



REQUEST FOR PROPOSAL (RFP)

ALL BIDDERS	DATE: July 9, 2020
	REFERENCE: RFP-SAU-20-012

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Provision of Translation and Interpretation Consultancy Services for UNDP Country Office in Riyadh, Kingdom of Saudi Arabia on Long Term Agreement Basis.**

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

Proposals may be submitted on or before **Thursday, July 30, 2020 @ 14:00 (GMT+3)** and via email to the address below:

Email Address: Bid.sa@undp.org

Your Proposal must be expressed in the **English Language**, and valid for a minimum period of ☒ **120 days**

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the email 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 4.

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,
Hossam Alqudaihi
OIC-Operations Manager



Date: 07-Jul-2020

Signature:

Description of Requirements

Context of the Requirement	Provision of Translation and Interpretation Consultancy Services for UNDP Country Office and Multiple Projects within UNDP CO Portfolio in Riyadh, Kingdom of Saudi Arabia.
Implementing Partner of UNDP	N/A
Brief Description of the Required Services ¹	To provide support to translation and interpretations needs for the UNDP Country Office in Saudi Arabia (UNDP CO) and Multiple Projects within UNDP CO Portfolio. The translation needs span across website content, brief documents, thematic discussion papers and reports. Additionally, there is an occasional need for interpretation services during conferences and workshops.
List and Description of Expected Outputs to be Delivered	<p>Lot1: Translation:</p> <ul style="list-style-type: none"> • Conducts translations upon request. • Translates various documents (including reports, project documents, work plans, terms of reference, contracts and so on) from Arabic into English and vice versa <p>Lot2: Interpretation and Transcribing:</p> <ul style="list-style-type: none"> • Acts as interpreter in meetings and conferences, according to needs. • Provides interpretation in workshops, thematic dialogue sessions, and conferences organized by UNDP. <p>Refer to detailed TOR attached as Annex 3</p>
Person to Supervise the Work/Performance of the Service Provider	Head of UNDP Programme Team in coordination with UNDP Deputy Resident Representative/Operations Manager
Frequency of Reporting	Monthly
Progress Reporting Requirements	N/A
Location of work	<p><input checked="" type="checkbox"/> United Nations Development Programme United Nations Building Ibn El-Nafis Roundabout 9 P.O Box 94623, Riyadh 11614 Kingdom of Saudi Arabia</p> <p><input checked="" type="checkbox"/> At Contractor's Location</p>
Expected duration of work	The number of working (consultancy) days shall be proposed by the company.
Target start date	01 September, 2020
Target completion date	Not later than 31 August, 2021
Travels Expected	N/A
Special Security Requirements	Company Firm/institution will take full responsibility over the health/safety and security of the people involved in contract implementation.

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.

Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	N/A		
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input type="checkbox"/> Not Required		
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required , CVs of key staff that will be engaged in contract implementation and who meet the qualifications and experiences should be submitted with the proposal. The CVs should clearly indicate the qualifications, experience and relevant previous projects undertaken by the staff and be signed by the individuals.		
Currency of Proposal	<input checked="" type="checkbox"/> Saudi Riyals (SAR) or <input checked="" type="checkbox"/> United States Dollars (USD)		
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	<input checked="" type="checkbox"/> 120 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		
Pre-Bid Meeting	<input checked="" type="checkbox"/> Not Required		
Payment Terms ³	Payment	Deliverables/Milestones	Schedule
	Monthly Payment	Monthly payment upon submission and acceptance of deliverables	Monthly
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Deputy Resident Representative/Operations Manager/Head of Programme Team		

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.

Type of Contract to be Signed	<div><input checked="" type="checkbox"/> Contract for Professional Services</div> <div><input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilized for Long-Term Agreement and if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)</div>																																																								
Criteria for Contract Award	<div><input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</div> <div><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel</div> <div><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.</div>																																																								
Criteria for the Assessment of Proposal	<div>Technical Proposal (70%)<table><tr><th colspan="2">Summary of Technical Qualifications</th><th>Score Weight</th><th>Points Obtainable</th><th colspan="4">Company / Entity</th></tr><tr><th colspan="2"></th><th></th><th></th><th>A</th><th>B</th><th>C</th><th>D</th></tr><tr><td>1.</td><td>Firm’s Expertise / Experience in the Relevant Field (Previous and Similar Projects references during the last 5 years)</td><td>30%</td><td>300</td><td></td><td></td><td></td><td></td></tr><tr><td>2.</td><td>Language proficiency in both written and oral English and Arabic</td><td>30%</td><td>300</td><td></td><td></td><td></td><td></td></tr><tr><td>3</td><td>Specialized Certification in Translation Services of the firm</td><td>20%</td><td>200</td><td></td><td></td><td></td><td></td></tr><tr><td>4</td><td>CVs of proposed staffing</td><td>20%</td><td>200</td><td></td><td></td><td></td><td></td></tr><tr><td colspan="3">Total</td><td>1000</td><td></td><td></td><td></td><td></td></tr></table></div> <div>Bidders shall obtain at least 70% or 1000 points of technical score to qualify for financial evaluation</div> <div>Financial Proposal (30%) To be computed as a ratio of the Proposal’s offer to the lowest price among the proposals received by UNDP.</div>	Summary of Technical Qualifications		Score Weight	Points Obtainable	Company / Entity								A	B	C	D	1.	Firm’s Expertise / Experience in the Relevant Field (Previous and Similar Projects references during the last 5 years)	30%	300					2.	Language proficiency in both written and oral English and Arabic	30%	300					3	Specialized Certification in Translation Services of the firm	20%	200					4	CVs of proposed staffing	20%	200					Total			1000				
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UNDP will award the contract to:	<input checked="" type="checkbox"/> One or more Service Providers, depending on the following factors: high combining scored for each LOT																																																								
Contract General Terms and Conditions ⁴	<div><input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)</div> <div>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</div>																																																								
Annexes to this RFP ⁵	<div><input checked="" type="checkbox"/> Form for Submission of Proposal - (Annex 2)</div> <div><input checked="" type="checkbox"/> Detailed TOR – (Annex 3)</div>																																																								

⁴ 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.

⁵ Where the information is available in the web, a URL for the information may simply be provided.

Contact Person for Inquiries (Written inquiries only) ⁶	Benjamin Arthur Procurement Analyst <i>Benjamin.arthur@undp.org</i> 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.
Documents to be submitted	<input checked="" type="checkbox"/> Duly filled in Form as provided in Annex 2; <input checked="" type="checkbox"/> Latest Business Registration Certificate and/or License in Kingdom of Saudi Arabia; <input checked="" type="checkbox"/> Company Profile paying attention to the description of the company expertise in the field mentioned in the attached Terms of References, Annex 3; <input checked="" type="checkbox"/> Track Record –list of clients for similar services for the last 5 years as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references; <input checked="" type="checkbox"/> CVs for the proposed staff will be engaged in the project and declaration of availability of involved specialists during contract implementation period; <input checked="" type="checkbox"/> Detailed breakdown of proposed implementation timeline.; <input checked="" type="checkbox"/> 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
Other Information <i>[pls. specify]</i>	N/A

⁶ 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.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

[insert: Location]

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

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 [specify date], 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;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) 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.*

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.

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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.*

D. Cost Breakdown per Deliverable*

(LOT1): Cost Breakdown for professional translation services:

Financial proposal for translation services (written materials)	Price per word (word counted at the source document)
Arabic – English	
English – Arabic	

Lot2: Cost Breakdown for Interpretation and Transcribing:

Financial proposal for Simultaneous /interpretation translation services Arabic - English & English – Arabic	Price in SAR/USD
Price per 1 hour (to be used for 1 - 3h of interpretation service)	
Price for Half day (4h - with 20 minutes break included)	
Price for Full day (8h) (in this case two translators are required)	

Financial proposal for Simultaneous /interpretation translation services outside of UNDP Office	Price in SAR/USD
Interpretation services during the study visits (cost for a working day, travel days not to be included) ⁹	
Interpretation services in field (within Saudi Arabia) ¹⁰	

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

⁹ the travel costs will be covered by UNDP

¹⁰ travel costs will be covered by the company

Term of Reference

UNDP Country Office in Saudi Arabia (UNDP CO) and Multiple Projects within UNDP CO Portfolio

1 Background:

The United Nations Development Programme (UNDP) is the UN's global development network, advocating for change and connecting countries to knowledge, experience and resources to help people build a better life, as envisaged by 2030 Agenda for Sustainable Development. We are on the ground in more than 170 countries and territories, working with governments and people on their own solutions to global and national development challenges. As they develop local capacity, they draw on the people of UNDP and our wide range of partners that can bring about results.¹¹

The primary role of UNDP is to support country-led efforts to achieve the Sustainable Development Goals (SDGs). The work of UNDP around the world is anchored in diverse and effective partnerships, which are vital to our two critical roles at country level: (a) as an integrator across policy, programmatic and organizational silos; and (b) as an operational backbone for the United Nations and other partners.

UNDP Saudi Arabia works on Sustainable Economic and Social Development through diversifying economic sources, developing human capabilities, creating job opportunities and promoting private sector involvement in the Sustainable Development Goals achievement. This focus area is addressing SDG 1, 8, 9, 11 and 16.¹²

The partnership between UNDP and Saudi Arabia dates back to UNDP's launch in 1965. Since then, UNDP has been providing technical cooperation for various national development goals and facilitating assistance from Saudi Arabia to least developed countries. In the early 1970s, UNDP initiated operations in Riyadh through a sub-regional office to serve the Gulf. Gradually the office was transformed from a sub-regional office into a Country Office fully dedicated to technical cooperation with Saudi Arabia. From that time, the Kingdom has been a strong supporter of UNDP cooperation in the Kingdom, with UNDP premises and project financing in the Kingdom fully supported through the contributions of the Kingdom. Indeed, Saudi Arabia's status as a Net Contributing Country (NCC) to UNDP makes it a unique context with strong levels of ownership and programmes uniquely tailored to the local needs.¹³

Cooperation with UNDP in Saudi Arabia has matched the evolution of development needs and priorities in Saudi Arabia responding to specific needs of the Government over the past 40 years. Partnerships between national institutions and UNDP enjoy a unique bond of common responsibilities towards the national interest. This has included a working relationship over the past decades built on open dialogue and common interests for national development. The joint programmes between UNDP and the Government have covered a variety of development priorities and sectors, with key results over the years in strategy and policy development, and capacity development of Saudi people and institutions.¹⁴

Examples of UNDP Support to the development process in the Kingdom is exemplified through a number of successful projects. UNDP supported the formulation and to some extent the implementation of national strategies and policies in the energy, water, youth, urban, tourism, and food and drug sectors. UNDP technical expertise assisted in formulating strategies and action plans, as well as economic modelling, to assist the Ministry of Economy and Planning, and the Ministry of Foreign Affairs. UNDP provided support for the development of national capacities and institutions such as the General Authorities of Statistics. UNDP provided long- and short-term advisory services to partners on policy

¹¹ UNDP Saudi Arabia

¹² Ibid

¹³ UNDP and Saudi Arabia: A Partnership for Sustainable Development, 2010

¹⁴ UNDP and Saudi Arabia: A Partnership for Sustainable Development, 2010

development and strategic direction-setting for many entities including G20 Saudi Secretariat. Moreover, the new commitments of the kingdom to advance the gender balance has created a new project with the Ministry of Human Resources and Social Development to increase the percentage of women's participation and representation at all levels of employment and in all job categories including women's leadership positions.¹⁵

2 Objective:

To provide support to translation and interpretations needs for the UNDP Country Office in Saudi Arabia (UNDP CO) and Multiple Projects within UNDP CO Portfolio. The translation needs span across website content, brief documents, thematic discussion papers and reports. Additionally, there is an occasional need for interpretation services during conferences and workshops.

3 Scope of Work:

a. Translation

- Conducts translations upon request.
- Researches UN commonly used terminologies from official sources (Such as UNTERM) to ensure using unified terms across the Organization
- Translates various documents (including reports, project documents, work plans, terms of reference, contracts and so on) from Arabic into English and vice versa
- Edits and reviews translations generated from the Office or externally to ensure proper quality and reflection of content.
- Works closely with the Communications Team for the translation of public information products including the Website, brochures and other knowledge products
- Translates the produced documents by the Experts from English to Arabic (Such as analytical reports, questionnaires, policy briefs...etc.)
- Translates correspondences from English into Arabic and vice versa as needed

b. Interpretation and Transcribing:

- Acts as interpreter in meetings and conferences, according to needs.
- Provides interpretation in workshops, thematic dialogue sessions, and conferences organized by UNDP.
- Other interpretation tasks as needed.
- Provides interpretation for UNDP experts under assigned Projects during bilateral meetings and/or interviews with government counterparts
- Transcribes inputs from bilateral meetings and/or interviews with government counterparts
- Interprets and/or transcribes any presentations or oral briefs made by UNDP Experts and government counterparts
- Other interpretation/transcribing tasks as needed within assigned project implementation.

¹⁵ CPD_SA 2017-2021

Deliverables and Timeline:

- The standard time frame for the translation delivery shall be as follows (from the date of submission by UNDP):

Translation Volume (Page)	Time Frame
1 – 15	2 days
16 – 50	5 days
51 – 100	10 days
101 and above	As per the above time benchmarks

Simultaneous Interpretation:

- Provide simultaneous translation/interpretation during meetings, workshops, conferences from Arabic – English and Vice Versa
- Provide services as per ToRs at the length required by UNDP.

Competencies:

- Excellent writing skills in English and Arabic;
- Adequate knowledge of programme areas and sectors in which UNDP is operating.
- Ability to work both independently and in teams in a multicultural environment;
- Strong ability to work under deadline pressure and meet strict deadlines;
- Superior communication and interpersonal skills;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Demonstrates integrity by modeling ethical standards.
- Ability to produce a high volume of quality content

Qualifications / Experience:

- To Company, offerors must have minimum 3-5 years of relevant experience in translating / interpreting in the areas of: inclusive growth, democratic governance, environment and energy, disaster risk reduction, crisis prevention and recovery, gender or capacity development;
- Knowledge of key UNDP concepts on the above (understanding of vocabulary and terminology, with the special emphasis on the above issues);
- Understanding of the Saudi Arabia socio-economic situation and civil society, with special emphasis on social welfare sector and poverty issues
- Experience in the usage of computers and office software packages, experience in handling web-based management systems;

Education:

- CVs of key staff of offers must have a bachelor's degree in English and/or Arabic languages, public policy, economics or another related field.

Personnel Required:

- When additional translators are requiring, the firm shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract with UNDP. The Firm shall assign the relevant personnel according to their technical know-how and reliability.
- The Firm shall notify UNDP in case of any changes or resignations of proficiently translators and submit CV's of newly recruited personnel for UNDP acceptance.
- The Contractor shall insure availability of personnel during the high demand periods and provide a rate for emergency high priority translation when requested by UNDP.
- The Contractors employees shall perform their functions in a highly efficient and professional manner.