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REQUEST FOR PROPOSAL (RFP 084/21)

NAME & ADDRESS OF FIRM	DATE: August 27, 2021
	REFERENCE: Long-Term Agreement for Translation and/or interpretation services

Dear Sir / Madam:

We kindly request you to submit your Proposal Long-Term Agreement for Translation and/or interpretation services (the detailed TOR is attached separately as Annex 1a).

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

Proposals may be submitted on or before, **27 September 2021, 4:00 pm** local Yerevan time (GMT +4) via **email only**:

to the following e-mail address: tenders.armenia@undp.org

Please note that proposals received through any other e-mail address will not be considered. Your Proposal must be expressed in the English, and valid for a minimum period of 60 days calendar 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/protestandsanctions/>

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: http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Procurement Unit
UNDP Armenia*

Description of Requirements

Context of the Requirement	Long-Term Agreement for Translation and/or interpretation services
Implementing Partner of UNDP	-
Brief Description of the Required Services ¹	<p>The United Nations Development Programme (UNDP) in Armenia on behalf of other UN agencies seeks highly qualified professional translators and interpreters, registered as Private Entrepreneurs (PE) or other form as a legal person, and companies specialized in the provision of such services, who would provide translation and/or interpretation services to the UN agencies for various events, meetings, documents, reports, publications, etc. The cases will be related, but not limited, to such subjects as development cooperation, education, public health, demography, democracy, human rights, environment, crisis response and prevention, poverty reduction, economic development, human development, etc.</p> <p>The United Nations Development Programme (UNDP) in Armenia on behalf of other UN agencies, wishes to enter into long-term agreements for Interpretation services (LOT 1) and translation services (LOT 2),</p>
List and Description of Expected Outputs to be Delivered	– As per Annex 1a – Terms of Reference (TOR)
Person to Supervise the Work/Performance of the Service Provider	UNDP/UN Agency appropriate authorized staff.
Frequency of Reporting	N/A
Progress Reporting Requirements	N/A
Location of work	<input checked="" type="checkbox"/> Exact Address to provided by UNDP/UN Agency <input type="checkbox"/> At Contractor's Location
Expected duration of work	3 years subject to satisfactory performance.
Target start date	15 October 2021
Latest completion date	15 October 2024
Travels Expected	As per Annex 1a – Terms of Reference (TOR)
Special Security Requirements	<input type="checkbox"/> Others <input checked="" type="checkbox"/> Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others
Implementation Schedule indicating breakdown and	<input checked="" type="checkbox"/> Required upon request by UNDP/ UN Agency

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.

timing of activities/sub-activities				
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required			
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD) <input type="checkbox"/> Local Currency (AMD) (will be converted in accordance to UNORE)			
Value Added Tax on Price Proposal ²	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive 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"/> 60 days <input type="checkbox"/> 90 days <input 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			
Payment Terms ³	Outputs	Percentage	Timing	Condition for Payment Release
	Services fully provided	100	As requested by UNDP/UN Agency	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed	To be identified when an order is placed.			

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.

services and authorize the disbursement of payment	
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Services
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution), where the minimum passing score of technical proposal is 70%. <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	<p><u>Technical Proposal (weight 70%)</u></p> <p><u>Criterion A:</u> PE/Company general experience in the relevant area (availability of registration papers, references, etc.) (max score: 20)</p> <p><u>Criterion B:</u> PE/Company specific experience (of the key staff) (max score: 60):</p> <ul style="list-style-type: none"> - Years of Experience (up to 30 points) <ul style="list-style-type: none"> - 3 Years of Experience = 20 points - 6 years and above = 30 points - Experience in international events, including with UN agencies = 20 points - Proven track record = 10 points <p><u>Criterion C:</u> Competencies (max score: 20)</p> <ul style="list-style-type: none"> - One UN language = 15 points - Two or more UN languages = 20 points <p><u>Financial Proposal (weight 30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One or more Service Providers, depending on the following factors: as per maximum number of lots.
Annexes to this RFP ⁴	<input checked="" type="checkbox"/> Detailed TOR (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ⁵ <input type="checkbox"/> Others ⁶

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

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 A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

Contact Person for Inquiries (Written inquiries only) ⁷	Procurement Unit, UNDP Armenia procurement.armenia@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.
Other Information [pls. specify]	

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.



United Nations
ARMENIA

Terms of Reference

Title of the assignment/services: Translation and/or interpretation services

Project Title: UN Armenia BOS

Duration of Initial Contract: at least 1 year

Expected Duration of Assignment: 3 years subject to satisfactory performance

Contract modality: Long Term Agreement (LTA)

1. Background

The United Nations Development Programme (UNDP) in Armenia on behalf of other UN agencies seeks highly qualified professional translators and interpreters, registered as Private Entrepreneurs (PE) or other form as a legal person, and companies specialized in the provision of such services, who would provide translation and/or interpretation services to the UN agencies for various events, meetings, documents, reports, publications, etc. The cases will be related, but not limited, to such subjects as development cooperation, education, public health, demography, democracy, human rights, environment, crisis response and prevention, poverty reduction, economic development, human development, etc.

2. Scope of work/responsibilities

The United Nations Development Programme (UNDP) in Armenia on behalf of other UN agencies, wishes to enter into long-term agreements for Interpretation services (LOT 1) and translation services (LOT 2), particularly:

LOT-1 Interpretation services between the six official languages of the UN (English, French, Spanish, Russian, Arabic, Chinese) and Armenian

- Provide simultaneous/consecutive interpretation during steering committee meetings, technical working group meetings, workshops and trainings, conferences, meetings between the international advisors/experts and national consultants as well as national counterparts
- Provide interpretation during official missions including field trips to project sites

LOT-2 Translation services between the six official languages of the UN (English, French, Spanish, Russian, Arabic, Chinese) and Armenian

- Provide written translation of official documents, including but not limited to laws, regulations, procedures, public information material, official letters, etc.
- Read and compare documents as necessary

- Ensure correctness and consistency of terminology in the documents
- Ensure the accuracy of translation and the closeness of the output to the original preserving the style of the text
- Produce 100% accurate translation of the documents with clarity and understanding
- Provide quality check and proof-reading of translation work to ensure it is technically, grammatically, and idiomatically correct.

3. Requirements for experience and qualifications of the PEs or the key staff in case of companies.

I. Academic Qualifications:

- Bachelor's degree in languages and other relevant field (master's degree in relevant field will be an advantage)

Experience:

- Minimum three (3) years of progressively responsible interpretation work with the government and/or international and intergovernmental organizations (e.g. UN, EU, INGOs, etc.) and civil society
- Minimum three (3) years of experience in translation of official government/UN documents
- Experience in interpretation at multi-national high-level events and UN agencies
- Proven track record of high-quality professional translation.
- Knowledge in the following areas of study for specialized translation work:
 - Economics
 - Governance
 - Law
 - Public Administration/Public Sector Management
 - Social Cohesion and Peace Building
 - Environment Biodiversity and Climate Change
 - Disaster Risk Reduction
 - Gender
 - Human Rights
 - Health

II. Competencies:

- Ability to work under pressure and to meet strict deadlines
- Ability to produce a high volume of quality content
- Demonstrated willingness to work as part of a team in a multicultural environment
- Hands-on experience with MS office including MS word, MS excel and MS PowerPoint

4. Payments

- The PE shall be paid upon completion of interpretation services or upon satisfactory completion of translation and presentation of the translated text in an electronic format, based on the accepted invoice.

5. Recommended Presentation of Offer

Interested PEs must submit the following documents:

- a) A curriculum vitae (or the CVs of the key staff in case of companies) indicating all past experience in interpretation and translation, as well as contact details (email and telephone number),
- b) Three (3) professional references,
- c) Registration certificate of a private entrepreneur or of the company
- d) Financial Proposal as per Annex 1 of the ToR.

6. Criteria for selection of the best offers

Combined Scoring method: the qualifications and methodology will be weighted a max. of 70%, and combined with the price offer which will be weighted a max of 30%, as per information provided in Description of Requirements of Annex 1.

Annex 2 - 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: [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 or 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, contract references;*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, 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 Approach 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 (if applicable) and quality assurance mechanisms that will be put in place.

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 experts, etc.;*
- b) *CVs demonstrating qualifications must be submitted; and*
- c) *Written confirmation from each personnel that they are available for the entire duration of the contract.*

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

D. Financial Proposal

LOT-1 Interpretation services between the six official languages of the UN (English, French, Spanish, Russian, Arabic, Chinese) and Armenian

		UN Language (specify)	Hourly rate in USD	Half-day rate (4 hours) in USD	Daily rate (8 hours) in USD
	Armenian - UN Language				
	UN Language - Armenian				

LOT-2 Translation services between the six official languages of the UN (English, French, Spanish, Russian, Arabic, Chinese) and Armenian

		UN Language (specify)	Rate for one page* in USD	Rate for one page* (Rush fee - less than 48 hours) in USD [not more than 15 pages for 48 hours]	Rate for one page* (Rush fee -less than 12 hours) in USD [not more than 5 pages for 12 hours]
	Armenian - UN Language				
	UN Language - Armenian				

*one page = 1,800 characters (spaces included)

Name of Company / Translator/Interpreter represented as PE:

Signature:

Date:



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Annex 3- UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES

(attached separately)