



**REQUEST FOR QUOTATION (RFQ)**  
**(Translation, Interpretation and Proofreading/Editing Services)**

REFERENCE: UNDP CYP RFQ 120 2019	DATE: 15 November 2019
----------------------------------	------------------------

Dear Sir / Madam:

We kindly request you to submit your quotation for Translation, Interpretation and Proofreading/Editing Services as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before November 27, 2019 at 16:00 Cyprus local time via email only to [solicitations.cy@undp.org](mailto:solicitations.cy@undp.org).

Quotations submitted by email must be limited to a maximum of 5MB, and no more than 1 email transmission. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned services:

Deadline for the Submission of Quotation	<i>Wednesday, November 27, 2019 and Cyprus local time 16:00</i>
Documents to be submitted <sup>1</sup>	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1; <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; <input checked="" type="checkbox"/> Business Registration Certificate ; <input checked="" type="checkbox"/> Company Background, which should not exceed five (3) pages <input checked="" type="checkbox"/> Previous experience in working with international organizations and in Cyprus. (e.g. UNDP, EU, World Bank) <input checked="" type="checkbox"/> List of all team members (translators/interpreters/proofreaders) <ul style="list-style-type: none"> <li>• As per annex 4, form 1</li> </ul> <input checked="" type="checkbox"/> CV of each team member (translators/interpreters/proofreaders) <ul style="list-style-type: none"> <li>• As per annex 4, form 2</li> </ul> <input checked="" type="checkbox"/> Reference letters from previous employers for the works completed including; <ul style="list-style-type: none"> <li>• Translation services</li> <li>• Interpretation services</li> </ul> <input checked="" type="checkbox"/> Quality Certificates <u>if any</u> (ISO, etc.);
Period of Validity of Quotes starting the Submission Date	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Quotation Currency	In Euro excluding VAT
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms <sup>2</sup>	<input checked="" type="checkbox"/> 100%, upon complete delivery per each assignment.
Liquidated Damages	<input checked="" type="checkbox"/> Vendor should deliver services as per the agreed work schedule. <ul style="list-style-type: none"> <li>• If the vendor fails to provide the deliverable within the agreed time period, UNDP has the right to deduct, as liquidated damages, a sum equivalent to 0.5% of the price of the delayed service for each day of delay until actual delivery.</li> </ul>

<sup>1</sup> First item in this list is mandatory for the supply of services

<sup>2</sup> UNDP preference is not to pay advanced amount upon signing of contract. If vendor strictly requires advanced payment, it will be limited only up to 20% of the total price quoted. For any higher percentage, or advanced payment of \$30,000 or higher, UNDP shall require the vendor to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the advanced payment made by UNDP to the vendor.

Evaluation Criteria	<p> <input checked="" type="checkbox"/> Technical responsiveness/Full compliance to minimum requirements under annex 1 and lowest price<sup>3</sup>  <input checked="" type="checkbox"/> Full acceptance of the PO and Contract General Terms and Conditions  <input checked="" type="checkbox"/> Qualifications and experience of proposed team members  <input checked="" type="checkbox"/> Business Registration Certificate ;         <ul style="list-style-type: none"> <li>• copy of business registration certificate in English.</li> </ul> </p> <p><b>Company/Organization Background (which should not exceed 3 pages)</b></p> <p> <input checked="" type="checkbox"/> Track record of experience in Cyprus for minimum 2 years   <input checked="" type="checkbox"/> Reference letters from previous employers for the works completed(minimum 2 references);         <ul style="list-style-type: none"> <li>• Translation services</li> <li>• Interpretation services</li> </ul> </p> <p> <input checked="" type="checkbox"/> Previous experience in working with international organizations. (e.g. UNDP, EU, Word Bank)   <input checked="" type="checkbox"/> List of all team members as per <b>annex 4, form 1</b>(translators/interpreters/proofreaders)   <input checked="" type="checkbox"/> CV of each team member as per <b>annex 4, form 2</b> (translators/interpreters/proofreaders)       </p> <p><b>Minimum qualifications for team members:</b></p> <p><b><u>Translators:</u></b></p> <ul style="list-style-type: none"> <li>• Bachelor’s Degree in Translation and/or Interpretation (Turkish-English and/or Greek-English);</li> <li>• Minimum five years of relevant experience with a proven record in providing <b>translation services</b> from Greek to English and English to Greek <u>and/or</u> from Turkish to English and English to Turkish;</li> <li>• Completion of at least five similar works;</li> <li>• Good knowledge of the Cypriot Context;</li> <li>• Contact details of 2 personal references.</li> </ul> <p><b><u>Consecutive Interpreters:</u></b></p> <ul style="list-style-type: none"> <li>• Bachelor’s Degree in Translation and/or Interpretation (Turkish-English and/or Greek-English);</li> <li>• Minimum five years of relevant experience with a proven record in providing <b>consecutive interpretation services</b> from</li> </ul>
---------------------	---

	<p>Greek to English and English to Greek <u>and/or</u> from Turkish to English and English to Turkish;</p> <ul style="list-style-type: none"> <li>• Completion of at least five similar works;</li> <li>• Good knowledge of the Cypriot Context;</li> <li>• Contact details of 2 personal references.</li> </ul> <p><b><u>Simultaneous Interpreters:</u></b></p> <ul style="list-style-type: none"> <li>• Bachelor’s Degree in Translation and/or Interpretation (Turkish-English and/or Greek-English);</li> <li>• Minimum five years of relevant experience with a proven record in providing <b>simultaneous interpretation services</b> from Greek to English and English to Greek <u>and/or</u> from Turkish to English and English to Turkish;</li> <li>• Completion of at least five similar works;</li> <li>• Good knowledge of the Cypriot Context;</li> <li>• Contact details of 2 personal references.</li> </ul> <p><b><u>Proofreaders/Editors:</u></b></p> <ul style="list-style-type: none"> <li>• Bachelor’s Degree in Translation and/or Interpretation (Turkish-English and/or Greek-English) or any other related subject (e.g. Linguistics, Literature, etc.);</li> <li>• Minimum two years of relevant experience with a proven record in providing <b>proofreading/editing services</b> in Greek, Turkish and/or English;</li> <li>• Completion of at least five similar works;</li> <li>• Good knowledge of the Cypriot Context;</li> <li>• Contact details of 2 personal references.</li> </ul>
UNDP will award to:	<input checked="" type="checkbox"/> One and only one supplier
Type of Contract to be Signed	<input checked="" type="checkbox"/> Face Sheet Contract (with the LTA option)
Contract Duration:	<input checked="" type="checkbox"/> 12 months with the possibility of extension.
Contract General Terms and Conditions	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)

<sup>3</sup> UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term “more superior” as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

	Applicable Terms and Conditions are available at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
Special conditions of Contract	<input checked="" type="checkbox"/> Zero tolerance for weak service quality and refusal of assignment, except for the “exceptional deadline request” so deemed by UNDP.
Subcontracting	<input checked="" type="checkbox"/> As per General Conditions of the Contract.
Conditions for Release of Payment	<input checked="" type="checkbox"/> Successful completion of each assignment. <input checked="" type="checkbox"/> Acceptance of Services based on full compliance with RFQ requirements
Annexes to this RFQ <sup>4</sup>	<input checked="" type="checkbox"/> Terms of reference (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions (Annex 3) <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a> Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process. <input checked="" type="checkbox"/> List of all team members (Annex 4, Form 1) <input checked="" type="checkbox"/> CV of all team members (Annex 4, Form 2)
Contact Person for Inquiries (Written inquiries only) <sup>5</sup>	UNDP Solicitations <a href="mailto:solicitations.cy@undp.org">solicitations.cy@undp.org</a>  Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.

Services offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP’s re-computation and correction of errors, its quotation will be rejected.

At any time during the validity of the quotation, no price variation due to escalation, inflation,

<sup>4</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>5</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP indicated above - <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

**UNDP encourages every prospective Vendor to** avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

**Thank you and we look forward to receiving your quotation.**

**Sincerely yours,**  
*UNDP Solicitations*  
November 14, 2019

**Annex 1**

## **Terms of Reference**

### **Translation, Interpretation and Proofreading/Editing Services**

#### **I. Background**

UNDP operates in Cyprus through a Project Management Office (PMO) largely funded by the European Union, in support of the ongoing peace and confidence building process. Through cultural heritage conservation projects, community engagement initiatives, support to the Committee on Missing Persons, and large infrastructure and urban upgrading projects, UNDP implements initiatives that encourage dialogue and cooperation between the communities of Cyprus.

UNDP and the EU have been working together since 2001 through the UNDP with the DG Enlargement first, and as of 2006 with the Task Force for the Turkish Cypriot Community. UNDP has been instrumental in supporting and facilitating the implementation of objectives of the Task Force for the Turkish Cypriot Community for bi-communal and co-funded initiatives. UNDP provides expertise and technical support to ensure a smooth implementation of its partners' priorities.

Within this context, UNDP is seeking to engage a company/service provider for provision of professional translation, interpretation and proofreading / editing services on an as-needed basis.

The companies/service providers' tasks will be delivering the below description of requirements, in various types/subjects such as art catalogues, educational books, website content, reports, press releases, etc. For written translation assignments, the service providers are expected to use their own necessary equipment, whereas equipment required for simultaneous translation will be provided by UNDP.

#### **II. Description of Requirements**

Under the supervision of the Programme and Communications Analyst, the service provider will be requested to deliver the below services:

##### **1. Translation Services (English to Greek, Greek to English, English to Turkish, Turkish to English)**

- Produce 100% accurate translation of various documents, speeches, talking points, presentations, brochures, fact sheets, reports, website content, press releases, etc. as assigned by UNDP;
- Use the appropriate terminology considering the style and nuances of the original text. Areas frequently covered by such documents include cultural heritage, art, history, conservation/restoration, educational material, peace and confidence building, architectural texts, technical texts, environment, legal, PR and Business texts, etc.;
- Quality check and proofreading of translation ensuring no typographical errors in the final text;
- Ensure timely delivery of translated materials;

- Make necessary corrections or changes required by UNDP or its partners and re-submit corrected text within the agreed timeframe;
  - Deliver the translated documents as per the plan developed by the of the Programme and Communications Analyst, as per each specific assignment.
- 2. Consecutive Interpretation Services (English to Greek, Greek to English, English to Turkish, Turkish to English)**
- Provide consecutive interpretation during project events (ceremonies, workshops, trainings, conferences, informative community events, etc.) and meetings (technical working groups meetings, meetings between international advisors/experts or UNDP representatives and local counterparts, etc.);
- 3. Simultaneous Interpretation Services (English to Greek, Greek to English, English to Turkish, Turkish to English)**
- Provide simultaneous interpretation during project events (ceremonies, workshops, trainings, conferences, informative community events, etc.) and meetings (technical working groups meetings, meetings between international advisors/experts or UNDP representatives and local counterparts, etc.).
  - A team of two translators must be present at each event.
- 4. Proofreading / Editing (English, Greek and Turkish)**
- Review and edit texts written in English, Turkish and Greek;
  - Assure texts are technically, linguistically and grammatically correct and consistent in terms of completion and terminology usage;
  - Assure that texts meet high quality standards, are error free and will not need further editing after completion of translation.
  - Deliver the edited documents as per the plan developed by the of the Programme and Communications Analyst, as per each specific assignment.

**Translator(s), Interpreter(s) and Proofreader(s) / Editor (s) :**

The list of translators, interpreters and other team members and their CVs must be provided as per the requirements of this RFQ. The company must have at least 2 qualified full-time translators / interpreters in the team proposed.

**Subcontracting (if any):** The offeror shall not sub-contract more than 50% of the work assigned. Please see the subcontracting clause in Annex 3 – Contract Conditions.



### III. Outputs/Deliverables

Translation, interpretation and editing services relating to UNDP programme activities will be required (as per the table below) on as need basis.

Description of Requirements	Language	Quantity (words)
Translation	English to Turkish	62,500
	Turkish to English	62,500
	English to Greek	62,500
	Greek to English	62,500
Proofreading	Greek texts	25,000
	Turkish texts	25,000
	English texts	25,000
Description of Requirements	Language	number of events
Consecutive Interpretation (up to 4 hours/half day)	English to Turkish / Turkish to English	4
	English to Greek / Greek to English	4
Consecutive Interpretation (up to 8 hours/full day)	English to Turkish / Turkish to English	2
	English to Greek / Greek to English	2
Simultaneous Interpretation (up to 4 hours/half day)	English to Turkish / Turkish to English	4
	English to Greek / Greek to English	4
Simultaneous Interpretation (up to 8 hours/full day)	English to Turkish / Turkish to English	2
	English to Greek / Greek to English	2

\* one page will be considered/calculated as 250 words.

A half day is considered as 4 hours or less. Minimum 2 interpreters will be required for each event.

Subcontractors (if any): The offeror shall not sub-contract more than 50% of the work assigned. Please see the subcontracting clause in Annex 3 – Contract Conditions.

## Annex 2

**FORM FOR SUBMITTING SUPPLIER'S QUOTATION<sup>6</sup>*****(This Form must be submitted only using the Supplier's Official Letterhead/Stationery<sup>7</sup>)***

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. UNDP CYP RFQ 120 2019:

**TABLE 1 : Offer to Supply Services Compliant with Terms of Reference**

Description of Requirements	Language	Quantity (words)	Unit price/word (Ex VAT)	Total Price in Euro (Ex VAT)
Translation	English to Turkish	62,500		
	Turkish to English	62,500		
	English to Greek	62,500		
	Greek to English	62,500		
Proofreading	Greek texts	25,000		
	Turkish texts	25,000		
	English texts	25,000		
Description of Requirements	Language	number of events	half day/full day rate (Ex VAT)	Total Price in Euro (Ex VAT)
Consecutive Interpretation (up to 4 hours/half day)	English to Turkish / Turkish to English	4		
	English to Greek / Greek to English	4		
Consecutive Interpretation (up to 8 hours/full day)	English to Turkish / Turkish to English	2		
	English to Greek / Greek to English	2		
Simultaneous Interpretation (up to 4 hours/half day)	English to Turkish / Turkish to English	4		
	English to Greek / Greek to English	4		
Simultaneous Interpretation (up to 8 hours/Full day)	English to Turkish / Turkish to English	2		
	English to Greek / Greek to English	2		
<b>Total price in Euro excluding VAT</b>				

\* one page is calculated as 250 words.

\* A half day is considered as 4 hours or less. Minimum 2 interpreters will be required for each event.

<sup>6</sup> This serves as a guide to the Supplier in preparing the quotation and price schedule.

<sup>7</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes