



International Foundation  
for Electoral Systems

**INTERNATIONAL FOUNDATION FOR ELECTORAL SYSTEMS  
(IFES)**

**Request for Quotation (RFQ) for Translation and Interpretation Services in North  
Macedonia**

**Solicitation # RFQ-22-009**

**November 3, 2021**

## 1 INTRODUCTION

### 1.1 Purpose

The purpose of this Request for Quotation (RFQ) is to invite prospective contractors (“Bidders”) to submit a written response (“Response”) for the procurement of translation and interpretation services in North Macedonia. The solicitation provides Bidders with the relevant operational and performance requirements.

### 1.2 Coverage & Participation

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.

### 1.3 Zero Tolerance for Fraud

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](mailto:compliance@ifes.org) or at +1 202-350-6791.

## 2 GENERAL INFORMATION

### 2.1 The Organization

IFES is an independent, non-governmental organization providing professional support to electoral democracy. 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.

### 2.2 Schedule of Events

The following, tentative schedule will apply to this solicitation. The dates may change in accordance with IFES’ needs or unforeseen circumstances. IFES will communicate changes to the schedule.

- |                                     |                   |
|-------------------------------------|-------------------|
| • Issuance of RFQ                   | November 3, 2021  |
| • Technical Questions/Inquiries Due | November 9, 2021  |
| • Answers/Addenda from IFES         | November 15, 2021 |
| • RFQ Closes                        | November 22, 2021 |

### 3 PROPOSAL PREPARATION INSTRUCTIONS

#### 3.1 Bidders' Understanding of the Solicitation

Bidders are responsible for understanding the solicitation in its entirety and each of its elements, and should make inquiries to IFES as necessary to ensure such understanding. IFES reserves the right to disqualify any Bidder that it determines, at its sole discretion, does not understand the solicitation or any of its elements. Such disqualification shall be at no fault, cost, or liability whatsoever to IFES.

#### 3.2 Information from IFES

All information provided by IFES in this solicitation 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 use of or reliance on the information or for any claims asserted therefrom.

#### 3.3 Communication

All communications related to the RFQ must be in writing. Verbal communication shall not be effective unless formally confirmed in writing by the procurement official listed in 3.3.1. In no case shall verbal communication govern over written communication.

**3.3.1 Point of Contact:** The sole point of contact for all communication related to this solicitation is listed below.

Ian Swank  
[iswank@ifes.org](mailto:iswank@ifes.org)

and

Hend Ghobrial  
[hghobrial@ifes.org](mailto:hghobrial@ifes.org)

**3.3.2 Formal Communications** shall include, but are not limited to the following:

- Questions concerning this solicitation must be submitted in writing to the point of contact identified in 3.3.1.
- Errors and omissions in this solicitation, as well as enhancements. Bidders should notify IFES of any discrepancies, errors, or omissions that may exist within this solicitation. Bidders should recommend to IFES any enhancements to the work described in the solicitation which might be in IFES' best interests.
- Inquiries about technical interpretations must be submitted in writing to the point of contact identified in 3.3.1.

**3.3.3 Addenda:** IFES will make a good-faith effort to provide a written response to the questions or requests for clarifications in the form of written responses or addenda in accordance with the *Schedule of Events*.

**3.3.4 Posting Online:** Copy of this solicitation, Amendments and or Q&A will be available online at: [www.ifes.org/procurement-notice](http://www.ifes.org/procurement-notice).

#### 3.4 Submission

It is mandatory for Bidders to send proposals in electronic copy via e-mail to the point of contact identified in 3.3.1 on or prior to the closing date and time shown in the *Schedule of Events*.

### 3.5 Criteria for Selection

The evaluation of each Response to this solicitation will be based on the criteria outlined below. The purpose of this solicitation is to identify responsible Bidders that have the interest, capability, and financial strength to supply IFES with the product and/or service identified in the Scope of Work.

#### Evaluation Criteria:

IFES will evaluate responsive offers based on the following criteria:

- |   |            |
|---|------------|
| <b>1. PRICE</b>   | <b>40%</b> |
| Evaluated per specific service.   |            |
| <b>2. EXPERIENCE AND REFERENCES</b>   | <b>25%</b> |
| Evaluated based on description of previous experience providing similar services and references listed/contacted. The CVs of interpreters/translators will be taken into consideration. |            |
| <b>3. CAPACITY</b>  | <b>35%</b> |
| Evaluated based on number of pages (500 English words) that can be translated per day and demonstration of quality assurance systems in place.  |            |

#### 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

### 3.6 Selection and Notification

IFES will evaluate Responses to identify responsible Bidders and responsive offers. Finalists will be selected to move into the negotiation phase of this process. Written notification will be sent to finalists via email.

## 4 SCOPE OF WORK/GOODS/SERVICES

Both USAID/North Macedonia and Swiss Development Cooperation (SDC) assigned the mandate to International Foundation for Electoral Systems (IFES) for implementation of their respective projects: Project #1. North Macedonia Electoral Support Activity” and Project # 2. “Support to Electoral Reforms in North Macedonia”.

Both projects will require a significant amount of translation and interpretation services. Therefore, IFES is seeking to place multiple vendors on Basic Ordering Agreements (BOA) to provide translation and interpretation services support on a recurring basis during period January 2022-June 30, 2023.

IFES North Macedonia requires the following services, on an as-needed bases for an 18-month period (multiple blanket agreements). The selected vendor(s) will specifically provide one or more of the following services:

- Written translation (Macedonian ↔ English, Macedonian ↔ Albanian, English ↔ Albanian)
- Editing (Macedonian ↔ English, Macedonian ↔ Albanian, English ↔ Albanian)
- Proofreading (Macedonian, Albanian and English)
- Consecutive oral translation (Macedonian ↔ English, Macedonian ↔ Albanian, English ↔ Albanian)
- Simultaneous oral translation (Macedonian ↔ English, Macedonian ↔ Albanian, English ↔ Albanian)

Bidders should indicate and provide:

- Daily written translation capacity (maximum number of pages per day)
- An explanation of processes to ensure high quality of translation (experience, education, ongoing training of translators, proofreading process, guarantee on product, etc.)

**Microsoft Office will be used for word counting based on the outcome document. Half day is considered 4 hours and 1 day 8 hours.**

## 5 FUNCTIONAL REQUIREMENTS

### 5.1 Timeline

Bidders must submit a timeline in the Response showing the time required to produce and consolidate the products and/or deliver services.

### 5.2 Geographic Code (applicable to USAID funding only)

IFES' project in North Macedonia is funded by United States Agency for International Development (USAID) under Source and Nationality (S/N) Geographic Code 937 (please refer to [22 CFR 228.03](#) for more information). A waiver request may apply to certain offers. If IFES determines a waiver would be necessary, the estimated time required to obtain the waiver will be considered within the "Timeline" in the Evaluation Criteria. IFES encourages all Bidders to consider products that fall under S/N Geographic Code 937 whenever possible.

### 5.3 License, Clearance and Approvals

The Bidders will include in the timeline any time needed to obtain any licenses, clearances, and/or approvals required under local legal requirements to produce or deliver the products and/or services described in the Scope of Work.

## 6 QUALIFICATIONS & REFERENCES

Bidders must provide the following information for their Response to be considered:

1. A brief outline of the company and services offered, including:

- Full legal name and address of the company
  - Corporate and tax registration documents
  - Year business was started or established
  - Full name of the legal representative (president or managing director) of the company
  - Name of any individuals or entities that own 50% or more of the company
  - U.S. companies must indicate if they are a registered Small Business (Woman owned, veteran-owned, Minority-owned, Disabled, Service Disabled Veteran-owned)
  - No subcontracting is allowed under this solicitation.
2. Evidence of successful completion of a project of a similar size and complexity.
  3. References: Contact information for no less than three references from projects similar in size, application, and scope and a brief description of their implementation (including location and year). IFES reserves the right to request and check additional references.
  4. Bidders 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. Scope of Work.
  5. A certification signed by an officer or authorized representative that the Bidder has sufficient financial, technical and managerial resources and facilities to complete the Scope of Work.

## 7 PRICING

Bidders must complete the following cost breakdown for the implementation of their solution for IFES' project as described in this solicitation. Bidders must agree to keep these prices valid for a minimum of 90 calendar days.

Pricing must be **net and in Macedonian denars (MKD)**. IFES will be paying the Personal Income Tax as required by the law. If the vendor applying is a registered as a company, the cost should not include VAT (IFES is VAT exempt).

Unit prices are required and in the case of discrepancies between unit prices and the total price, the unit price will be taken as reference basis in the evaluation. Technical specifications must be shown for each item.

Service	Unit	Cost per Unit (MKD)	Rush Service (less than 24 hours) Cost per Unit (MKD)
English ↔ Macedonian			
Written Translation of documents	1 word		
Written Translation (Editing)	1 word		
Consecutive Oral Interpretation	1 hour		
Consecutive Oral Interpretation	½ day		
Consecutive Oral Interpretation	1 day		

Simultaneous Oral Interpretation	1 hour		
Simultaneous Oral Interpretation	½ day		
Simultaneous Oral Interpretation	1 day		
Written translation of Power Point Presentations	Per word		
Albanian ↔ Macedonian			
Written Translation of documents	1 word		
Written Translation (Editing)	1 word		
Consecutive Oral Interpretation	1 hour		
Consecutive Oral Interpretation	½ day		
Consecutive Oral Interpretation	1 day		
Simultaneous Oral Interpretation	1 hour		
Simultaneous Oral Interpretation	½ day		
Simultaneous Oral Interpretation	1 day		
Written translation of Power Point Presentations	Per word		
English ↔ Albanian			
Written Translation of documents	1 word		
Written Translation (Editing)	1 word		
Consecutive Oral Interpretation	1 hour		
Consecutive Oral Interpretation	½ day		
Consecutive Oral Interpretation	1 day		
Simultaneous Oral Interpretation	1 hour		
Simultaneous Oral Interpretation	½ day		
Simultaneous Oral Interpretation	1 day		
Written translation of Power Point Presentations	Per word		

Bidders must submit the following:

1. IFES requests bids for the above listed services in the cost table provided.
2. General information about the bidder history and experience.
3. Names, addresses, email addresses and telephone numbers of three business references, and approval to contact listed references.

## **8 ADDITIONAL TERMS & CONDITIONS**

### **8.1 Non-Disclosure Agreement**

IFES reserves the right to require the Bidder to enter into a non-disclosure agreement.

### **8.2 No Collusion**

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.

### **8.3 Companies Owned or Controlled by Government**

The Bidder must disclose in writing with its Response if a government, its agents, or agencies, have an ownership or managerial interest in the company. Failure to disclose a government ownership or managerial interest in the company will result in the Bidder's offer being removed from consideration.

### **8.4 Subcontracting**

No subcontracting is allowed under this solicitation.

### **8.5 Costs**

The solicitation does not obligate IFES to pay for any costs, of any kind whatsoever, which may be incurred by a Bidder or third parties, in connection with the Response.

### **8.6 Intellectual Property**

Bidders may not use any intellectual property of IFES including, but not limited to, all logos, trademarks, or trade names of IFES, at any time without the prior written approval of IFES.

### **8.7 Bidders' Responses**

All accepted Responses and supporting documentation shall become the property of IFES, subject to claims of confidentiality in respect of the Response and supporting documentation.

### **8.8 Partial Awarding**

IFES reserves the right to accept all or part of the Response when awarding a contract.

### **8.9 No Liability**

IFES reserve the right to accept or reject any Response or to stop the procurement process at any time, without assigning any reason or liability. IFES shall not be liable to any Bidder, person, or entity for any losses, expenses, costs, claims, or damages of any kind.

### **8.10 Entire Solicitation**

This solicitation, any addenda to it, and any attached schedules, constitute the entire solicitation.

**[End of Solicitation]**