



United Nations Population Fund
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**Q&A in response to
Request for Quotation (RFQ) N°: UNFPA/BKK/RFQ/21/001
'The Provision of Closed Captioning Service'**

Q1: Is there an expected award date for this solicitation?

A1: It is estimated that it would take around 2-3 months to complete the process.

Q2: Is there an expected start date for the contract?

A2: Same as above. Prior to signing the contract, we will agree with the winner of the bid on the earliest start date.

Q3: Can you please provide more detail on what is required for the "Stand-By" service?

A3: 12 hours of wait/standby and break calculation is included in the TOR. For example, a captioner cannot be expected to provide 6 hours of non-stop service and events may have wait time where the captioner is not captioning, such as pre-captioned videos playing or breaks in the agenda.

Q4: Can you give an example of the types of events/meetings that require real-time captioning? E.g. number of attendees, number of speakers, subject matter etc.

A4: Events will include publication launches, community consultations, meetings with public figures. Meetings can range from 10-200 participants online. Number of speakers will also vary depending upon the topic, typically ranging from 1-10. Visit the UNFPA website for details on our areas work. <https://www.unfpa.org/> Please review the TOR, which gives examples of subject matter and the importance of responsible and representative captioning.

Q5: Will all events/meetings be conducted over Zoom/similar video conferencing platform?

A5: Under current circumstances, it is foreseen that most of the meetings will be conducted over Zoom/similar video conferencing platforms. There would be some meetings that would be held on a Face-To-Face basis.

Q6: Can you please provide more detail on the 3% error rate? What accuracy method is this based on?

A6: The company should have a record of error rates. For example, assessments using the NER model, WER model etc.

Q7: Is the expectation that a daily rate will cover 8 hours?

A7: Based on 'Guidelines on Fees & Conditions for International Sign Interpreters Working for the World Federation of the Deaf (WFD)', we expected that a daily rate will cover six (6) hours.

Q8: What real-time platform will UNFPA be using for closed captioning?

A8: UNFPA uses Zoom and the service provider may utilize their third party captioning software. As per the TOR, the service provider is to provide details of ownership of software and equipment.

21-May-2021

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Q9: What does 'Captioning Dictionaries' mean?

A9: A captioning dictionary is used for specialized terminology, proper names and terms.

Q10: Captioning Dictionaries: where is UNFPA intending to put the dictionary? For example, in a glossary, online, other?

A10: The dictionary is event specific and is used to improve captioning services and ensure shared understanding prior to the event between the organizer and the service.

Q11: New Technologies: please elaborate what this means?

A10: The service provider is an expert in their field and can recommend technological improvements to UNFPA to strengthen the quality and ease of captioning services provided.

Q12: Travel: does UNFPA also require on-site captioners? Note: due to the global pandemic and restrictions at national levels which are changeable from day-to-day, for on-site captioners, we would require at least 2-3 days advance notice to mobilize on-site captioners, if on-site captioners required by UNFPA.

A12: Yes, UNFPA also requires on-site captioners as indicated in the TOR. UNFPA are also take note that UNFPA would notify the contractor in advance in order to allow the contractor to mobilize on-site captioners

Estimated Hours of Work

- *Standard offline captioning 10 hours per year*
- *Rush offline captioning 5 hours per year*
- *Real-time captioning (during Thailand Regular Business Hours) 120 hours per year*
- *Real-time captioning (between 5 pm and midnight Thailand weekdays) 10 hours per year*
- *Stand-by time 12 hours per year (based on an estimate of 10% overall break time within and between real-time captioning events)*

The actual number of units may be different and will be based on actual work requests issued by UNFPA. This contract does not guarantee or obligate UNFPA to provide a required number of units. UNFPA reserves the right to use other means, such as Speech Recognition Software or other hardware solutions, when necessary for closed captioning.

For each required service, UNFPA APRO will prepare the required details of the events/workshops/meetings no later than 2-3 days prior to the event/workshop/ meetings.

Travel Expenses

Travel expenses shall be reimbursed at actual cost against receipt/used ticket/boarding pass but not exceed the threshold specified in the UNFPA's travel policy. The travel destination is Bangkok Metropolitan Region, Thailand. Travel to any other destinations outside Bangkok Metropolitan Region, Thailand will not cover under this LTA. It is estimated there would be up to two return trips per year during the contract period, all other captioning work should be provided online/virtually.

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