

## MARKET SURVEY FOR TRANSLATION SERVICES: CROATIAN (HR) (Reference: HR-2024-MS)

**I. Scope and aim of the market survey** To cater for the language requirements of the European Central Bank (ECB) as a European Union institution, the ECB's Language Services Division is now launching a market survey to identify translators for Croatian (HR) (hereinafter the "**Target language**").

The aim of this survey is to identify sufficiently skilled and experienced freelance translators and translation companies who would be willing and able to provide the ECB with translation services from English into Croatian. The survey is being carried out for information purposes only and does not form part of a formal procurement procedure.

### II. Background information

Business area Directorate General Communications

Division Language Services Division

Function The Language Services Division is a central service unit which provides linguistic expertise and support in official EU languages to the ECB. ECB translators translate many different types of texts for the ECB, ranging from technical texts on finance and economics to website content and other materials used to communicate the ECB's messages to the EU general public at all levels.

The Division uses the services of external translators with relevant experience in the ECB's fields of competence. These translators are generally required to provide services remotely but might also be occasionally invited for short assignments on the premises of the ECB in Frankfurt am Main, Germany.

Translators and translation companies work on the basis of framework contracts, which are awarded for a period of up to four years. Although framework contracts do not establish an obligation on the part of the ECB to purchase services from the contractors, they enable the ECB to occasionally issue orders for translation services on a short-term basis (e.g. to cover periods of heavy workload).

Required skills For the purposes of this survey, the core skills that the ECB considers necessary for suppliers to provide translation services to the ECB are:

- proficiency in the Target language to mother-tongue standard, and in English to Europass C2 standard;
- a master's degree (or equivalent qualification) in a relevant subject (e.g. in the Target language, modern languages, or economics), or the proven ability to perform the tasks commensurate with such a formal academic qualification;
- relevant professional experience translating texts from English into the Target language: a minimum of three years full-time work as a translator from English into the Target language (either as an employee or as a freelance translator who can demonstrate full-time equivalence on request);
- advanced PC skills and a very good knowledge of standard MS Office applications; and
- ability to use the RWS TRADOS package of computer aided translation tools.

In addition, the ECB considers the following qualifications and experience to be an advantage:

- a master's degree-level diploma (or higher) in translation studies including the Target language and English;
- experience translating texts in the fields of finance, banking, or economics;
- experience translating texts for the institutions and bodies of the European Union;
- experience translating texts for websites; and
- B2 knowledge of a third EU language.

### III. How to participate in the market survey

Suppliers interested in participating in this market survey are invited to submit a curriculum vitae (CV) in English in the [Europass format](#). Translation companies are invited to submit up to three CVs of the translators who would perform services under a framework contract, if awarded.

**The CVs should quote the above reference number and be sent to [LGS.VM@ecb.europa.eu](mailto:LGS.VM@ecb.europa.eu).**

Please note the following:

- Suppliers are invited to express their interest and availability to provide translation services to the ECB (a) remotely; and/or (b) ideally occasionally onsite in Frankfurt am Main, as described above.
- The information and/or CVs submitted should be both complete, detailed, and as substantiated as possible (e.g. including all the relevant contact persons and/or names of the institutions to support work experience and/or qualifications).
- Upon sending the documentation to the e-mail address above, suppliers will receive an automated reply from the ECB.
- The ECB will process personal data received (such as names, contact details and other information provided in curriculum vitae) in accordance with Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.
- The ECB as the controller will process such personal data solely for the purpose of maintaining a database of potential suppliers (e.g. skilled and experienced translators who would be willing and able to provide the ECB with translation services). The processing of personal data for the purpose indicated above is based on Articles 5.1 (a) and (b) of Regulation (EU) 2018/1725. Recipients of personal data are dedicated ECB staff members and other third parties supporting the ECB in the procurement process including external contractors, national central banks or other partner organisations. Personal data provided as an indication of interest regarding future procurements will be retained for a maximum period of 5 years following the completion of the survey.
- Data subjects have the right to access their personal data and correct any data that is inaccurate or incomplete. They also have (with some limitations) the rights to have their personal data deleted, restrict or object to the processing of their personal data in line with the relevant provisions of Regulation (EU) 2018/1725.
- Data subject rights can be exercised by contacting us at [LGS.VM@ecb.europa.eu](mailto:LGS.VM@ecb.europa.eu). The ECB's Data Protection Officer at [dpo@ecb.europa.eu](mailto:dpo@ecb.europa.eu) answers all queries relating to personal data.
- Data subjects have the right to have recourse to the European Data Protection Supervisor at any time if they consider that their rights under Regulation (EU) 2018/1725 have been infringed as a result of the processing.
- Translation companies should duly inform their external translators (staff members and subcontractors) whose personal data are submitted in this survey about the aforementioned elements of the processing of their personal data (e.g. the purpose and legal basis of the data

processing, the recipients of personal data, the retention period, their data subject rights, and the contact information).

Follow-up to the market survey Participation in this survey does not constitute any obligation on the part of the ECB to invite the participants in the market survey to participate in any future ECB procurement procedure, to award them a contract, or to reimburse them for any expenses incurred in completing this market survey. However, the ECB may subsequently decide to invite suitable and available suppliers<sup>1</sup> to submit proposals for the provision of translation services with a view to potentially awarding framework contracts.

**Closing date:** 31/10/2024

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<sup>1</sup> Please note that the ECB collects market information on suitable and interested suppliers from many different sources. Therefore, other suppliers could be invited even if they did not participate in this market survey.