

DATE: 21 JUNE 2021

REQUEST FOR PROPOSAL: RFP/HCR/ROK/2021/014

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF TRANSLATION AND INTERPRETATION
SERVICES WITH EQUIPMENT FOR UNHCR SUDAN OPERATIONS.**

CLOSING DATE AND TIME: 20 JULY 2021 – 23:59 HRS SUDAN LOCAL TIME.

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

I. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Sudan, invites qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the provision of Translation & Interpretation Services with Equipment for UNHCR Sudan operations.

IMPORTANT:

The Terms of Reference (TORS) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

Please note that your offer should be comprehensive to include all of the three below named services.

REQUIREMENTS
Translation Services
Interpretation Services
Interpretation Equipment

Please note that the above requirements have been stated in order to enable bidders to have an indication of the projected activities. It doesn't represent a commitment that UNHCR will require all the services. The activities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

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IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party. The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex G).

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION

2.1. RFP DOCUMENTS

The following annexes form integral part of this Request for Proposal:

Annex A: Terms of Reference

Annex B: Technical Evaluation Criteria

Annex C: Financial Offer Form

Annex D: Technical Offer Form

Annex E: Bio Data Sheet

Annex F: Vendor Registration Form

Annex G: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018

Annex H: Supplier's Code of conduct

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to SUDKH-SU@unhcr.org as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to SUDKH-SU@unhcr.org. **The deadline for receipt of questions is 05 July 2021- 23:59 HRS.** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

All the emails sent requesting clarification **MUST** have the following subject otherwise UNHCR reserves the right **NOT TO REPLY**.

EMAIL SUBJECT: RFP/HCR/ROK/2020/014 – QUERY

UNHCR will compile the questions received and will respond to all qualified companies and contactors participating in the tender competition.

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2.4 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

Your offer shall be prepared in English.

Please submit your offer using the submission template provided. It should conform to the requirements and contain all information required. The offers not conforming to the requested format will not be taken into consideration for evaluation.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- **Description of the company and the company's qualifications**
A description of your company with the following documents: company profile, registration certificate and last audit reports:
 - Year founded.
 - If multi location company, specify headquarters location.
 - Number of similar and successfully completed projects.
 - Number of similar projects currently underway.
 - Total number of clients.

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

- **Understanding of the requirements for goods, services, proposed approach, solutions, methodology and outputs**
Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:
 - A description of your organization's capacity to provide the goods / services
 - A description of your organization's experience in undertaking the

requirements which are explicitly defined in Annex A(TOR).

- Compliance to the requirements stated on the TOR.

- **Proposed personnel to carry out the assignment**
The composition of the team you propose to provide.
 - Curriculum Vitae of core staff.

- **Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex F**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

- **UNHCR General Conditions for Provision of Goods and Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex G**.
 - However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in USD.

The financial offer must cover all the services to be provided (price "all inclusive") as stated in terms of Reference Annex A.

The Financial Offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT.

You are requested to hold your offer valid for **[180]** days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

2.5 BID EVALUATION

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

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2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing.
- Core business.
- Track record.
- Contract capacity.

Failure to provide the abovementioned documentation, might lead to disqualification.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the technical evaluation criteria attached in (**Annex B**) -in the different Lots provided and the percentage distribution is 60 points from the total score:

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off point for submissions to be considered technically compliant will be **(30 points out of the 60 points)**

The **Financial offer** will use the following percentage distribution: **40 points** from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., $[\text{total Price Component}] \times [\text{US\$ lowest}] \div [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

2.6 SUBMISSION OF BID

The offers must bear your official letter head, clearly identifying your company. The bid and can also be sent to the street address of UNHCR offices via Post or Courier or Email at the addresses mentioned below:

The Bid must be sent in the following manner:

By e-mail:

Bids should be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).

The Technical and Financial offers shall be clearly separated.

Bid must be sent by e-mail **ONLY** to: EMAIL.SUDKHBOC@unhcr.org

It is your responsibility to verify that all e-mails/documents have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of [20] Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

Bid [Number]

Name of your firm with the title of the attachment

Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: RFP/2020/003 Company ABC (email 1 of 3)

SUBMISSION OF OFFERS BY COURIER / POST OR HAND DELIVERY:

Attention:

TO: THE SECRETARY LOCAL COMMITTEE ON CONTRACTS
REQUEST FOR PROPOSAL NO: RFP/HCR/ROK/2021/014 FOR THE ESTABLISHMENT OF A FRAME
AGREEMENT FOR THE PROVISION OF TRANSLATION AND INTERPRETATION SERVICES WITH EQUIPMENT
FOR UNHCR SUDAN OPERATION.

UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM

IMPORTANT TO NOTE: The submission of based on two envelop system separating the technical and financial offer.

The outer envelope should be containing two inner envelopes as described below:

Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer. The second inner envelope shall be marked "Price Component" and include your signed and stamped financial offer.

IMPORTANT: The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification. All bids must be clearly marked: **NOT TO BE OPENED BY REGISTRY**

Deadline: 20 JULY 2021 23:59 HRS Sudan Standard Time

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

2.7 BID ACCEPTANCE

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Goods.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Goods and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES - 2018

Please note that the General Conditions of Contracts for the provision of Goods and Services -2018 (**Annex G**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.


Alexander Woart
Supply Officer

21/06/2021



UNHCR Representation Office in Sudan

ANNEX E: BID DATA SHEET

THE FOLLOWING SPECIFIC DATA FOR THE GOODS AND SERVICES TO BE PROCURED SHALL COMPLEMENT, SUPPLEMENT OR AMEND THE PROVISION IN THE INSTRUCTIONS TO BIDDERS. WHENEVER THERE IS A CONFLICT, THE PROVISION HEREIN SHALL PREVAIL.

DEADLINE FOR SUBMISSION OF BIDS	FOR OF	20 July 2021, 1159 Hrs. (Sudan Standard Time) BIDS TO BE MARKED:
		<p>SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM</p> <p><u>BIDS MUST BE SUBMITTED EITHER BY HAND DELIVERY, EMAIL OR COURIER</u></p> <p>ATTN: SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM</p> <p>REQUEST FOR PROPOSAL NO: RFP/HCR/ROK/2021/014 FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE TRANSLATION AND INTERPRETATION SERVICES WITH EQUIPMENT FOR UNHCR SUDAN OPERATIONS.</p> <p><u>Clearly Marked: NOT TO BE OPENED BY REGISTRY</u></p>
LATE SUBMISSION OF OFFERS:		<p>OFFERS SHOULD BE SUBMITTED IN GOOD TIME TO BE RECEIVED BY CLOSING DATE AND TIME.</p> <p>IMPORTANT NOTE: BIDS RECEIVED AFTER THE DEADLINE FOR SUBMISSION OF BIDS AND BIDS TRANSMITTED IN ANY OTHER MANNER THAN THOSE INDICATED ABOVE WILL NOT BE CONSIDERED.</p>
BID VALIDITY PERIOD:		180 DAYS
PRICE VALIDITY PERIOD:		180 DAYS
SPECIFICATIONS:		KINDLY NOTE THAT FOR THE SERVICE THE REQUESTED SPECIFICATIONS MAY BE CONSIDERED IF IT CONFIRMS TO THE PRESCRIBED QUALITY AND STANDARD
DELIVERY SCHEDULE:		DELIVERY TIME: IN DAYS:
LANGUAGE OF THE BID:		ENGLISH
BID SUBMISSION		UNHCR REPRESENTATION OFFICE SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM.
REQUESTS FOR ADDITIONAL INFORMATION:	FOR	<p>BIDDERS ARE REQUIRED TO SUBMIT ALL THEIR ENQUIRIES IN RESPECT OF THIS REQUEST FOR PROPOSAL BY E-MAIL TO: SUDKH-SU@unhcr.org BEFORE 1159 HRS on 05 July 2021 (CUT-OFF DATE FOR QUERIES).</p> <p>UNCHR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.</p>

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Annex A - Terms of Reference (TOR)

RFP-HCR-ROK-2021-014 for Provision of Translation and Interpretation Services with Equipment

a. Introduction:

UNHCR would like to establish Frame Agreements with reputable companies for the provision of Translation and Interpretation services with equipment and associated support services to provide quality, timely and professional translation and interpretation services.

It is anticipated to award contracts to several qualified companies because of this Request for Proposal (RFP). The initial duration of two years with possible extension for additional one years, subject to satisfactory performance.

Potential service providers may bid for the provision of translation services in one or more of the languages included in the TOR. UNHCR may award Frame Agreement for all language pairs included in the bid, or specific languages only, depending on the technical strengths and expertise of the potential service providers following a comprehensive evaluation as indicated in the evaluation process and method.

b. Scope of Services:

1.1 Translate UNHCR Sudan publications and any other material as requested, including but not be limited to reports, annual reports, situation analysis , service booklet/brochures, conference recommendations, statements, press releases, country of origin information, country specific profiles, standard operating procedures, legal textbooks and protection guidelines. Editing, proofreading and Interpretation in the following languages and equipment used:

Translation Services:

1. Arabic to English
2. English to Arabic
3. Arabic to Tigrinya
4. English to Tigrinya
5. Arabic to Amharic
6. English to Amharic
7. Arabic to Dinka
8. English to Dinka
9. Arabic to Nuer
10. English to Nuer
11. Arabic to Shilluk
12. English to Shilluk
13. Arabic to Lotuku
14. English to Lotuku
15. Arabic to Acholi
16. English to Acholi
17. English to Oromo
18. Arabic to Oromo

Editing Services:

1. Arabic to English
2. English to Arabic

Proofreading Services:

1. Arabic to English
2. English to Arabic

1.2 Inconsecutive and simultaneous interpretation services during conferences (interpretation service may be required for important meetings with government officials; technical workshops; trainings; planning and review meetings; high-level meetings with national counterparts), statements and press releases, public events such as world Refugee day by person per hour including transportation in the following languages:

Interpretation Service:

1. Arabic/English – English / Arabic

Interpretation Equipment:

1. Complete Sound System including:
 - a. Operation booths
 - b. Sound Amplifying Speakers
 - c. Wireless Microphones
 - d. Delegate microphones placed on conference tables
 - e. Translation wireless receivers with headphones for individual use

1.3 Undertake translation of documents with specialized language and acronyms (e.g. technical, Legal, and medical).

- 1.4 Provide the translation and the interpretation as: Standard Level; Executive Level, and Specialize Level
- 1.5 Ensure that the translated text is linguistically and grammatically correct and error free, where it meets the standards of completely edited and revised high quality language, which does not require further editing or proofreading.
- 1.6 Service provider will assure quality-control mechanisms are in place and will include making corrections or improvement following the UNHCR review. Requests from UNHCR to correct translation errors or omissions or to improve translation quality are not to be charged.
- 1.7 UNHCR amendments/updates: using MS word files with tracked changes in the source document, vendor is to provide additional tarnation and revision of existing text passages, including repositioning of text, to ensure final translated documents match amended source text.
- Note: amendments/updates refer to substantive edits made by UNHCR to the source version.
- 1.8 Contractor to provide text treatment (light/heavy editing, proof reading and translation) services to UNHCR, up on request, in Arabic and English.
- 1.9 Contractor to return the treated text (edited, proofread) to UNHCR electronically (in MS Word format).
- 1.10 Ensure the text uses UNHCR standard terminology wherever applicable (using guidelines provided by UNHCR), and that the language, format, and styles are kept consistent.
- 1.11 Provide accurate and timely translation service - compliant with the UNHCR standards.
- 1.12 Provide additional services to prioritize urgent translation jobs as needed, particularly in relation to major publications with tight deadlines and launch dates.
- 1.13 Incorporate any and all amendments made by UNHCR to translate text.
- 1.14 Incorporate any and all last-minute changes/corrections, as and when requested.
- 1.15 All diagrams, figures, tables, charts and table of contents shall be translated according to the text, this will include any format and styles of the document which the agency considers necessary for translation.
- 1.16 The translated text shall mirror the original text. That shall include (but not limited to) reference, footnotes, formats, etc.
- 1.17 Price will be calculated at 250 words per page, which may include descriptions under figures or tables need to be considered in the offers.
- 1.18 All prices must be quoted as per listed requirements in Annex C- Financial Offer Form
- 1.19 Review and provide extensive editing and proofreading of documents including spelling typography grammar, punctuation and use of language style and format anything missed at the editing stage.
- 1.20 Check for and correct repetition and spelling or grammar mistakes as well as to improve phrasing and language use for easier reading.
- 1.21 Maintain and edit the presentation style, format (spacing, indentation, capitalization, paragraphs, headings etc.)

c. Service Level Scope:

Expected Deliverables: High quality translation and interpretation compliant with UNHCR specifications, standards and job orders.

Realistic delivery dates and details on how the work must be delivered:

- Contractor should observe each agency confidentiality and refrain from divulging any information about the content of the text.
- Contractor must sign the purchase order issued by UNHCR prior to commencement of any job or work on any assignment.
- Fees will be payable based on the agreement /purchase order as per the agreed rates, and contractor's invoice upon satisfactory completion of each job.
- All services are to be provided within timeframes in which each deliverable and date is determined in advance between vendor and requester. Contractor will be responsible to inform the requester of potential delays in the delivery of any agreed project.
- Translation services of 24 to 48 hours for urgent cases is required

Performance indicators for evaluation of results: each assignment will be evaluated, and comments will be sent by e-mail or telephone conversation to the contractor after reviewing each job.

Frequency of Performance Reviews: The translator will report directly to the Contract Manager, where a meeting may take place if required to review the contractors' performance.

Minimum Experience and Qualification requirements

- Proven translation industry track record of at least three (3) years; (The service provider should be a national firm registered in Sudan.

Translation, editing, and proofreading experience any of the UN agencies, international organizations, major international companies or embassies for a minimum three (3) years.

- Outstanding roster of translators, revisers, and editors in at least one of the following UN official languages: English and Arabic. In addition to the experience especially with the UN is an asset.

- A minimum of three (3) key translators per official language with the following qualifications:

- University bachelor's degree in the relevant field (Linguistics, Translation and Interpreting Studies) (master's degree in relevant field is an Asset)
- Relevant experience not less than 3 years with proven record in providing translation services from English to Arabic and/or vice versa.
- Minimum 3 years of experience in translating official Government/UN documents (policy/programme documents) from English to Arabic and/or vice versa.
- Knowledge but not limited to any of the following area of study for specialized translation work:
 - 1) Human Rights and Humanitarian affairs
 - 2) Resilience
 - 3) Law
 - 4) Health and education
 - 5) Social Cohesion and peace building
 - 6) Environment, biodiversity and climate change
 - 7) Gender
- Translation Certification from the UN or from other accredited professional translation institutions are considered an asset.

- At least two (2) translated publications in at least two (2) of the following areas per official target language including:

- 1 Human Rights and Humanitarian affairs
- 2 Resilience
- 3 Law
- 4 Health and education
- 5 Social Cohesion and peace building
- 6 Environment, biodiversity and climate change
- 7 Gender

A sample of the most recent work must be submitted with a list of translators including language and specialized translation expertise and years of experience of implemented projects, to allow us to check the performance.

Conditions of Payment

- Corresponding payments shall be made within 30 days after receipt of invoices following certification by UNHCR that the translation services requested have been satisfactorily performed and deliverables have been achieved by or before the due date.

Awarding of Contract

- The award will be given to one services provider.
- Minimum Eligibility Criteria for contractor:
 - a) Valid Business Registration Certificate.
 - b) Proven experience and strong track record in Translation and Interpretations Services (at least 3 years).
 - c) Company financial capacity should be very strong in such LTA with high value and with UN Agencies, where their Annual Turnover shall be provided for past three years (i.e. 2019, 2020, and 2021)
 - d) Availability of at least 3 recommendation letters/performance letters/POs/Contracts.
 - e) Provide list of contacts for references from previous work.

Annex B – Technical Evaluation Criteria

RFP-HCR-ROK-2021-014 for Provision of Translation and Interpretation Services with Equipment

Criteria for the Award of Contract and Evaluation of Proposals:

The technical evaluation of the proposal being completed prior to any focus on or comparison of price.

The technical evaluation of proposals will be accomplished by a Selection Panel of UNHCR staff, other UN agencies and possibly external expertise. The Selection Panel will evaluate all proposals which have passed the Preliminary Examination of Proposals according to:

Stage 1: Minimum requirements (Pass/Fail) to include the minimum experience and qualification requirements. Only proposals that successfully pass will be subject to technical evaluation.

Stage 2: Proposals Technical Evaluation (maximum points 60) the proposals will be evaluated on the basis of its responsiveness to the information requested through the Terms of Reference (TOR). Only those proposals that score 36 points and above will be considered technically compliant and will proceed to financial evaluation. All other proposals will be disqualified for further evaluation.

Stage 3: Test (maximum 40 points): financial offer for the qualified companies will be financially evaluated.

Technical Evaluation Criteria	
Mandatory Criteria	Pass/Fail
Valid Business Registration Certificate	
Acceptance of the General Terms and Conditions by signing and stamp Annex F	
Acceptance of Code of Conducts by signing and stamp Annex E	
Company Financial Capacity – Provide Certified Bank Statement for the past three years.	
Technical Criteria	Points Obtainable
<p><u>Relevant Capacity & quality level of work experience:</u> Methodology, project management and quality control The proposal should describe the company’s methodology used to provide the services, including their approach to quality assurance, proofreading, editing urgent translation, delays in timelines, correction of mistake and mitigation of risk in these areas. Describe the potential risks that may impact quality or timely completion of expected results. Describe measures that will be put in place to mitigation of risk in these areas. The proposal should clearly describe</p> <ul style="list-style-type: none"> • Capacity of translation per day per translator (0-7) • Number of translators and interpreters (0-7) • Availability and readiness of company to extend service to UNHCR and programs during weekends and holidays (0-6) 	20
<p><u>Resources deployed to carry out the services, i.e. human resources; assets: tools, workshop equipment, smart, and customer service response time. Please indicate:</u></p> <ul style="list-style-type: none"> • In house translators (Number of translators, proofreaders, editors, self-revisers) • Relay on free lancers, • Agreement with other companies. <p>Describe the availability of resources in terms of personnel and facilities required for the TOR. Describe the structure of the proposed team/personnel, and the work tasks (including supervisory) which would be assigned to each. Special attention should be given to providing clear picture of roles, responsibilities and accountably. (0-10)</p> <p>Provide curriculum vitae of the proposed personnel that will be involved, either full time or part time. Highlight relevant academic qualifications, work experience, and specialized knowledge areas of translators and translation managers. (0-10)</p>	20
<u>Quality Assurance System:</u>	20

Firm track record of successful completion of translation service (samples of Arabic to English and English to Arabic) (0-10)	
Copies of reference letters or contracts from previous clients - at least 3 performance letter/POs/Contracts from previous work. (0-10)	
Total Points	60

- Describe the experience of the organization performing similar services. Experience with other UN organizations/ major multilateral / or bilateral programmes is highly desirable. Provide at least 3 references:

Project	Client	Contract Value	Period of performance (from/to)	Role in relation to the undertaken to services	Reference Contact Details (Name, Phone, Email)
1-					
2-					
3-					

Annex C – Financial Offer Form

RFP-HCR-ROK-2021-014 for Provision of Translation and Interpretation Services with Equipment

Translation Services Pricing Template (Including Equipment):

Required Service	Quote in USD
1. Translation from English into Arabic (Provide quote per 1000 words)	
2. Translation Service from Arabic into English (Provide quote per 1000 words)	
3. Translation Service for Webpage (Provide quote per 1000 words)	
4. Translation Service for PowerPoint presentation (Provide quote per slide)	
5. Expedited Requests 1-3 hours including during weekends and after working hours (Provide quote per 1000 words)	
6. Proofreading Services (Provide quote per 1000 words)	
7. Editing Services (Provide quote per 1000 words)	
8. Simultaneous Interpretation – 1 way, 6-8 hours/day a. English to Arabic or Arabic to English b. Duration: 1 hours (Provide quote per hour)	
9. Simultaneous Interpretation - 2 way a. English to Arabic b. Arabic to English (Provide quote per hour)	
10. Headset/Receiver rental (Provide quote per hour)	
11. Booth rental, C/W, transmitter and 2 microphones (Provide quote per hour)	
12. Sound System C/W 2 speakers and 2 wireless microphones (Provide quote per hour)	

Interpretation Services Pricing Template (Including Transportation):

Number of participants per event	Khartoum	East Sudan	Kadugli	Darfur	Kosti	Damazin
	Price in USD					
05 - 10 Persons						
11 - 20 Persons						
21 - 30 Persons						
31 - 40 Persons						
50 - 75 Persons						
76 -100 Persons						
100-150 Persons						
> 150 Persons						

Note: East Sudan includes the following States: Kassala, Gadarif & Girba

Kadugli includes the following States: El Obeid, El Fula, and Kadugli

Darfur includes the following States: Fashir, Geniena, Nyala, Deian, and Zaliengi

Company Name: _____

Focal Person Name: _____

Focal Person Tele No & Email Address: _____

Date of the offer: _____

Offer Validity: _____

Company Stamp:

**Annex D – Technical Offer Form
RFP/HCR/ROK/2021/014**

Provision of Translation and Interpretation Services with Equipment for UNHCR Sudan Operation

Please make your entry to below table:

Please tick ✓ or X for the availability of the document in your submission	Available ✓	Not Available X
Valid Business Registration Certificate		
Acceptance of the General Terms and Conditions by signing and stamp Annex F		
Acceptance of Code of Conducts by signing and stamp Annex E		
Company Financial Capacity – Provide Certified Bank Statement for the past three years.		
Acceptance of the Terms of References by signing and stamp Annex A		
Curriculum vitae of the proposed personnel that will be involved, either full time or part time. Highlight relevant academic qualifications, work experience, and specialized knowledge areas of translators and translation managers - Provide CVs for Translators and Interpretation.		
Firm track record of successful completion of translation service - Provide samples of Arabic to English and English to Arabic.		
Copies of reference letters or contracts from previous clients - Provide at least 3 performance letter/POs/Contracts from previous work.		
Please give an answer for below questions		
1. Please indicate the Number of translators and interpreters		
2. Availability and readiness of company to extend service to UNHCR and programs during weekends and holidays	Yes	No
3. Providing Interpretation Equipment	Yes	No
4. Can provide the services in the field - out of Khartoum	Yes	No

Describe the experience of the organization performing similar services. Experience with other UN organizations is highly desirable. Provide at least 3 references:

Project	Client	Contract Value	Period of performance (from/to)	Role in relation to the undertaken to services	Reference Contact Details (Name, Phone, Email)
1-					
2-					
3-					

Company Name:

Company Focal Person Name and Telephone Number:

Date:

Company Stamp: