



UEFA LANGUAGE SERVICES

Request for Quotation

Translation for UEFA non-official languages

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Confidentiality notice

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1. Introduction and general information

This request for quotation (RFQ) is an invitation to submit quotations for the provision of translation services for UEFA non-official languages (i.e. translations into or out of a language other than English, French and German).

1.1 Purpose of this RFQ

The purpose of this RFQ is to solicit quotations from suppliers with expertise in translation management involving a number of language combinations, with a view to delivering high-quality translation services. This process will result in the selection of one or several suppliers, who will be invited to enter a contracting phase with a specific and detailed scope.

1.2 General information

The UEFA Language Services Unit is responsible for:

- translations from and into UEFA's official languages (English, French and German);
- translations from and into non-official languages;
- editing and proofreading texts and publications drafted in UEFA's official languages;
- establishing and implementing linguistic and translation conventions, including style guides;
- providing professional advice on language- and translation-related matters;
- creating and maintaining a multilingual terminology database and translation memories;
- coordinating interpreting services;
- other editorial services.

2. RFQ process

The RFQ process comprises the following steps:

2.1 Intention to submit a quotation

Following receipt of this request for quotation, each bidder shall indicate their intent to bid via the Bonfire platform at the latest on **07.10.2019**:

<https://uefa.bonfirehub.com/opportunities/private/3ecb257998bb648f4b4061edeb30a3f9>

Note: You will be invited to create a Bonfire account and log in to proceed with the RFQ process.

This indication of intent will serve as confirmation of the bidder's intention to submit a quotation and designate a representative.

The indication of intent must be accompanied by company information (**Annex I**) if the bidder has not previously signed a contract with UEFA or if the company information has changed since. Company information documents that are not duly signed cannot be accepted and the associated quotations will not be considered.

Should a bidder subsequently decide not to submit a quotation, their access to this RFQ will be revoked.

2.2 Submission of responses

Each bidder should provide UEFA with a formal quotation that complies with the requirements laid down in Chapter 6 of this document.

Bidders must submit a signed, electronic copy of their quotation in **English** (PDF document) through the Bonfire platform. Prices must be quoted in **euros**.

Attachments and supplements may be provided in other formats such as Microsoft Excel, Microsoft Word or Microsoft PowerPoint. However, bidders may include these documents in the annexes only.

Quotations must be received by UEFA no later than:

04.11.2019, 18:00 CET

Any quotation received after this deadline or submitted by any other method or in any other form, or which does not contain all the information required by this RFQ, will not be considered. This includes quotations that are not duly signed.

Quotations must be valid for a minimum period of **60 calendar days** after the closing date.

Please note that the cost of preparing a quotation and negotiating a contract, including any related costs, is not reimbursable, nor can it be included as a direct cost of the assignment.

2.3 Questions during the supplier selection process

Any questions of a contractual, technical or commercial nature relating to this RFQ or the submission of quotations must be submitted through the Q&A section of the Bonfire platform.

Questions must be received at the latest on **14.10.2019**. After this date, bidders must not initiate any further contact with UEFA with regard to this RFQ.

Please note that questions and answers may be shared with all bidders. Should the project management team receive questions or comments before the deadline that it considers to be of interest to all parties, a written response shall be sent to all bidders without revealing the identity of the original enquirer.

The contact person for this process will be the UEFA Procurement Manager, Francesco Basso (Francesco.basso@uefa.ch).

On no account are bidders to contact or communicate with any other UEFA personnel prior to the awarding of any contract that may result from this RFQ in relation to any matter concerning this RFQ, with the exception of communications initiated by UEFA.

UEFA reserves the right to modify and/or amend this RFQ and associated documents at any time prior to the closing date, by written amendment of which all bidders will be notified.

2.4 Evaluation of bidders

Formal quotations submitted by the deadline and in line with all of UEFA's requirements will be, at UEFA's sole discretion, reviewed by the UEFA administration.

Bidders may be contacted by UEFA to provide complementary information regarding their quotations and to discuss these in more detail. They may also be given the opportunity to review and resubmit their quotations.

3. Timeline

This timeline is merely indicative and may change at UEFA's sole discretion.

Envisaged date	Stages of evaluation process
01/10/2019	RFQ published on UEFA.com
07/10/2019	Deadline for submitting company information (Annex I) and intent to bid
14/10/2019	Deadline for receipt of questions regarding the RFQ
04/11/2019	Deadline for quotations
18/11/2019	Review of quotations by UEFA administration
25/11/2019	Revised offers received, including final fixed pricing
02/12/2019	Evaluation period ends Notification of selected supplier

4. Standard and special terms & conditions

4.1 Standard terms & conditions

Quotations could form the basis of a contract between your firm and UEFA. Should your quotation be selected, your firm will be required to sign a one-year contract, as per the attached **Annex II** draft. Bidders must describe their ability to meet UEFA's legal and contractual requirements in their quotation.

4.2 Payment terms

Payment terms shall be in accordance with the attached contract draft (**Annex II**).

4.3 Ownership of deliverables

The material and documentation produced will be the sole property of UEFA.

5. Scope

5.1 General objectives

The suppliers shall be able provide the following services throughout the commitment period:

- a) Receive, register, process, monitor, deliver and follow-up on all translation requests received by UEFA Language Services into or out of languages other than English, French and German (i.e. UEFA non-official languages), using UEFA's translation management tool (currently SAP), the UEFA Language Services Portal if applicable and own tools;
- b) Analyse each incoming translation request, verify the word count, prepare the project with the appropriate computer-assisted translation and terminology tools, and assign the job to the appropriate qualified translator;
- c) Anticipate and monitor the arrival of translation requests on the basis of forecasts provided by the Head of Language Services;
- d) If necessary, prioritise and review deadlines in consultation with the Head of Language Services;
- e) Address queries in relation to the status of requested translations as required and propose solutions to ensure the efficient provision of services.

During the contract duration, the supplier shall be able to work according to the needs of UEFA, that is each time a new translation request for non-official language is submitted.

5.2 Reporting

The Supplier shall be able provide the following deliverables periodically:

- Quality control report on a quarterly basis;
- Annual analysis of statistics.

5.3 Pricing

Quotations shall include a translation costs table (unit of measurement = price per line) and a monthly administrative fee as detailed in **Annex III**, both valid for the full one-year commitment period.

6. Format and content of quotations

Quotations must be submitted via the Bonfire platform **in English** as a PDF document.

Bidders may include in their quotations additional elements not specifically requested in this RFQ if they believe that such information may be necessary for UEFA to properly understand and evaluate their quotation. Suppliers may also provide UEFA with complementary documents through the platform if they consider them as truly essential.

Please be concise; do not include any marketing brochures or additional information that can already be found on your website.

6.1 Format

Quotations shall respond to the RFQ requirements by restating the number and text of the requirement in sequence (see section 6.2 below) and writing the response immediately below each requirement.

Figures and tables must be numbered, referenced in the text by that number and placed as close as possible to the referencing text.

All pages of the quotation must be numbered consecutively. Page numbers shall be displayed on every page in a consistent location.

Quotations shall be based solely on this RFQ, official responses to properly submitted questions and any other materials distributed during the RFQ process clearly marked as elements of the RFQ.

Quotations should be to the point: excessive detail is strongly discouraged. Supplementary materials may be provided in appendices.

6.2 Content

Quotations must be structured as follows, using the same numbering and headings as presented here:

1. Presentation of the company

Provide an overview of your company, including date of incorporation, operating locations, number of employees, area(s) of specialisation and number of successful projects with clients in the sports industry.

Describe your organisational structure and explain how your organisation qualifies to respond to the requirements of this RFQ.

2. References

Provide at least three references (including names of contact persons, details of their positions, their addresses and phone numbers) from organisations for which your company has provided products or services similar in scope to the requirements of this RFQ, together with the names of the people on your team involved in each project.

Provide a selection of CVs or biographies (with names) of people who would be assigned to this project if your company is awarded the contract.

Provide a brief description of any projects of a similar nature to the object of this RFQ on which your

company has worked, including scope, staffing, duration, organisation and key deliverables.

3. Presentation of quotation

Describe the approach you would take to this project. How do you propose to initiate and maintain the services required? Include specific references to the translation management practices you would apply (i.e. translation tools in use, how to manage similar and repetitive content, etc.) and the desired relationship between UEFA and your company.

4. Proposed project management

Describe:

- Staffing, with details of functions and responsibilities;
- Communication and reporting principles;
- Project methodology and quality control;
- Required interaction with UEFA.

5. Pricing

Provide a detailed budget in **euros**, using the bidding table available on the Bonfire platform and described in Annex III.

In this section of the written response, provide any information necessary to complete or correctly interpret your bidding table (i.e. additional specificities, exceptions etc.).

8. Method of evaluation and awarding of contract

All quotations received will be logged and those that meet the formal requirements of this RFQ will be considered for evaluation and potential awarding of a contract. Any quotations that do not meet the formal requirements of this RFQ will be marked as "Disqualified".

UEFA will assess the qualified bidders on the following criteria:

- ✓ Understanding of UEFA's industry and specific business needs
- ✓ Ability to provide the desired delivery model and service
- ✓ Expertise and experience in providing similar services
- ✓ Financial transparency and efficiency

8.1 Discussions and revised offers

UEFA may, at its sole discretion, either accept a bidder's initial quotation by awarding a contract or enter into discussions with bidders who are deemed to have a reasonable chance of being awarded a contract. Once discussions have been concluded, bidders may be allowed to submit a revised offer for consideration.

If a bidder believes that the text of this RFQ can be interpreted in different ways, it shall report that explicitly and in writing in its duly submitted questions or within its quotation. In case of dispute regarding an unreported interpretation, UEFA's interpretation shall prevail.

9. Legal notices

1. This RFQ does not constitute a contract or an offer that is capable of being accepted.
2. The bidder accepts that UEFA's decisions relating to this RFQ will be final. UEFA is not obliged to give reasons for any of its decisions relating to this RFQ, and the bidder waives any rights it may have to challenge any decision by UEFA.
3. UEFA makes no representations or warranties as to the accuracy, adequacy or completeness of any information contained in this RFQ. No liability is accepted by UEFA or any of its representatives for any loss, expenses or damage suffered or incurred through reliance on or in connection with this RFQ.
4. A bidder entering into this process does so at its own expense and risk. The bidder will be responsible for all of its costs connected to any quotation submitted in response to this RFQ, regardless of whether it is awarded a contract.
5. The bidder acknowledges that all intellectual property rights for all purposes worldwide relating to UEFA competitions and/or events, UEFA and/or this RFQ belong solely and exclusively to UEFA.
6. The bidder acknowledges and warrants that it shall not use any marks – including but not limited to trade or service marks, logos and other marks – that belong to UEFA and shall not make any reference, whether direct or indirect, to UEFA or any of UEFA's competitions, events and/or activities. The bidder also acknowledges and accepts that it has no rights at all in this respect and cannot associate itself with UEFA in any manner whatsoever.
7. The bidder undertakes to keep the contents of this RFQ, its quotations, any communications, any negotiations and/or any draft agreement confidential. These confidentiality undertakings survive the termination of the bidder's involvement in this RFQ procedure.
8. The bidder represents and warrants to UEFA that no information contained in its bid is false or misleading. The bidder pledges that if, following the submission of its quotation, there is any material change to any such information or any change in the bidder's circumstances, the bidder will promptly notify UEFA in writing, setting out the relevant details in full.
9. This RFQ and any agreements that may follow are governed exclusively by the laws of Switzerland, without reference to its conflicts of law rules.
10. Any dispute, controversy or claim arising out of or in relation to this RFQ will be resolved by arbitration in accordance with the Swiss Rules of International Arbitration of the Swiss Chambers of Commerce as applicable on the date on which the "notice of arbitration" is submitted in accordance with those rules. There will be three arbitrators, the seat of arbitration will be Nyon, Switzerland, and the arbitration proceedings will be conducted in the English language.

10. List of annexes

Annex I	Company information form
Annex II	General Terms and Conditions for the Supply of Services to UEFA
Annex III	Bidding table & instructions