



Global Expertise. Local Solutions.
Sustainable Democracy.

2011 Crystal Drive
Floor 10
Arlington, VA 22202

Tel: 202.350.6700
Fax: 202.350.6701
www.IFES.org

Date: September 23, 2016

Ref.: **RFQ/16/134**

Subject: Request for Quotations for Interpretation Services

The International Foundation for Electoral Systems (IFES), invites your firm to participate in this competitive solicitation for pricing, delivery, and terms of potential sale of the following services for the IFES office in Kosovo. IFES reserves the right to reject any and all offers, to add, delete, or modify any element of the solicitation at any time without prior notification and without any liability or obligation of any kind. This RFQ does not obligate IFES to enter into a contract nor does it obligate IFES to pay any costs incurred in the preparation of submission of any Response.

BACKGROUND

IFES is an independent, non-governmental organization (NGO) with headquarters registered in the United States of America. IFES supports citizens' rights to participate in free and fair elections. Our independent expertise strengthens electoral systems and builds local capacity to deliver sustainable solutions.

As the global leader in democracy promotion, we advance good governance and democratic rights by:

- Providing technical assistance to election officials
- Empowering the underrepresented to participate in the political process
- Applying field-based research to improve the electoral cycle

Since 1987, IFES has worked in over 145 countries – from developing democracies, to mature democracies.

DESCRIPTION OF SERVICES

IFES is implementing a new project focused on strengthening election administration in Kosovo. Over the course of this award, IFES anticipates delivering several reports and holding events and trainings for various electoral and political stakeholders. As such, IFES envisions the need for translation equipment and simultaneous and consecutive interpretation services on a recurring basic until December 31, 2017 (one or multiple blanket agreements).

The selected vendor must be able to provide:

1. Translation equipment rental for 20-35 participants throughout the entirety of the contract length;

2. Simultaneous interpretation services (English-Albanian-English, English-Serbian-English or Serbian-Albanian-Serbian);
3. Consecutive interpretation services (English-Albanian-English, English- Serbian-English or Serbian-Albanian-Serbian).

IFES reserves the right to contract one, multiple, or none of the bidders.

NOTE: Under the USAID agreement with the Government of Kosovo, **IFES is exempt from Value Added Tax (VAT)**. Vendors are therefore required to submit their quotas **without VAT**.

Service	Unit	Cost per Unit (EUR)
English↔Albanian		
Simultaneous Oral Interpretation	½ day	
Simultaneous Oral Interpretation	1 day	
Consecutive Oral Interpretation	½ day	
Consecutive Oral Interpretation	1 day	
English↔Serbian		
Simultaneous Oral Interpretation	½ day	
Simultaneous Oral Interpretation	1 day	
Consecutive Oral Interpretation	½ day	
Consecutive Oral Interpretation	1 day	
Albanian↔Serbian		
Simultaneous Oral Interpretation	½ day	
Simultaneous Oral Interpretation	1 day	
Consecutive Oral Interpretation	½ day	
Consecutive Oral Interpretation	1 day	
Equipment		
Translation equipment for 20-35 participants	1 day	

Delivery of Services

The vendor must be able to provide translation equipment resistant to interference caused by mobile phones and professional Albanian to English/English to Albanian and Serbian to English/English to Serbian translators and/or interpreters.

Note: Interpretation/translation services and equipment must be available for use with 24 hours' advance notice from IFES Kosovo for scheduled events.

REQUIREMENTS

Prospective contractors must submit the following information in the Response:

1. A contact name, email address, and telephone number to facilitate communication between IFES and the prospective contractor.
2. General information about the contractor's history and experience.

3. If a government, its agents, or agencies, have an ownership or managerial interest in the company, the prospective contractor must indicate this when submitting its offer. Failure to do so will result in the prospective contractor's offer being removed from consideration.
4. A brief outline of the company, including:
 - a. Full legal name and address of the company or individual;
 - b. Corporate and tax registration documents
 - c. Full name of the legal representative (president or managing director) of the company (not applicable for individuals);
 - d. Name of any individuals or entities that own 50% or more of the company;
 - e. Year business was started or established; and
 - f. U.S. companies must indicate if they are a registered Small Business (Woman owned, Veteran-owned, Minority-owned, Disabled, Service Disabled Veteran-owned)
5. The prospective contractor must disclose in writing with its Response any subcontracting that will take place under an award. Failure to disclose subcontracting relationships will result in the prospective contractor's offer being removed from consideration.
6. IFES requests quotations for the above listed services on Unit Price basis.
7. Contain detailed cost in **Euros**, with all applicable taxes/charges clearly identified, provided against each of the categories of services described in this request.
8. Detailed description of past experiences providing similar services to international NGOs.
9. Names, addresses, and telephone numbers of three business references, and approval to contact the listed references. IFES reserves the right to request and check additional references.
10. Prospective contractor must be legally registered under the laws of the country in which they are organized and possess all licenses, permits and government approvals necessary for performance of the work.

All Responses shall be in the English language.

EVALUATION

IFES will evaluate bids based on the following criteria:

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|--|--|------------|
| 1. Vendor Capacity; | | 40% |
| | <i>Includes ability of vendor to provide all of the requested services, whether the vendor can accommodate the requested 24-hour delivery time and other technical requirements as listed in the scope of work.</i> | |
| 2. Price; | | 35% |
| | <i>Includes a completed price chart as provided in the RFQ with both half-day and full-day rates provided. Value will be assessed on the rates provided and competitiveness of all prices provided.</i> | |
| 3. Experience/Past Performance; | | 25% |
| | <i>IFES will consider the vendor's experience providing similar services in the past. Vendors must include three references with permission for IFES to contact from past projects with a similar scope of work.</i> | |

Evaluation Criteria Grading for Each Criterion:

Highly Exceeds Expectations	5 Points
Slightly Exceeds Expectations	4 Points
Meets Expectations	3 Points
Meets most but not All Expectations	2 Points
Does Not Meet Expectations	1 Point

SCHEDULE OF EVENTS

Release of RFQ	September 23, 2016
Questions Due	September 28, 2016, 4:00 PM EST
Answers from IFES	September 30, 2016
RFQ Closes – Responses Due	October 7, 2016, 4:00 PM EST

The schedule noted above may be changed at any time in the sole discretion of IFES. All communication must adhere to this schedule and shall be to the attention of **Rebecca Hawkins** rhawkins@ifes.org and **Ragheed Al Ameen** ralameen@ifes.org.

GENERAL TERMS AND CONDITIONS

1. IFES will only consider responsive Responses from responsible contractors for award.
2. Collusion is strictly prohibited. Collusion is defined as an agreement or compact, written or oral, between two or more parties with the goal of limiting fair and open competition by deceiving, misleading, or defrauding a third party.
3. Prices quoted must be valid for entire length of contract.
4. Unit prices are required and in the case of discrepancies between unit price and total price, the unit price will be taken as reference basis in the evaluation.
5. All procurement will be subject to IFES contractual terms and conditions, and contingent on the availability of donor funding.
6. IFES reserves the right to accept or reject any quotation or stop the procurement process at any time, without assigning any reason or liability.
7. IFES reserves the right to accept all or part of the quotation when awarding the contract.
8. All information provided by IFES in this RFQ is subject to change at any time. IFES makes no certification as to the accuracy of any item and is not responsible or liable for any reliance on or use of the information or for any claims asserted therefrom.
9. IFES reserves the right to require any prospective contractor to enter into a non-disclosure agreement.
10. The RFQ does not obligate IFES to pay for any costs, of any kind whatsoever, which may be incurred by the prospective contractor or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of IFES.

IFES has zero tolerance for fraud. Fraud is any act or omission that intentionally misleads, or attempts to mislead, to obtain a benefit or to avoid an obligation. If you have concerns about potential fraud in

any way related to IFES projects, contracts or activities, please contact IFES' Compliance Hotline at compliance@ifes.org or at +1 202-350-6791.