



# International Foundation for Electoral Systems

Date: 12/19/2018

Ref.: **RFQ/19/021**

## **Subject: Request for Quotations for Interpretation and Translation 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 Skopje and other locations in Macedonia. 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 and 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 Macedonia requires the following services, on an as needed basis for a one-year period:

- I. **Simultaneous and Consecutive Interpretation** from English to Albanian and/or Macedonian and from Macedonian and/or Albanian to English. Also, interpretation from Macedonian to Albanian and Albanian to Macedonian is desirable.  
**Professional Translation** of documents from English to Macedonian and Albanian, from Albanian to Macedonian and English, from Macedonian to Albanian and 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 Macedonian or Albanian and Macedonian or Albanian to English. Also, interpretation from Macedonian to Albanian and Albanian to Macedonian is desirable.
- Events requiring interpretation will take place on scheduled dates to be determined at least four (4) 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 four (4) calendar days’ notice at no additional cost.
- Interpreters must be fluent in both Macedonian and English or Albanian 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 (see more below). 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.

**PRICING:**

Pricing must address the following itemized list of services. NOTE: The pricing should state separately what tax rates will be applied to each unit cost (include VAT or personal income tax rates).

**Interpretation:**

<b>Service</b>	<b>Unit</b>	<b>Price for ½ day (1 – 4hrs.)</b>	<b>Price for full day (4– 8 hrs.)</b>	<b>Overtime rate (hourly rate after 8 hours per day)</b>
Consecutive Oral Interpretation	1 interpreter			
Simultaneous Oral Interpretation	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).

**NOTE: It is not required that service providers/bidders be able to provide the following list of equipment. However, if a bidder can provide any such equipment, please quote pricing.**

**Equipment (not required):**

<b>Equipment Rental*</b>	<b>Unit</b>	<b>Price for ½ day (1 – 4hrs.)</b>	<b>Price for full day (4– 8 hrs.)</b>	<b>Brand and specifications of equipment</b>
Interpretation system	1			
Interpretation booth	1			
Headset	1			
Wireless microphone	1			
Lavalier (clip) microphone	1			
Conference stand microphone	1			
Tour guide interpretation system	1			
Laptop	1			
Data Projector	1			
Portable projection screen	1			
PowerPoint Clicker with Laser Pointer	1			
Video recording	1			
[Bidders can add more rows if there are different equipment options]				
Audio recording	1			
LCD/LED Screen with a screen holder	1			

\*Equipment prices must include delivery to the venue throughout Macedonia, setup and technician fees and any taxes applied must be clearly stated.

\* The bidder must be able to provide high quality professional Macedonian to English and English to Macedonian and/or Albanian to English and English to Albanian translators and/or interpreters. Provision of equipment is not required.

\* Interpretation services might be required outside Skopje. If travel is requested by IFES, travel costs (per IFES policies and donor’s regulations) would be covered by IFES.

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

**REQUIREMENTS:**

- IFES will interview translators 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. IFES reserves the right to request equipment and organize a mock event at IFES’s office.

## 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 Macedonian and/or Albanian to English and English to Macedonian and/or Albanian. 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 Macedonian or Albanian 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 Macedonian/Albanian and English document (see more below).
- Microsoft Office will be used for word counting based on the source document.

### PRICING:

Translations will be requested as needed throughout the contract. Prices must be quoted per word, as specified below. IFES reserves the right to request that a translation product be revised or redone at no extra cost if the quality is deemed unsatisfactory. NOTE: The pricing should state separately what tax rates will be applied to each unit cost (include VAT or personal income tax rates).

**Translation: Clearly state which languages translations are being proposed. For example, Macedonian or Albanian to English or English to Macedonian or Albanian or Macedonian to Albanian or Albanian to Macedonian.**

Service (per language if pricing is different)	Unit	Cost per unit Standard	Cost per Unit Rush Service*
Written translation of documents	1 word		
Written translation of PowerPoint presentations	1 word		
Proofreading and editing	1 Word		
Notarizing translations	1 page		

\*IFES defines anything more than 3,000 words requiring translation in a 24-hour period as rushed

\* 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 Macedonian and/or Albanian and Macedonian or Albanian 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.

### 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, 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.

## 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 services on a unit price basis.
7. Contain detailed cost in Macedonian Denar.
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.
11. All Responses shall be in the English language and submitted via email.

## EVALUATION

IFES will evaluate **Interpretation** bids based on the following criteria:

1. **Price** (30%)  
Evaluated per specific service based on value for money
2. **Experience and References** (40%)  
Evaluated based on description of previous experience providing similar services and positive feedback from references contacted
3. **IFES Interview Evaluation** (30%)

Evaluated based on fluency of translation on technical topics relevant to IFES' work as well as quality of equipment

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

- 1. Price (20%)**  
Evaluated per specific service based on value for money
- 2. Experience and References (30%)**  
Evaluated based on description of previous experience providing similar services and positive feedback from references contacted
- 3. Capacity (20%)**  
Evaluated based on number of pages (250 English words) that can be translated per day and demonstration of quality assurance systems in place
- 4. 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

**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	December 20, 2018
Questions Due	December 23, 2018 by 4:00 PM EST
Answers from IFES	December 27, 2018
RFQ Closes – Responses Due	January 10, 2019 by 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 Elizabeth Durbin at [edurbin@ifes.org](mailto:edurbin@ifes.org) and Khadar Maow at [kmaow@ifes.org](mailto:kmaow@ifes.org)

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)

**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 period of 2019.

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