

Department for Energy Security and Net Zero -
UK, [REDACTED]
1 Victoria Street
London
SW1H 0ET
United Kingdom

Quotation # Q-2023-03463

Project Name:

COP28 - Remote Simultaneous
interpreting - EN<>FR, AR, ES, PT,
Filipino - Meetings organized by the
Department for Energy Security and
Net Zero - UK Government Pavilion -
Remote

Quotation Date:

11/08/2023

Salesperson:

[REDACTED]

Description	Quantity	Unit Price	Taxes	Amount
Remote Simultaneous interpreting - 1 EN<>FR Interpreter for 4 half days	4.00 Half Day	[REDACTED]	VAT 5%	[REDACTED]
Remote Simultaneous interpreting - 1 EN<>FR Interpreter for 4 half days	4.00 Half Day	[REDACTED]	VAT 5%	[REDACTED]
Remote Simultaneous interpreting - 1 EN<>AR Interpreter for 2 half days	2.00 Half Day	[REDACTED]	VAT 5%	[REDACTED]
Remote Simultaneous interpreting - 1 EN<>AR Interpreter for 2 half days	2.00 Half Day	[REDACTED]	VAT 5%	[REDACTED]
Remote Simultaneous interpreting - 1 EN<>ES Interpreter for 2 half days	2.00 Half Day	[REDACTED]	VAT 5%	[REDACTED]
Remote Simultaneous interpreting - 1 EN<>ES Interpreter for 2 half days	2.00 Half Day	[REDACTED]	VAT 5%	[REDACTED]
Remote Simultaneous interpreting - 1 EN<>PT Interpreter for 2 half days	2.00 Half Day	[REDACTED]	VAT 5%	[REDACTED]
Remote Simultaneous interpreting - 1 EN<>PT Interpreter for 2 half days	2.00 Half Day	[REDACTED]	VAT 5%	[REDACTED]
Remote Simultaneous interpreting - 1 EN<>Filipino Interpreter for 1 half day	1.00 Half Day	[REDACTED]	VAT 5%	[REDACTED]

Solten FZCO

Aspin Commercial Tower, Office 501, Sheikh Zayed Road,

Dubai PO Box - 79998

United Arab Emirates

Remote Simultaneous interpreting - 1 EN<>Filipino Interpreter for 1 half day	1.00 Half Day		VAT 5%	
Recording/Livestreaming copyright waiver fee +25%	1.00 Package		VAT 5%	
Untaxed Amount				72,500.00 AED
VAT 5%				3,625.00 AED
Total				76,125.00 AED

COP28

Remote Simultaneous interpreting

EN<>FR, AR, ES, PT, Filipino

Meetings organized by the Department for Energy Security and Net Zero

UK Government Pavilion

Remote

Languages : English, French, Arabic, Spanish, Portuguese, Filipino

Event Date : From 01/12/2023 to 11/12/2023

Location : On UK Pavilion but interpreters will be remotely

Interpreting Type : Simultaneous

Number of interpreters provided : 2 interpreters are required for assignments longer than 45 minutes

Programme:

1st December – French and Arabic (13:00 – 14:00)

2nd December – French & Spanish (09:00 – 10:00)

Portuguese (11 – 12:00)

Portuguese / Filipino / English (12:45 – 13:45)

3rd December – TBC (09:00 – 10:00)

+971 50 607 2994 solten@solten.ae <https://www.solten.ae>

Solten - FZCO / Licence number 33995 / Dubai, UAE

Solten FZCO

Aspin Commercial Tower, Office 501, Sheikh Zayed Road,
Dubai PO Box - 79998
United Arab Emirates

9th December – French & Spanish (08:30 – 10:00)

Portuguese (17:45 – 18:45)

11th December – French and Arabic (11:45 – 12:45)

Equipment :

Equipment : Equipment will be provided by Solten.

Technician : Technician will be provided by Solten.

RSI and livestreaming : Interpretation remotely + livestreaming package (Entry)

Interpreting fees :

Half day rate applies to assignments of 3 working hours or less.

Above 3 hours, full-day rate is applied.

Above 6 hours, extra hour rate are applied.

Recording :

+ 25% of the interpreting price will be added if the meeting is recorded and/or livestreamed
(copyright waiver fee).

Accreditation :

Solten provides accreditation to all its interpreters.

In order to be able to provide new accreditations, it is necessary to confirm quotations asap.

Cancellation policy :

Solten FZCO

Aspin Commercial Tower, Office 501, Sheikh Zayed Road,
Dubai PO Box - 79998
United Arab Emirates

Confirmed orders of interpretation services can be cancelled :

- 30 days prior : 0% due
- 29-15 days prior : 50% due
- 14 days prior or less : full amount due

Invoice and Payment Terms:

Invoice will be issued once the quote is confirmed.

Payment is due within 7 days of invoice date.

General Terms & Conditions :

Acceptance of this quotation implies full acceptance of our General Terms & Conditions, with the exception of any derogation included above.

https://soltengroup.com/TC_Solten_UAE.pdf

Project coordinator at Solten :

[REDACTED]

Our team will be available on-site during the duration of COP28, and available for urgent requests/questions either by email

[REDACTED] or on Whatsapp [REDACTED].

1. SCOPE

These General Terms of Business regulate all relationships arising between Solten - FZCO (hereinafter "Solten") and its clients (hereinafter "the Client").

All orders placed imply the client's full acceptance of these Terms of Business, without any reservation whatsoever and to the exclusion of any other document.

No special terms will take precedence over these Terms of Business unless expressly stated in writing on the final and binding quotation, regardless of the time at which Solten may have been made aware of it.

That Solten does not exercise one or more of the provisions in these Terms of Business shall not be interpreted as a waiver of Solten's right to exercise any of the provisions in these Terms of Business at a later date.

2. QUOTES / ORDERS

Each order placed by the Client shall be preceded by a quote issued by Solten based on the information provided by the Client.

To confirm an order, the Client must return to Solten the unaltered quote with the Client's written approval and signature by regular mail or fax, or by expressing his clear acceptance by return electronic mail.

The Client agrees to consider faxes, e-mails, copies, and computer files as equivalent to the original and valid proof that the order was confirmed.

If confirmation of the order is not received by the means stipulated above, Solten reserves the right not to commence work on the project concerned.

If confirmation of the order is not received by the means stipulated above within the deadline indicated on the quote, the quote shall be considered null and void.

Any decisions to offer a discount, reduction, or sliding fee scale based on a percentage or flat fee (per page, line, hour or day) are at the sole discretion of Solten and only for the service to which they apply. Any discounts or rebates offered to the Client shall not create a right vested in interest concerning future services.

3. TRANSLATION SERVICES

3.1 Additions and Alterations

Once the quote is accepted and the order confirmed, any request for additional services shall be specified in writing, including any alteration to the source documents by the Client, which ought to be reproduced in the target documents. If this request is considered to be achievable, the service not mentioned in the quote shall give rise to an additional charge. The timescales for delivery shall also be amended to take account of the additional request.

3.2. Delivery

Any delivery date or dates agreed between Solten and the Client shall become binding only once Solten has received all the documents to be translated and if the Client has confirmed his/her order as specified in Paragraph 2 above within the deadline indicated on the quote. After that time, the delivery date may be revised if so required by Solten's workload.

3.3. Obligations of Solten

Solten is an ISO 17100 certified company. Therefore, Solten is able to provide translation project management services compliant with European and National legislation. However, this type of service shall be requested by the client at the time of the quote and shall be agreed before the start of any project.

Solten agrees to provide a service that is as faithful as possible to that which is described in the quote and that complies with professional standards. Solten shall do everything possible to take into account and include in the translation information provided by the Client (glossaries, drawings, diagrams, abbreviations).

Solten shall not be held liable for any inconsistencies or ambiguities in the source text, the verification of the final text's technical coherence remaining the Client's sole responsibility.

3.4. Obligations of the client

The Client shall provide Solten with all of the texts to be translated and all of the technical information required to understand the text and, if necessary, the specific terminology required. If the Client fails to inform Solten, Solten shall not be held liable if the translation does not conform to the Client's standards or if delivery is late.

The client has 2 working days from the time the translated documents are received to inform Solten in writing of any disagreement concerning the quality of the translation. Once this period has expired, the service shall be considered duly completed and no claims may be made. The client agrees to consider postal, fax, or electronic mail receipts as proof of delivery.

3.5. Delivery format

Translations are delivered by electronic mail or shall be made available on our online partner zone in the format indicated on the quote (.doc, .pdf, etc.). On request, translations may be delivered by fax, regular mail with a CD, FTP or other. Any special means of delivery must be expressly agreed to by the parties and may result in additional fees.

3.6. Proofreading and revisions

In the event of disagreements about certain aspects of the translation, Solten reserves the right to correct these aspects in cooperation with the Client.

If the translation is to be published, Solten shall receive the printer's proofs to proofread them before the document goes to print.

Unless otherwise specified in writing, all corrections or proofreading will result in additional charges.

3.7. Copyright

Before undertaking to have a document translated, the Client must ensure that this does not infringe on any third-party rights. Therefore, the Client must be the author of the original document or have obtained written permission to have the document translated from the party holding the copyrights to the document.

If these conditions have not been ensured by the Client, under no circumstances shall Solten be held liable if all or a portion of the documents to be translated were to infringe on the rights of a third party or violate any applicable regulations. If this were to occur, the Client shall be held solely liable for any harm or financial consequences resulting from the Client's negligence.

Furthermore, the Client acknowledges that the translation is a new document, whose copyright is held jointly by the author of the original document and Solten. As a result, for literary or artistic translation, and without harm to Solten's rights to the work, Solten reserves the right to require that Solten's name be mentioned on any copies or publications of the translation. For any work and / or service for third parties, in the widest sense of the term, the Client undertakes to mention: "Type of service - © - Solten group - year"

(e.g.: "translation - © - Solten group - 2023").

3.8. Cancellation

If work that is commissioned is subsequently cancelled after work has commenced, for whatever reason and notified in writing by the Client to Solten, the Client shall pay Solten the full contract sum for the work completed and half (fifty percent) for the uncompleted work.

Solten also reserves the right to seek damages for any foreseeable losses due to the conduct of the client, if it may be deemed negligent or malfeasant

4. INTERPRETING SERVICES

4.1. Preparation

At least five days before every interpreting assignment the client must send Solten all the relevant documents enabling the interpreters to prepare for the assignment. If not Solten reserves the right to increase the price by a flat rate of 15%, and cannot be held responsible of any impact on the quality of the interpreting service.

4.2. Additional costs

Invoices will also include any additional services that may have been provided over and above the initial order or quotation (e.g. exceeding allotted time, other price supplements, etc.).

The travel and subsistence costs of interpreters are charged additionally, at cost price or for a flat rate as indicated on the quote. The corresponding receipts are available on request from Solten.

4.3. Cancellation

Any cancellation occurring after a quotation has been accepted by the Client shall be inadmissible. Cancelled services shall be due in full.

5. FORCE MAJEURE

In the event of a Force Majeure situation, Solten shall notify the Client without delay, indicating the circumstances. Force Majeure shall entitle both Solten and the Client to withdraw from the contract, but in any event, the Client undertakes to pay Solten for work already completed. Solten will assist the Client to the best of its ability to be able to perform the contract in its entirety. Force Majeure shall include Strikes, Lockouts, Industrial Disputes, Civil Commotion, Natural Disasters, Acts of War and any other situation which can be shown to have materially affected Solten's ability to deal with the contract as agreed.

6. RENTAL OF TECHNICAL EQUIPMENT

6.1. Obligation to provide full information before the event

6.1.1. As soon as the invitation to tender is made, and at the latest five days before the event, the Client must provide all information about the event, including the venue, start and end time, times during which the equipment can be set up and dismantled, all useful details about technical components and systems and any other information which could be reasonably important for the smooth running of the services and systems.

6.1.2. The Client alone is fully responsible for the prejudicial or non-prejudicial consequences of information which is not provided, is late, incomplete or wrong.

6.1.3. It is the Client's responsibility to prove that he/she has fully fulfilled this obligation within the stated deadline.

6.2. Obligations of the Client

6.2.1. The Client must make the venue where the event will take place available to Solten during the period required for assembly and dismantling as well as for any improvements to the system(s) which are requested or required. The Client will ensure that the venue is correctly set up so that the Client's assignment runs smoothly without any hitches or restrictions. The Client undertakes to supply the electricity needed for the optimum functioning of the systems. In no event will Solten be liable for the systems not running correctly due to electricity or other problems.

6.2.2. As soon as the technical components and systems arrive on the premises where the event will take place and until the moment when they are dismantled, they are the exclusive responsibility of the Client who is liable for all risks, without any distinctions or reserves, even for risks caused by third parties. The Client will ensure that there is heating and continuous supervision even when the equipment is temporarily not being used (breaks, interruptions and rest periods).

6.2.3. The Client must pay immediate and full compensation (amounting to the new value of goods including VAT) for missing or damaged equipment. In particular, the Client is responsible for the simultaneous interpreting receivers and, unless otherwise agreed, is also responsible for their distribution and ensuring that the people controlling them are present.

6.2.4. The hirer must take out an insurance policy for the equipment and system in particular but also (with this being a non-exhaustive list) for loss, theft, fire, water and electricity damage, as well as for material and human damages (material, physical or moral).

6.3. Obligations of Solten

In no event will Solten be held liable for any defects in the technical components or systems.

7. DEPOSIT

Any order may be subject to a deposit, the amount of which shall be clearly stipulated in the quote. Work shall begin only once the payment has cleared.

8. PAYMENT METHOD

Unless otherwise mentioned on the quote, payment in full to Solten shall be made no later than 7 days from the date of invoice.

Bank account:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

In the case of payments by bank transfer, all forex and banking fees will be specified on the quote or be billed to the Client.

In the case of payments by credit card, processing fees will be added on the invoice.

In the event of late payments, orders in progress can be unilaterally interrupted until full payment is received.

In the event that payment has not been received then an administration charge of two hundred AED (AED 200.00) may be applied any time after the 7 day period up until 15 days and a further four hundred AED (AED 400.00) applicable after 15 days up until 30 days.

The Client will also be liable for late payment penalties determined by the amount outstanding at the rate of 8 per cent above the published base rate of the Bank of UAE, without any formal notice being required.

The Client will compensate any collection costs, particularly notification costs, lawyers' costs and fees and legal fees, from the date of the invoice and with a minimum amount of AED 2,000.00.

The Client cannot claim any, contractual, legal or judicial, set-off to its benefit. Translations remain the property of Solten until payment has been received in full.

9. RESPONSIBILITY

Solten offers a process which is in compliance with the accepted quote, therefore, the liability of Solten on any grounds whatsoever shall be limited to the invoiced value of the work.

Under no circumstances shall Solten be held liable for claims related to the quality of the translation or interpreting provided. The full responsibility for any use made of the services provided shall rest exclusively with the client.

It is expressly agreed that delivery deadlines are provided for information only and that missed deadlines shall not be considered grounds for penalties. Solten shall not be held liable for direct or indirect harm to the Client or a third party resulting from late delivery due to force majeure or fax transmission, electronic mail, postal and other problems.

10. CONFIDENTIALITY

Solten agrees to preserve the confidentiality of information Solten becomes aware of before, during, and after providing services. Original documents shall be returned to the Client upon simple request.

Solten shall not be held liable in the event that information is intercepted or used by a third party during the transfer of data, especially on the Internet. Therefore, the Client must inform Solten before the provision of services or at the time the order is placed of the means of transmission the Client would like Solten to use to ensure the confidentiality of any sensitive information.

11. NON-INCITEMENT

The client undertakes, for the duration of this agreement and in the twenty-four months after its expiry, that he will not hire or make a commitment to hire Solten representatives (including its providers or subcontractors) who have been assigned to provide services under this agreement, nor encourage directly or indirectly these representatives to terminate their contract or relationship with Solten.

12. INVALIDITY OF A CLAUSE

If one of the clauses of these Terms of Business is considered by the legislation in force as illegal, invalid or could not be applied, the parties agree that the validity and enforceability of the remaining clauses of these terms and conditions are not affected and that they remain in force.

13. AMICABLE SETTLEMENT OF DISPUTES/JURISDICTION

In the event of a dispute or complaint of any nature whatsoever arising, the Parties undertake to attempt to settle the complaint or dispute amicably. In case of continuing disagreement, the Courts of UAE shall have exclusive jurisdiction to determine the dispute in accordance with local law, without reference to any conflicts of law provisions.