



Outsourcing in DGT

Mónica García Soriano

Administrator
External translation

Summary



- **DGT' s External translation unit**
- **Outsourcing: figures, trends, strategy**
- **EU procurement rules**
- **Open call for tenders**
- **Framework contract**
- **Ranking and assignment of jobs**
- **The eXtra portal**
- **Dynamic ranking**
- **Quality control**





Horizontal unit serving in-house linguistic departments

46 staff

2 teams – Brussels and Luxembourg

Budget for 2011: 17 M€

Outsourcing rate approx. 28 % in 2011 out of a total of over 2 million pages





Teams:

- **Procurement and contracts**
- **Outsourcing requests and order forms**
- **Invoices and payments**
- **Follow up on quality issues**





- **Efficient management of DGT's outsourcing operation**
- **Implementation of public procurement procedures as defined by the Financial Regulation**
- **Management of the dedicated budget line**
- **Quality control procedures - coordination of administrative aspects**





In 2011

570,000 pages

16,000 order forms

10,000 invoices

525 contractors

17 M€



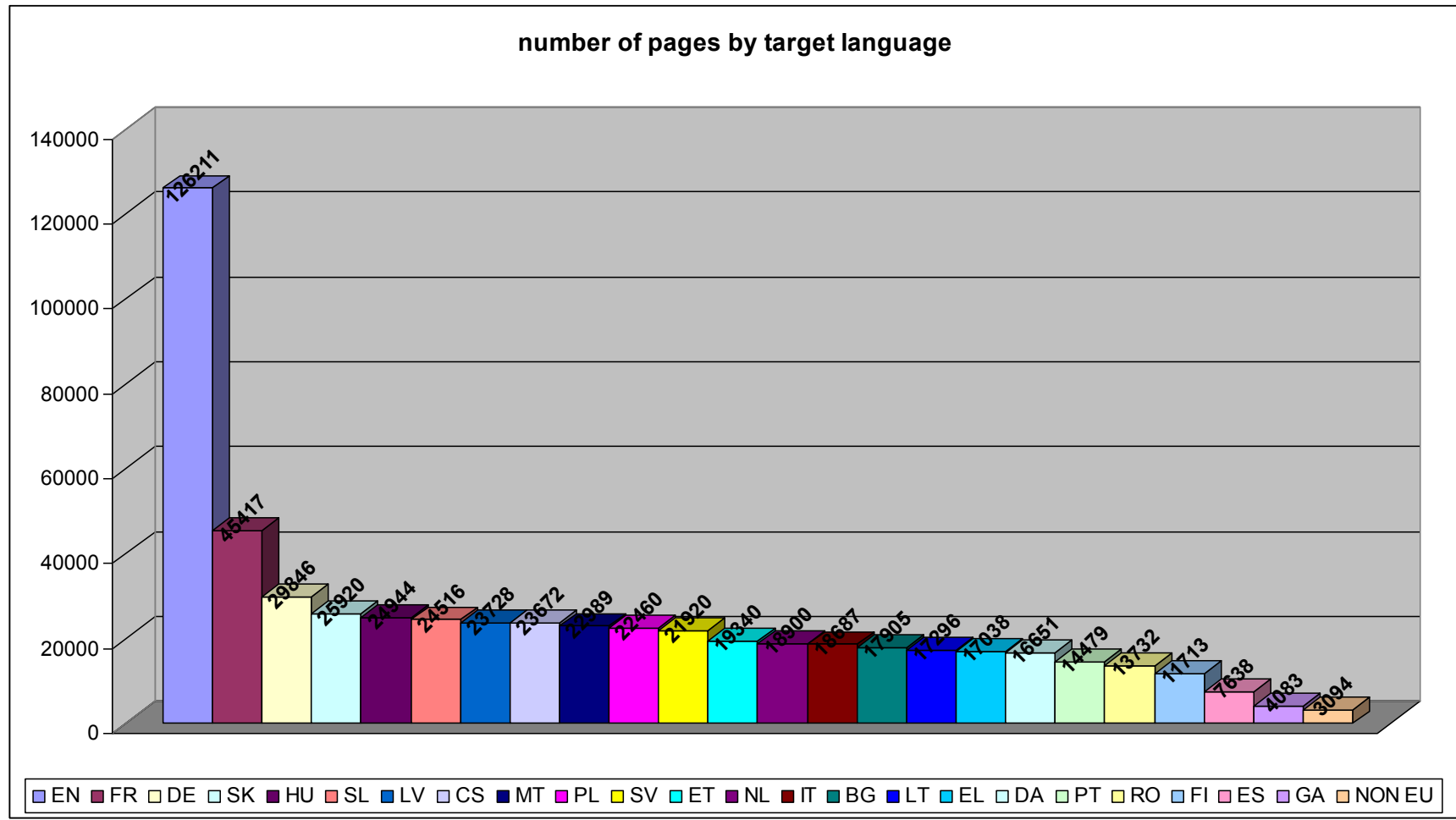
Translation trends



	1997	2004	2008	2011
Total pages	1.125.709	1.270.586	1.805.689	2.060.504
Outsourced	16%	23%	26,30%	28%
ORI EN	45%	62%	73%	70%
ORI FR	40%	26%	12%	6%
ORI DE	5%	3,10%	2,50%	3%
ORI EU + non EU	8%	9%	12,50%	21%



Outsourcing overview 2011



What do external contractors translate?



- In principle all types of documents, except politically sensitive or very urgent
- Certain specialised documents
- Mainly from EN and into EN



Who are our clients ?



- **All Commission departments**
- **All other EU institutions, especially the European Parliament and the Council**
- **The public at large**
- **Publication in the Official Journal of the EU (OJEU)**



DGT's outsourcing strategy



Key elements:

- **Since 2004, outsourcing is a permanent resource as well as in-house translation**
- **Mainly translation, but other services as well**
- **Editing services increasing**
- **“In line” with standard EN 15038 - definitions, criteria, quality requirements**





- **Thematic calls for tenders:**
 - **GEN: general EU affairs**
 - **GMDN: medical devices nomenclature**
 - **LEG: legal and judicial**
 - **TECH: different technical fields**
 - **ECON: financial and budgetary**
 - **WEB: Europa pages**



DGT's outsourcing strategy



- **Specialised translators**
- **Better coverage of subjects and languages**
- **Adapt FL resources to new or evolving needs**





Legal basis

- **EU Financial Regulation**
- **Implementing Rules**
- **Vademecum**
- **EU case law on procurement**





General principles

- **Transparency**
- **Fair and equal treatment**
- **Consistency, integrity, accountability**



DGT's outsourcing strategy



Goals

Competition

Increased choice → better value for money

Effects

Business opportunities for suppliers

Creation of new translation markets





Choice of procedure determined by the estimated value of the contract

DGT uses:

Open call for tenders

Call for expressions of interest

Free tender



Open call for tenders



DGT's standard procedure for the most common language combinations is the

Open call for tenders → Framework contract

An evaluation committee specially appointed by the DG examines all the offers





Tender specifications

- explain the needs of the contracting authority
- set the number of contracts available
- define specific requirements
- integral part of the framework contract
- open to individuals and companies



Open call for tenders



3 eliminatory stages

- **I. Exclusion**
 - administrative requirements
 - tenderers must show they are honourable
- **II. Selection**
 - professional qualification
 - evidence of professional experience
- **III. Award**
 - quality marks against certain criteria
 - quality/price ratio: 60/40 now 70/30



Award criteria



- Quality points
 - At least 50% of points in every criterion
 - And at least 70% of the total points
- Price-quality ratio calculated by the formula

Q 60 : P 40

now

Q 70 : P 30

Initial ranking of awarded tenderers

“the economically most advantageous offer”



Framework contract



Multiple framework contracts

No minimum volume guaranteed

FL free to refuse jobs

Total duration 4 years maximum





Basic requirements:

Quality and respect of deadlines!

- **Translation = revised and reviewed**
- **Quality = usable as delivered**
- **10% penalty for each day of delay!**



Initial ranking



- **The ranking orders contractors per Q/P ratio**
- **Order in which contractors will be called on when orders for work are placed**
- **The job is awarded to the highest ranked contractor available**



Assigning translation jobs



- **Job offers are sent by e-mail, fax or sms**
- **Job awarded to the highest ranked contractor available**
- **If unavailable or no reply, the availability of the following contractors is checked**





- **In the eXtra portal contractors can visualise**
 - the document to be translated
 - all reference documents
 - the information sheet indicating
 - number of pages
 - deadline
 - other information (formatting, parts not to be translated, etc.)
- **Available?**
 - Reply by deadline
 - Signed order form follows by postal mail





- **“New jobs”**: list of jobs on offer
- **“My orders”**: ongoing assigned translations
- **“My invoice”**: invoice status
- **“Feedback”**: evaluation marks
- **“My profile”**: current ranking
- **Portal guidelines and invoicing guidelines**





Every translation is evaluated in the relevant linguistic department

Anonymity

Marks:

- **very good (10)**
- **good (8)**
- **acceptable (6)**
- **below standard (4)**
- **unacceptable (0)**



Dynamic ranking



- **The ranking is adjusted on the basis of the evaluation marks received in the preceding month**
- **Reflects the actual quality of the services provided**
- **Performed on a monthly basis**
- **Both good and bad quality have consequences, i.e. contractors can move up and down the list.**



Assistance to external translators



- **Information seminars with contractors (centrally or in the Member States)**
- **Reference documents, translation memories contact (functional mailbox)**
- **Regular feedback (e.g. “docucomps”, free-text explanations)**
- **Online terminology database**
- **Online documentary databases (collections of EU law and jurisprudence)**



Assistance to external translators



- Contact for linguistic questions:
DGT-IT-FREELANCE@ec.europa.eu
- Problems with assignment (deadline, number of pages, uploading of a translation, invoicing):
DGT-S-2-FREELANCE-BRU@ec.europa.eu
DGT-S-2-FREELANCE-LUX@ec.europa.eu
- Problems with the eXtra portal:
DGT-FL-Portal-Manager@ec.europa.eu
- General questions on contract:
DGT-S-2-SECRETARIAT@ec.europa.eu





Composition

- **Representatives of the language department, the Financial Resources and the External Translation units**

When does it intervene?

- **Every “unacceptable” is examined by the QCC**
- **A certain accumulation of “below standard” or even “acceptable” will in the end be submitted to the QCC**





How does it work?

- **Every unacceptable translation undergoes a second evaluation in the LD. The QCC examines both evaluations together with the entire file (circumstances of translation, type of errors detected, contractor's work history, additional workload caused by the insufficient quality, etc.)**
- **Cases of average quality under 7 are also examined**



Questions?



Many thanks for your attention!

<http://ec.europa.eu/dgs/translation/>

