



REQUEST FOR PROPOSAL (RFP 8/2021)

Subject: Long-term Agreement for Translation Services

1. The United Nations System Staff College (UNSSC) hereby solicits your proposal for the above subject, in accordance with this document and annexes attached hereto. Proposals must be submitted to the UNSSC before **13 December 2021 at 23:59** (UTC + 2).
2. This request for Proposal (RFP) consists of this document and the following annexes:
 - Annex A: Terms of Reference
 - Annex B: Terms and Conditions to Submit a Proposal
 - Annex C: Evaluation Criteria
3. Your proposal must include information in sufficient scope and detail to allow the Staff College to consider whether the proposer has the necessary capability, experience, knowledge, expertise and the required capacity to perform the work specified satisfactorily.
4. The UNSSC reserves the right to request from vendors additional information regarding their commercial activities, history and resources.
5. Your technical and financial proposal must be submitted via email to procurement@unssc.org. Non-compliant offers with the terms stated in this document and its annexes may be rejected without any evaluation.
6. Inquiries and clarifications concerning this RFP, along with changes or modifications to the proposals must be submitted before the deadline via email to procurement@unssc.org.
7. **Please note that the Staff College has VAT exemption status and can provide documentation for same. Hence, your pricing should take this status into account and be presented net of VAT.**



ANNEX A – Terms of Reference

BACKGROUND INFORMATION

With its Headquarters in Turin (Italy) and its second Campus in Bonn (Germany), the Staff College is a centre of excellence for training and knowledge management within the UN system. Each year, the Staff College offers learning initiatives that reach over 10,000 beneficiaries including residential courses, distance-learning, strategic exchanges and seminars. Programmes range from leadership and management development, to the development of those sectoral and functional competences that are needed to effectively serve as an international civil servant. The Staff College also provides learning interventions to increase technical and substantive knowledge spanning the three pillars of the UN's work: peace and security, human rights and development. Since 2015, all of the Staff College's learning and training activities are geared towards enabling the UN system and its partners to address the challenges posed by the adoption of Agenda 2030 for Sustainable Development.

The course participants are staff in UN organizations. They have a broad range of backgrounds, professional levels and expertise. They are also of a wide range of nationalities and cultural backgrounds, and serve in different duty stations across the globe. For more information about UNSSC offerings on the workshops / courses/ programmes, please visit: www.unssc.org.

SCOPE OF SERVICES

The UNSSC is currently designing and delivering online, face-to-face, and blended learning and training activities aimed at enabling UN staff and partners at all levels and in all roles and functions to increase their substantive knowledge, core professional skills, and functional competencies.

The majority of the online learning programmes offered by UNSSC are available in English, with an ambition to make them available in the other 5 official languages of the United Nations (Arabic, Chinese, French, Spanish and Russian) as well as other languages of interest to our audience. In addition, the UNSSC strives to make its offerings accessible to deaf or hard of hearing people.

For the purposes of this RFP, the UNSSC is seeking Translators and Interpreters with experience in translation and interpretation in the following pairs of languages:

Official UN Languages:

- English to Arabic and vice versa
- English to Chinese and vice versa
- English to French and vice versa
- English to Spanish and vice versa
- English to Russian and vice versa

Other Languages:

- English to Portuguese and vice versa
- English to International Sign Language and vice versa



RESPONSIBILITIES AND DELIVERABLES

Translation:

Under the supervision of the designated Learning Portfolio Manager, Translators will perform the following services:

- Translate texts pertaining to a wide range of topics currently offered by the Staff College, in the format of provided scripts/storyboards as well as directly inside online tools used/embedded (for online learning, handbooks, web stories, reports and infographics).
- Translate text in consistency with the phraseology and definitions provided for the subject matter in the respective language.
- Ensure that the translated text is technically, linguistically and grammatically correct, without typos.
- Ensure the accuracy and completeness of their translations in conveying both the meaning and tone of the original.
- Ensure consistency with official UN terminology and other documentation by checking official terminology, specialized terms or phrasing, and references.
- Use gender-inclusive language as appropriate in the target language.
- Submit translations in electronic format.

Interpretation:

Under the supervision of the designated Learning Portfolio Manager, Interpreters will perform the following services:

- Provide interpretation in the required language using the hosting platform provided by UNSSC.
- Prepare adequately for the session/event at hand by:
 - Reviewing the background material shared by the speaker and/or UNSSC;
 - Participating in a preparatory meeting with the speaker and/or UNSSC;
 - Having good knowledge of the structure and nature of the session/event;
 - Having researched the specific terminology for the session/event.
- Ensure that they have a suitable work environment and equipment for providing interpreting services.
- Ensure that they are able to record their interpretation, if requested.

Additional responsibilities for both translation and interpretation services:

The translator/interpreter shall respect the confidentiality of information during translation and/or interpretation services.

The translator/interpreter shall ensure that they have in their disposal any special software or technical equipment required for that specific language.

ANNEX B – Terms and conditions to submit a proposal

Submission of Proposals

Proposals must be submitted in English and shall be expressed in the form described in the table below:

PRE-REQUISITE	<u>Individual applicants</u>	1) Please provide a comprehensive CV or a P11 form (UN CV form) clearly identifying the experiences that demonstrate expertise in translation and/or interpretation. The P11 form can be found at http://www.unssc.org/sites/unssc.org/files/p11un.doc Please provide a motivation letter
	<u>Companies</u>	1) Please provide company profile , clearly identifying the experiences that demonstrate expertise in translation and/or interpretation. 2) Please provide a motivation letter
TECHNICAL PROPOSAL	<ol style="list-style-type: none"> 1) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations; 2) Track Record – list of clients for similar services as those required by UNSSC, indicating description of contract scope, contract duration, contract value, contact references; 3) Certificates and Accreditation – including Quality Certificates, Patent Registrations, etc. 4) Please provide a list of online activities/resources/ material that you have translated/interpreted; 5) Please provide related references in support of the quality of your work (max. 10); 6) Proposed approach for the completion of the services; 7) Qualification of key personnel. 	
Financial Proposal	<ul style="list-style-type: none"> • Please provide a rate for 1,000 words of source text in USD for each pair of languages; • Please provide a rate for 1,000 words of source text to be delivered in less than 48 hours in USD; 	

Proposers must provide all information required under this RFP and clearly and concisely respond to all points set out in this RFP. Any proposal which does not fully and comprehensively address this RFP may be rejected. However, unnecessarily elaborate brochures and other presentations beyond those sufficient to present complete and effective proposals, are not encouraged.

Following submission of the proposals and final evaluation, the Staff College will have the right to retain unsuccessful proposals. It is the proposer's responsibility to identify any information of a confidential or proprietary nature contained in its proposal, so that it may be handled accordingly.



NO COMMITMENT

This RFP does not commit the UNSSC to consider any proposal, to award a contract or to pay any costs incurred in the preparation or submission of proposals, or any costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods.

The UNSSC reserves the right to reject any or all proposals received in response to this RFP and to negotiate with any of the proposers or other firms in any manner deemed to be in the best interest of the Organization.

This RFP contains no contractual proposal or offer of any kind; any proposal submitted will be regarded as an offer by the proposer and not as an acceptance by the proposer of any proposal or offer by the UNSSC. No contractual relationship will exist except pursuant to a written contract document signed by the authorized official of the Staff College and by an authorized officer of the successful proposer(s).

Rejection of Proposals

The UNSSC reserves the right to reject any proposals that, inter alia:

- i. are received after the deadline stipulated in the RFP;
- ii. are not properly marked or addressed as required in the RFP;
- iii. contain an alternate proposal; or
- iv. are not otherwise in compliance with the RFP.

Ethical Standards

All UN vendors shall adhere to the highest ethical standards, both during the procurement process and throughout the performance of a contract.

Contract

The UNSSC shall enter into long-terms agreements for translation services with the highest scoring proposers in accordance with Annex C. The expected duration of each contract is three years subject to satisfactory performance.

The award of the contract pursuant to the terms stated in this proposal, including its annexes, is subject to the United Nations General Conditions of Contracts (UNGCC). The applicable text of the UNGCC is available at the following address: https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/general_condition_services.pdf

Full acceptance of the UNGCC is a mandatory requirement for the award of the contract(s), non-acceptance of the UNGCC may result in the rejection of the proposal.

ANNEX C - Evaluation Criteria

The proposals shall be evaluated in accordance with the criteria indicated in the table below.

PRE-REQUISITE	Fluency in English and at least in at least one of the languages described in the Terms of Reference.	
	Previous professional experience in translation and/or interpretation.	
TECHNICAL PROPOSAL	Criterion A: General experience in translation/interpretation for learning and training activities, or in the topics of leadership and management, sustainable development and/or peace and security.	Max Score 20 points
	Criterion B: Specific experience (of the key personnel for companies): <ul style="list-style-type: none"> - years of experience (up to 30 points) - Proven track record (up to 20 points) - Experience with international organizations (up to 10 points) 	Max score 60 points
	Criterion C: Competencies: <ul style="list-style-type: none"> - One pair of UN languages = 5 points - Two or more pairs of UN languages = 10 points - Sign language = 10 	Max score 20 points
FINANCIAL PROPOSAL		Max 100 points

A two-stage procedure is utilized in evaluating the submissions, with evaluation of the technical components being completed prior to any price proposals being opened and compared. The price proposal will be opened only for submissions that passed the minimum technical score of 70% (70 points) of the obtainable score of 100 points in the evaluation of the technical component.

Maximum 100 points will be given to the lowest offer and the other financial proposals will receive the points inversely proportional to their financial offers. i.e. $S_f = 100 \times F_m / F$, in which S_f is the financial score, F_m is the lowest price and F the price of the submission under consideration.

The weight of the technical proposal is 70% and the weight of the financial proposal is 30%.