



REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

NAME & ADDRESS OF FIRM	DATE: June 24, 2020
	REFERENCE: MyRFP2020-005

Dear Sir / Madam:

We kindly request you to submit your Proposal for Provision of Simultaneous Interpretation Services.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before Wednesday, July 08, 2020 via e-tendering to the address below:

United Nations Development Programme
Menara PJH, Level 10, No 2, Jalan Tun Abdul Razak, Precinct 2, 62100 Putrajaya, Malaysia
Procurement Unit
procurement.my@undp.org

Your Proposal must be expressed in the English Language, and valid for a minimum period of 90 days

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, 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 Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

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/business/protest-and-sanctions.html>

UNDP encourages every prospective Service Provider to prevent and avoid 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, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link :

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Patrick Pee
Assistant Resident Representative (O)
6/24/2020

Description of Requirements

Context of the Requirement	Provision of Simultaneous Interpretation Services.
Implementing Partner of UNDP	UNDP and its projects
Brief Description of the Required Services ¹	A professional and accurate interpretation service from English and Bahasa Malaysia and vice-versa with the rental of interpretation equipment
List and Description of Expected Outputs to be Delivered	See detailed Terms of Reference.
Person to Supervise the Work/Performance of the Service Provider	<i>Requesting units from UNDP Malaysia</i>
Frequency of Reporting	<i>As prescribed in the TOR</i>
Progress Reporting Requirements	Realtime during the service engagement/delivery
Location of work	<input checked="" type="checkbox"/> Kuala Lumpur, however, occasionally the service provider shall render the services in other Malaysia State as may be requested
Expected duration of work	LTA will be signed with the selected service provider for a period of one year, extendable, subject to satisfactory performance.
Target start date	01 September 2020
Travels Expected	Yes, only in the case of travel to other states in Malaysia. UNDP will arrange for transportation cost and living allowance separately based on the UN DSA Rate, no need to quote in the price proposal.
Special Security Requirements	The security requirements such as equipment, staff, etc. related to this RFP/assignment will be the sole responsibility of the contractor and shall be included in the Price proposal accordingly.
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	1) Meeting or Conference Facility; 2) Utilities and electricity connection outlets;
Implementation Schedule indicating	After signing of the LTA, Call -offs will be made from LTA each time UNDP requires the services and PO will be issued for each request .

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

breakdown and timing of activities/sub-activities	
Names and curriculum vitae of individuals who will be involved in completing the services	<ul style="list-style-type: none"> CVs of proposed staffs, including overall coordinator who is the focal point from company's side; and Names of the employees and their role in this project, especially which languages they will be interpreting.
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency _ Malaysia Ringgit
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms ³	100% upon completion of providing the interpretation service and equipment as may be necessary that are part and parcel of the ToR and acceptance of such services by the Unit representative.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Representative of Requesting unit- UNDP
Type of Contract to be Signed	<input checked="" type="checkbox"/> Long-Term Agreement ⁴ Purchase Order (PO) will be issued for service request as necessary serving as a binding document for work order and payment processing.
Criteria for Contract Award	<input checked="" type="checkbox"/> Technically Qualified Lowest Bid (applying the criteria for the assessment of Proposal); and

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$150,000.00.

	<input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	TOTAL MARKS = 1,000 (pass marks = 700 marks) Technical Proposal (1,000 points) <input checked="" type="checkbox"/> As stated in the Evaluation Criteria Financial Proposal (no points) No marks. Lowest Bidder from among the technically qualified bid will be selected
UNDP will award the contract to:	<input checked="" type="checkbox"/> One or more Service Providers, depending on the following factors: <i>Main LTA to be awarded to the proposer obtaining the highest combined scores, and the back up LTA to be awarded to the proposer obtaining the second highest score.</i>
Contract General Terms and Conditions ⁵	<input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁶	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 3) <input checked="" type="checkbox"/> Price Schedule (Annex 4) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 5)
Address and Manner for submission	Proposals must be submitted thru email to:- United Nations Development Programme Attention: Procurement Unit Email: procurement.my@undp.org Please split the Technical & Financial Proposal. Financial proposal is required to be with password.
Contact Person for Inquiries (Written inquiries only) ⁷	Bidders requesting clarification of any of the items, technical requirements, or conditions stipulated in this RFP shall communicate in writing with UNDP office at procurement.my@undp.org 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.

⁵ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁶ Where the information is available in the web, a URL for the information may simply be provided.

⁷ 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.

Document Requirement	<ul style="list-style-type: none"> • Company Profile, which should not exceed fifteen (15) pages; • Business registration certificate; • List of previous contracts of simultaneous interpretation in the past 3 years, with the contract value and client names. • At least copies of completed minimum (3) contracts. • Statement of Satisfactory Performance from the Top [3] in the past 3 years. • CVs of Proposed Interpreters and the Coordinator. • Submission of Annex 2 : Form for Submitting Service Provider's Proposal; and • Submission of Annex 4 : Price Schedule List of Equipment possessed/owned by the service provider.
Other Information <i>[pls. specify]</i>	Provide all information regarding any past and current litigation during the past 3 years, in which the Bidder is involved, indicating the parties concerned, the subject of litigation, the amount , and the final resolution of already concluded, if any.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[insert: Location].

[insert: Date]

To: Head of Procurement Unit

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated 6/24/2020, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations; **Mandatory***
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc. **Mandatory***
- c) *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ; **Mandatory***
- d) *Track Record – list of clients (3 top clients) for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references- **Mandatory**;*
- e) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references; **Mandatory***
- f) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc. if any*
- g) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List. **Mandatory***
- h) *Joint Venture Agreement: In case the offer is proposed by more than one company: **Mandatory if JV is an applicant, no need if single company applies***

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

[Name and Signature of the Service Provider's Authorized Person]

[Designation]

[Date]

Terms of Reference (TOR)**Provision of Simultaneous Interpretation Services on Long Term Agreement Basis****Background:**

In order to achieve time and cost efficiency while ensuring outstanding quality of service, UNDP Malaysia would like to contract a company to provide requires services of professional interpreter to cater for the conference, meeting and seminars and therefore, looking for an entity who can provide these services in a long-term agreement basis. The objective of this consultancy is to hire a qualified interpreter compant to provide interpreter services includes English to Bahasa Malaysia and vice versa.

The LTA will be issued for a period of 1 year and may be extended subject to satisfactory performance.

General

A long-term agreement (LTA) is a mutual arrangement between UNDP and a supplier/service provider to provide goods or services as required, over a specific period of time, with the quantity to be determined at prescribed prices or pricing provisions.

Under an LTA, UNDP or the Agencies under this arrangement do not warrant that any quantity of Services will be purchased during the term of this Agreement. The UN(DP) Agency will directly engage contract the LTA service provider based on its needs to carry out those activities. For each task, the LTA service provider would be issued a requisition for services, Purchase order or a specific contract for services.

Scope of Work

A professional and accurate interpretation service from English and Bahasa Malaysia and vice-versa such that the meaning and understanding of each principles and analysis presented in the documents reflect their true sense. To that end, interested firms must detail their structure, demonstrate their quality and information security management measures and systems in place to meet and satisfy customers' needs.

While it is recognized that simultaneous interpretations, will normally require physical presence in events or meetings with partners/stakeholders.

The contracted company is required to provide:**A. Simultaneous, Consecutive and whisper Interpretation**

- i. The interpreters shall be available at the time requested by the concerned section.
- ii. One working day is 8 hours (2 interpreters/day) excluding lunch hour.
- iii. Interpreters may be requested/ expected to stay beyond the 8 hours schedules, which will be treated on a case by case in terms of additional compensation defined as a percentage of the

agreed daily price.

- iv. UNDP activities requiring interpretation will be mainly conducted in Klang Valley. If travel is envisaged, interpreters will be compensated for transportation and accommodation based on UN.

B. Interpretation Equipment

- i. Interpretation booth that can accommodate 2 interpreters at the same time with 2 interpreter sets.
- ii. Headsets for participants (30-200 sets depending on the type of event).
- iii. Transmitter.
- iv. Technician support throughout the workshop.

Duties and Responsibility

The service provider's duties and responsibilities include the following:

- 1. Form teams of interpreters who have rich experience at multilingual conferences and knowledge of the routine and the provisions at intergovernmental meetings
- 2. Demonstrate flexibility and provide solutions, in case that sessions exceed their regular duration in order to continue interpretation without interruption.
- 3. Administration of the logistical aspects of providing simultaneous interpretation services at the hall of the workshop including the transportation and moving of equipment etc.
- 4. Coordination and management of the interpreters' team before and during the workshop.
- 5. Prepare the interpreters with the terminology and vocabulary used at the workshop.
- 6. The Contractor shall, upon request and receipt of duly authorized instruction from, confirm availability of simultaneous interpretation for the event. The Contractor shall ensure availability of personnel during high demand periods and provide or assign interpreters at the same level and certification at the highest quality.

The Firm should have:

- 1. At least 5 years of relevant working experience in Interpretations, translations. Sample of 3 contracts requested from the interested bidders.
- 2. Capacity for Interpretations services (professional staff available, number of equipment etc.).

The interested company is required to submit brief company profile stating company structure, management and financial capabilities, similar works done in the past 3 years with the names of the clients and contract value.

Confidentiality and Copyrights:

- a. All documents compiled by or received by the Contractor in connection with this LTA shall be property of UNDP or the requesting Agency, and shall be treated as confidential and shall be delivered only to duly authorized UN Agencies officials on completion of the work or services under

the contract.

- b. In no event shall the contents of such documents or any information known or made known to the Contractor by reason of its association with UNDP or the requesting Agency part of the agreement be made known by the Contractor to any unauthorized person without the written approval of UN Agency concerned.
- c. The Contractor shall take all reasonable measures to ensure that its agents, employees, subcontractors and independent contractors comply with the provisions of this Article.
- d. The obligations in this Article shall not lapse upon termination of the contract.

Recourse: UNDP or the Agencies part of the agreement reserve the right to withhold all or a portion of payment if performance is unsatisfactory, if work/outputs is incomplete, not delivered or for failure to meet deadlines.

Frequency:

Anticipated Frequency of Services 20 times in 3 years. Unit rate offered times the frequency of services required over the LTA duration will determine the ceiling of the LTA.

Type and Qualification of Staff

- A. Interpreter
 - i. Bachelor's Degree or Translation/interpretation certification or any other relevant discipline;
 - ii. 5-years' experience in interpretations;
 - iii. Languages required: as specified in this TOR;
[at a minimum English to Bahasa Malaysia interpreter must be available in the organization]
- B. Coordinator:
 - i. Bachelor's Degree in any discipline or Certification in Interpretation;
 - ii. At least 3 years of experience in managing the interpretation events having multi-lingual interpreters and providing the interpretation systems and equipment

Scope of Price Proposal:

Interested firms/companies must prepare their price proposal based on the lump sum amount for which breakdown of the total lump sum shall be done in accordance with the template provided in the Request for Proposal (RFP) of which this ToR is part of.

Selection Method/ Contract Award:

Selection Criteria: The contract will be awarded to the company whose offer is the best qualified and responsive among all the responsive offerors. The evaluation criteria will be applied in determining the most responsive offer.

Criteria for Selection of the most responsive offer

The offers received from the entities or organizations will be evaluated to assess their technical compliance using the evaluation criteria, those obtaining 70% (or 700 points) or more marks in the technical evaluation will render technically responsive bids. Price proposals of only technically qualified bidders will be opened, rest will be returned unopened.

Award criteria: Technically Qualified lowest bid

Evaluation Criteria:

The proposals received from the Offerors will be evaluated on the basis of cumulative scoring basis using the following criteria:

The minimum pass mark in the technical evaluation is 70% or 700 points (out of 1,000 marks).

A. Technical Evaluation Criteria		
Overall Criteria	Sub-criteria	Maximum Obtainable Points
Capacity of the Firm: Years of establishment, experience of the firm in the relevant business	<ul style="list-style-type: none"> • Minimum 5 years of establishment as a company; 5 years of company experience in providing the interpretation services. (40 points) • Ability to provide the requested equipment in right quantity; (40 points) • Main Office and number of branch Offices, if any (20 points) • What is the organization's additional expertise, other than main specialization, if any? List them (20 points) • Does your company own the simultaneous interpretation system? (40 points) • Do you own mobile booth for simultaneous interpretation system? (40 points) • Control and Headphones: (40 points) • Number of Controls you own? (20 points) • Number of headphones you own? (20 points) • Possibilities of connecting Interpretation System to the Public Addressing System (20 points) • Number of interpreters employed by the company (100); 	400
Methodology:	Please state the methodology of deploying interpreters and equipment not more than in 1 page. This should address the requirement in TOR	300

Qualification of interpreters and coordinator extracted from CVs meeting the minimum requirements stated the ToR	<ul style="list-style-type: none"> • Years of experience of the proposed Interpreters in accordance with TOR; (75 points) • Proven Coordination ability of Coordinator; (100 points) • Coordinator's ability to administer the logistics to ensure quality and timeliness (50 points) • What languages do your interpreters speak? Please list the languages spoken by each Interpreters; Please submit CVs of all. • List the languages used by interpreters in the last 3 years; (75 points) 	300
Total Marks on the Technical Evaluation		1,000
B. Evaluation of Price Proposal	Lowest bidder among the fully responsive and qualified bidders will be the financially most qualified	

Price Proposal

[Please quote the price in Malaysia Ringgit only. Also note that UNDP makes the payment to the selected contractor in the same contract currency as of the bid currency.]

Please complete all the columns except for columns "c" and "d"					
Item No	Description/ Services	QTY (a)	Price (b)	Weightage (%) (c)	Price to be compated among the bidders (d) = b x c
Interpreters' Service Fee					
1	English- Bahasa Malaysia- English	1 interpreter for one full day		100%	
		1 interpreter for half day			
Total (Interpretation)				100%	
Equipment Rental Service Fee					
Item No	Description/ Services	QTY (a)	Price (b)	Weightage (%) (c)	Price to be compated among the bidders (d) = b x c
1	Equipment including the booths, headphones, microphones, sound system etc.	01-30		20%	
2	Same as above	31-50		45%	
3	Same as above	51-80		10%	
4	Same as above	81-100		15%	
5	Same as above	101-150		5%	
6	Same as above	More than 150		5%	
Total (Equipment)				100%	

Note:

- The above rates have been negotiated and agreed with UNDP for a period of one year without change.