



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

**DATE: 24/04/2020**

**REQUEST FOR PROPOSAL: No. RFP/2020/001**

**FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE PROVISION OF  
TRANSLATION AND INTERPRETATION SERVICES**

**CLOSING DATE AND TIME: 21/05/2020 – 23:59 hrs CET**

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**INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

**1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation in Romania, invites qualified service providers to make a firm offer for the establishment of a Frame Agreement for the provision of translation and interpretation services mainly from English into Romanian and vice-versa (referred to hereinafter as "services").

Occasionally, UNHCR may require translation from/into other languages, including, but not limited to, rare languages (Arabic, Farsi, Dari, Urdu, Tigrinya, Somali, etc.). The need for such services will represent a minor percentage of the total services required and will be discussed on a case by case basis.

Although UNHCR is primarily interested in bidders that can provide both the translation and interpretation services required, where the bidder does not have the capacity to also provide interpretation services, they may bid only for the translation services.

**IMPORTANT:**

The Terms of Reference (TORs) are detailed in Annex A of this document.

UNHCR may award a Frame Agreement with an initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year, to one or more successful bidders. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement.

The estimated annual requirement of UNHCR is specified in Annex A.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders (PO) against the Framework Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for the Provision of Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex E).

Note: this document is not construed in any way as an offer to contract with your firm.

## **2. BIDDING INFORMATION**

### **2.1. RFP DOCUMENTS**

The following annexes form integral part of this Request for Proposal:

- Annex A: Terms of Reference (TORs)
- Annex B: Sample texts for translation (EN-RO-EN)
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to [ionescgl@unhcr.org](mailto:ionescgl@unhcr.org) as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

**IMPORTANT:**

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

### **2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Ms. Gloria Ionescu, Senior Admin/Finance Assistant at [ionescgl@unhcr.org](mailto:ionescgl@unhcr.org). **The deadline for receipt of questions is 23:59 hrs CET on 15/05/2020.** Bidders are requested to keep all questions concise.

**IMPORTANT:**

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible by email to all invited bidders.

**2.4 YOUR OFFER****IMPORTANT:**

Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration.

**IMPORTANT:**

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

**2.4.1 Content of the TECHNICAL OFFER****IMPORTANT:**

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- **Description of the company and the company's qualifications:**  
A description of your company with the following documents: company profile, registration certificate and last audit reports:
  - Year founded,
  - Range of languages offered – including reference to rare languages,
  - Description of three similar projects successfully completed or ongoing,
  - Description of the company's main clients,
  - Maximum three reference letters from your main clients.

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

- **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs:**  
Any comments or suggestions on the TOR, as well as a detailed description of the manner in which your company would respond to the TOR:
  - A description of your company's capacity to provide the services, including the standard delivery time for translations;
  - A description of your organization's experience in the supply of these services (including work experience with UN/UNHCR/international humanitarian organizations);
  - Compliance to the requirements stated in the TOR (a description of the quality assurance measures/procedures put in place by the bidder specifically geared to meeting the requirements stated in the TOR).
  
- **Proposed personnel to carry out the assignment:**  
The composition of the team you propose to provide:
  - Curriculum Vitae of core staff, proposed translators/interpreters (UNHCR would prefer to have assigned a team of translators with adequate qualifications and expertise, as well as a focal point/account manager for communication on translation/interpretation assignments);
  - Experience in the field of translating legal/official/humanitarian/UN terminology;
  - References regarding the proposed personnel for translation and interpretation services.
  
- **Translated sample texts:** Bidders should send their translation from English into Romanian and vice-versa of the sample texts provided in **Annex B**.
  
- **Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**).
  
- **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services (which will form an integral part of the Frame Agreement) by signing **Annex E**.

**However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services.**

#### **2.4.2 Content of the FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall offer in a single currency, RON.

The financial offer must cover all the services to be provided (price "all inclusive"). Editing and proofreading is to be included in the translation cost.

The Financial Offer is to be submitted as per the Financial Offer Form (**Annex C**). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this in regard, price has to be given without VAT.

You are requested to hold your offer valid for 90 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation of each assignment and receipt of documents in order, including the invoice.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and acceptance by UNHCR of the services.

## **2.5 BID EVALUATION**

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

### **2.5.1 Supplier Registration**

The qualified suppliers will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing
- Core business
- Track record
- Contract capacity.

Failure to provide the above-mentioned documentation, might lead to disqualification.

This will be followed later by performance evaluation as a supplier such as:

- Random / periodic quality checks of the supplier's services
- Ability to respond quickly to Agency's needs
- Quality (dependability) of services provided
- Timely delivery.

### **2.5.2 Technical and Financial evaluation**

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical offers** will then be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score:

|   | Technical Evaluation criteria   | Max. score obtainable per criteria | Total max. score obtainable | Min. score required |
|---|---|------------------------------------|-----------------------------|---------------------|
| <b>1. Company Qualifications</b>  | Languages offered   | 5                                  | <b>20</b>                   |                     |
|   | Description of 3 projects / clients; experience with UN; experience in asylum / migration | 10                                 |                             |                     |
|   | 3 reference letters   | 5                                  |                             |                     |
| <b>2. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs</b> | Description of service capacity, incl. delivery time.                                     | 5                                  | <b>20</b>                   |                     |
|   | Description of experience in the supply of the requested services                         | 10                                 |                             |                     |
|   | Compliance to the terms of reference  | 5                                  |                             |                     |
| <b>3. Proposed personnel to carry out the assignment</b>  | Qualifications and professional experience of proposed personnel                          | 10                                 | <b>10</b>                   |                     |
| <b>3. Translated text samples</b>   | English-Romanian  | 10                                 | <b>20</b>                   |                     |
|   | Romanian-English  | 10                                 |                             |                     |
| <b>Total:</b>   |   |                                    | <b>70</b>                   |                     |

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off point for submissions to be considered technically-compliant will be **50% out of the 70%, or 35 out of the 70 points.**

**Clarifications of Proposals:**

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

The **Financial offer** will use the following percentage distribution: **30%** from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation (scoring minimum 35 out of 70).

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price, e.g.  $30 \times [\text{RON lowest}] \setminus [\text{RON other}] = \text{points for other supplier's Price Component}$ .

For evaluation purposes only, as the offers submitted are in RON, they will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

**2.6 SUBMISSION OF BID**

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.). The Technical and Financial offers shall be clearly separated.

**Bids must be sent by e-mail ONLY to: [rombupst@unhcr.org](mailto:rombupst@unhcr.org)**

**IMPORTANT:**

The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

**Deadline: 21 May 2020, 23:59 hrs CET.**

**IMPORTANT:**

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **10 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- RFP/2020/001
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/3).

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

## **2.7 BID ACCEPTANCE**

UNHCR reserves the right to accept the whole or part of your bid or allow split or partial awards on this project.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidders as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

## **2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order issued as a result of this Request for Proposal will be made in the local currency (RON). Payment will be made in accordance to the General Conditions for the Purchase of Services and in the currency in which the Purchase Order is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

UNHCR reserves the right to reduce the payment for a specific translation deliverable in proportion to the unusable part of that translation and/or to refuse payment if the translation is entirely unusable.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES**

Please note that the General Conditions of Contracts (**Annex E**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

Name: Gloria Ionescu, Title: Senior Admin/Finance Assistant  
UNHCR Representation in Romania