 39

It depends on each course, we encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 40

Could you confirm if this understood correctly: There are 3 MOOC courses (Introduction to International tourism and travel law: 10 hours; Branding and Innovation: 12 hours; Sustainable Destination Management: 20 hours). Each MOOC has 4 to 5 modules, each module lasts 2-3 hours and 45-60 minutes are of video. So we can understand that there is around 1 hour of video per module but what is the rest of the content? Sorry to insist on receiving the files or a specific breakdown of word counts, formats of source files and expected formats but it is really essential to provide an accurate financial offer.

Answer 40

It depends on each course, we encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation "Brandinnovation"](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 41

Could you also confirm if we will have to compile the e-learning courses and if so, which format or application are you using?

Answer 41

There is no need of compiling, we need to receive the translations one by one.

Question 42

Kindly expand on the scope of work provided in the ToR, as the timing per modules (4/5) for the 3 MOOCs (8-10 hours) don't match.

Answer 43

It depends on each course, we encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English

- 2-[Branding +Innovation “Brandinnovation”](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items. In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 44

Kindly confirm if not having a licence to provide a service in Spain will exclude companies from applying for this bid.

Answer 44

No, it won't be a reason for exclusion.

Question 45

Is there an estimated word count per course?

Answer 45

It depends on each course, we encourage you to access the courses through the following links:

- 1-[Introduction to international tourism and travel Law](#): original texts are in English
- 2-[Branding +Innovation “Brandinnovation”](#): original texts are in Spanish
- 3-[Sustainable Destination Management](#): original texts are in English

You would need to sign up on the platform and enroll those free of charge courses. Once enrolled, you can access to downloadable items . In addition, a detailed document including the extension of the materials and specification of which materials need to be translated and which not is kindly attached.

Question 46

Do the videos contain audio? If that is the case, should the videos be subtitled or narrated?

Answer 46

Yes, the video contain audio and we only request to be subtitled.