



International Foundation
for Electoral Systems

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

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

Solicitation # RFQ-21-028

March 29, 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 interpretation and translation services between Serbian and English language. 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 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 | March 29, 2021 |
| • Technical Questions/Inquiries Due | March 30, 2021 |
| • Answers/Addenda from IFES | April 2, 2021 |
| • RFQ Closes | April 7, 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
lswank@ifes.org

and

Sajia Tokhi
Stokhi@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.

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 **Simultaneous and Consecutive Interpretation** bids based on the following criteria:

- 1. Experience, Reference and Qualifications** **40%**
Evaluated based on description of previous experience providing similar services and positive feedback from references contacted as well as relevant qualifications
- 2. Interview Evaluation** **30%**
Evaluated based on quality of interpretation on technical topics relevant to IFES' work
- 3. Price** **30%**
Evaluated per specific service based on value for money

IFES will evaluate **Professional Translation** bids based on the following criteria:

- 1. Experience, References and Qualifications** **20%**
Evaluated based on description of previous experience providing similar services and positive feedback from references contacted as well as relevant qualifications
- 2. Translation of RFQ Annexes** **30%**
Evaluated based on grammar, sentence structure, capturing the meaning and tone of the original text, the naturalness of the writing, formatting, and attention to detail
- 3. Capacity** **30%**
Evaluated based on number of pages (250 English words) that can be translated per day and demonstration of quality assurance systems in place
- 4. Price** **20%**
Evaluated per specific service based on value for money

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

IFES requires the following services, on an as needed basis for a one-year period:

- 1. Simultaneous and Consecutive Interpretation** from English to Serbian and/or Serbian to English.

- 2. Professional Translation** of documents from English to Serbian and/or Serbian to English. Bidders are welcome to apply to one or both of the services above. IFES reserves the right to contract one, multiple, or none of the bidders.

PART I – INTERPRETATION

DESCRIPTION OF INTERPRETATION SERVICES:

- Consecutive and/or simultaneous interpretation at events (conferences, meetings, training workshops, etc.) from English to Serbian and/or Serbian to English.
- Events requiring interpretation will take place on scheduled dates to be determined at least two (2) calendar days prior to the event itself. IFES will make every effort to inform interpreters of the exact dates as early as possible. However, IFES reserves the right to request interpretation services in less than two (2) calendar days' notice at no additional cost.
- Interpreters must be fluent in both Serbian and English and be familiar with the subject area of IFES' work as described in the background section above. IFES will determine fluency during an interview with qualified bidders. Depending on the event, IFES will request one or more interpreters.
- For any event, the contractor will have to submit resumes and any required information related to the interpreters attending. IFES reserves the right to request changes to the personnel assigned by the contractor to perform translation services at the event. Under no circumstances will IFES allow an interpreter to attend an event without prior approval from IFES.

REQUIREMENTS:

- IFES may interview interpreters affiliated with shortlisted bidders. The interview will consist of simultaneous and consecutive interpretation on technical topics relevant to IFES' work, including elections, law, politics, and international relations. A contact number, email address, and/or Skype address **must be provided** in the bid in order for IFES to arrange the interview.

PART II - TRANSLATION

DESCRIPTION OF TRANSLATION SERVICES

- Professional translation of documents on a range of topics related to the subject area of IFES' work as described in the background section above, from English to Serbian and/or Serbian to English. The length of documents will vary – the winning bidder should expect to receive translation requests on documents as short as one page to as long as more than 100 pages.
- Translators must demonstrate fluency in both Serbian and English and be familiar with the subject area of IFES' work as described in the background section above. Fluency will be determined through the translation of a three-page Serbian/English document.
- Microsoft Office will be used for word counting based on the source document.

REQUIREMENTS:

- Bidders must indicate daily written translation capacity – maximum number of pages (250 English words) they could translate per day.
- Bidders must provide an explanation of processes to ensure high quality of translation (experience, education, knowledge of subject area of IFES' work, ongoing training of translators, proofreading process, guarantee on product, etc.).
- Bidders must submit the required translation samples mentioned under Annex 1 and Annex 2 of this RFQ.

5 FUNCTIONAL REQUIREMENTS

5.1 Geographic Code (applicable to USAID funding only)

IFES' projects in Serbia are 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.

5.2 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.

5.3 Samples

Bidders must submit at least two (2) samples of a relevant work product to IFES at the following email addresses:

Ian Swank

Sajia Tokhi

iswank@ifes.org

stokhi@ifes.org

The deadline for submitting samples by all Bidders is April 7, 2021.

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
 - 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 in US Dollars (USD). 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.

Interpretation:

Service	Unit	Price per Hour	Price for Full day (4-8 hours)
Consecutive Interpretation	Oral 1 Interpreter		
Simultaneous Interpretation	Oral 1 Interpreter		

*The bidder must include the rules/protocol of interpreters' allowed hours per day (total hours per day as well as the number of minutes that an interpreter can do back to back without breaks).

* The above quoted rates must also be valid for work at night and during weekends.

Translation:

Service (per language if pricing is different)	Unit	Cost by Standard
Written Translation of documents, including proofreading and editing	1 word	
Written Translation of PowerPoint Presentations	1 word	
Notarizing Translations	1 page	

Prices to be provided per word as shown in MS Office words counter in the source document

* Translation of charts and power point slides, English to Serbian and/or Serbian to English, throughout the period of the contract. Prices to be provided per word as shown in MS Office words counter in the source document.

- Bidders must indicate daily written translation capacity – maximum number of pages (250 English words) they could translate per day.
- Bidders must provide an explanation of processes to ensure high quality of translation (experience, education, ongoing training of translators, proofreading process, guarantee on product, etc.).

- Bidders must submit the required translation samples mentioned under Annex 1 and Annex 2 of this RFQ.

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]