

Tender Package — Request for Proposal (RFP)



1. Invitation to Tender

Tender Name: Video (Translation) Services		Tender No: G139
Location: Global	Correspondence Language(s): English	
Brief Summary Description of Project: Through this Request for Proposals (RFP), Mercy Corps requests competitive proposals from qualified and experienced translation firms and independent contractors to be available on an on-call basis to Mercy Corps' team members, worldwide, who require timely and accurate video transcription, translation and captioning (all services combined) of agency communications, guidance, policies and other from English into languages including Arabic, French (FR) and Spanish (Latin American). We anticipate selecting several firms and will award two (2) year master service agreements to the successful Proposers.		

Tender Package Available from: 4th February 2021 5PM PST	Tender Package Pickup Location: https://www.mercycorps.org/tenders
Deadline for Offer Submission: 17th February 2021 5pm PST	Submit Offers to: tenders@mercycorps.org

Mercy Corps reserves the right to accept or reject any late offers

Questions and Answers (Q&A)	
If any, Submit Questions in writing to: ablack@mercycorps.org	
Last Day for Questions: 10th February 2021 5PM PST	Questions will be answered by: 12th February 2021 5PM PST
Questions will be answered through: https://www.mercycorps.org/tenders	

Documentation Checklist		
These documents are contained within this tender package:	✓	Invitation to Tender
	✓	General Conditions for Tender
	✓	Criteria and Submittals

✓	Price Offer Sheet
✓	Sample Contract & Supplier Information Form
✓	Scope of Work/Technical Specifications
✓	Translation Glossary
✓	Video (Transcription/Subtitle/Closed Caption) Example
	Materials by Request Only to: ablack@mercy Corps.org

2. General Conditions for Tender

Mercy Corps invites proposals for the goods, services and/or works described and summarized in these documents, and in accordance with procedures, conditions and contract terms presented herein. Mercy Corps reserves the right to vary the quantity of work/materials specified in the Tender Package without any changes in unit price or other terms and conditions and to accept or reject any, all, or part of submitted offers.

2.1 Mercy Corps' Anti-Bribery and Anti-Corruption Statement

Mercy Corps strictly prohibits:

- Any form of bribe or kickback in relation to its activities
This prohibition includes any *request* from any Mercy Corps employee, consultant or agent for anything of value from any company or individual in exchange for the employee, consultant or agents taking or not taking any action related to the award of a contract or the contract once awarded. It also applies to any *offer* from any company or individual to provide anything of value to any Mercy Corps employee, consultant or agent in exchange for that person taking or not taking any action related to the award of the contract or the contract.
- Conflicts of interests in the awarding or management of contracts
If a company is owned by, whether directly or indirectly, in whole or in part, any Mercy Corps employee or any person who is related to a Mercy Corps employee, the company must ensure that it and the employee disclose the relationship as part of or prior to submitting the offer.
- The sharing or obtaining of confidential information
Mercy Corps prohibits its employees from sharing, and any offerors from obtaining, confidential information related to this solicitation, including information regarding Mercy Corps' price estimates, competing offerors or competing offers, etc. Any information provided to one offeror must be provided to all other offerors.
- Collusion between/among offerors
Mercy Corps requires fair and open competition for this solicitation. No two (or more) organizations submitting proposals can be owned or controlled by the same individual(s). Organizations submitting offers cannot share prices or other offer information or take any other action intended to pre-determine which company will win the solicitation and what price will be paid.

Violations of these prohibitions, along with all evidence of such violations, should be reported to:

<http://mercy Corps.org/integrityhotline>

Mercy Corps will investigate allegations fully and will take appropriate action. Any company, or individual that participates in any of the above prohibited conduct, will have its actions reported to the appropriate authorities, will be investigated fully, will have its offer rejected and/or contract terminated, and will not be eligible for future contracts with Mercy Corps. Employees participating in such conduct will have his/her employment terminated.

Violations will also be reported to Mercy Corps' donors, who may also choose to investigate and debar or suspend organizations and their owners from receiving any contract that is funded in part by the donor, whether the contract is with Mercy Corps or any other entity.

2.2 Tender Basis:

- All offers shall be made in accordance with these instructions, and all documents requested should be furnished, including any required (but not limited to) supplier-specific information, technical specifications, drawings, bill of quantities, and/or delivery schedule. If any requested document is not furnished, a reason should be given for its omission in an exception sheet.
- No respondent should add, omit or change any item, term or condition herein.
- If suppliers have any additional requests and conditions, these shall be stipulated in an exception sheet.
- Each offeror may make one response only.
- Each offer shall be valid for the period of 180 days from its date of submission.
- All offers should indicate whether they include taxes, compulsory payments, levies and/or duties, including VAT, if applicable.
- Suppliers should ensure that financial offers are devoid of calculation errors. If errors are identified during the evaluation process, the unit price will prevail. If there is ambiguity on the unit price, the Selection Committee may decide to disqualify the offer.
- Any requests for clarifications regarding the project that are not addressed in written documents must be presented to Mercy Corps in writing. The answer to any question raised in writing by any offeror will be issued to that offeror. In some cases Mercy Corps may choose to issue clarifications to all offerors. It is a condition of this tender that no clarification shall be deemed to supersede, contradict, add to or detract from the conditions hereof, unless made in writing as an Addendum to Tender and signed by Mercy Corps or its designated representative.
- This Tender does not obligate Mercy Corps to execute a contract nor does it commit Mercy Corps to pay any costs incurred in the preparation and submission of proposals. Furthermore, Mercy Corps reserves the right to reject any and all proposals, if such action is considered to be in the best interest of Mercy Corps.

2.3 Supplier Eligibility

Suppliers may not apply, and will be rejected as ineligible, if they:

- Are not registered organizations
- Are bankrupt or in the process of going bankrupt
- Have been convicted of illegal/corrupt activities, and/or unprofessional conduct
- Have been guilty of grave professional misconduct
- Have not fulfilled obligations related to labor laws and tax obligations in countries where they conduct work
- Are guilty of serious misinterpretation in supplying information
- Are in violation of the policies outlined in Mercy Corps Anti Bribery or Anti Corruption Statement
- Supplier (or supplier's principals) are on any list of sanctioned parties issued by; or are presently excluded or disqualified from participation in this transaction by: the United States Government or United Nations by the United States Government, the United Kingdom, the European Union, the United Nations, other national

governments, or public international organizations.

Additional eligibility criteria, if applicable, are stated in section 3.2 of this tender package.

2.4 Response Documents

Offerors can either utilize the response documents contained in this tender package to submit their offer or they can submit an offer in their own format as long as it contains all the required documents and information specified by this tender.

2.5 Acceptance of Successful Response

Documentation submitted by offerors will be verified by Mercy Corps. The winning offeror(s) will be required to sign a contract for the stated, agreed upon terms.

2.6 Certification Regarding Terrorism

It is Mercy Corps' policy to comply with humanitarian principles and the laws and regulations of the United States, the European Union, the United Nations, the United Kingdom, host nations, and other applicable donors concerning transactions with or support to individuals or entities that have engaged in fraud, waste, abuse, human trafficking, corruption, or terrorist activity. These laws and regulations prohibit Mercy Corps from transacting with or providing support to any individuals or entities that are the subject of government sanctions, donor rules, or laws prohibiting transactions or support to such parties.

3. Criteria & Submittals

3.1 Contract Terms

Mercy Corps intends to issue a Master Services Agreement. The successful offeror(s) shall be required to adhere to the statement of work and terms and conditions of the resulting Master Services Agreement. The anticipated Master Services Agreement is incorporated in [Section 6](#) herein. By submitting an offer, offerors certify that they understand and agree to all of the terms and clauses contained in [Section 6](#).

3.2 Specific Eligibility Criteria

Eligibility criteria must be met and the corresponding supporting documents listed below under "Tender Submittals" **must** be submitted with offers. Offerors who do not submit these documents may be **disqualified** from any further technical or financial evaluation.

Eligibility Criteria:

- The offeror must be legally registered or incorporated in the country where offeror is headquartered
- The offeror must be in good standing with its governing tax authority

Suppliers may not apply, and will be rejected as ineligible, if they:

- Are bankrupt or in the process of going bankrupt
- Have been convicted of illegal/corrupt activities, and/or unprofessional conduct
- Have been guilty of grave professional misconduct
- Have not fulfilled obligations related to labor laws and tax obligations in the country where they work
- Are guilty of serious misinterpretation in supplying information
- Are in violation of the policies outlined in Mercy Corps Anti Bribery or Anti Corruption Statement

- Supplier (or supplier's principals) are on any list of sanctioned parties issued by; or are presently excluded or disqualified from participation in this transaction by: the United States Government or United Nations by the United States Government, the United Kingdom, the European Union, the United Nations, other national governments, or public international organizations.

3.3 Tender Submittals

Documents and required information listed in tender submittals are necessary in order to support the eligibility criteria and to conduct technical evaluations of received offers (and due diligence). While absence of these documents and/or information does not denote mandatory disqualification of suppliers, the lack of these items has the potential to severely and negatively impact the technical evaluation of an offer.

Documents supporting the Eligibility Criteria:

- Legal Business Registration (for country where headquartered and/or countries where offerors operate)
- Current Tax Registration Certificate

Items to conduct the Technical Evaluation and additional Due Diligence:

- Embedded captioning of provided video into each of the languages the supplier is proposing to offer services.

Documents to conduct Cost Analysis:

- Completed Price Offer Sheet (see Attachment 3)

Price Offer :

The Price Offer is used to determine which offers represent the best value and serves as a basis of negotiation before award of a contract.

3.4 Currency

Offers should be submitted in: USD

Payments will be made in: USD

3.5 Tender Evaluation (Trade-Off Selection Method)

Based on the above submittals, a Mercy Corps Tender Committee will conduct a tender evaluation process. Mercy Corps reserves the right to accept or reject any or all proposals, and to accept the offer(s) deemed to be in the best interest of Mercy Corps. Mercy Corps will not be responsible for or pay for any expenses or losses which may be incurred by any Offeror in the preparation of their tender.

3.5.1 Scoring Evaluation

Trade-Off Method

Mercy Corps Tender Committee will conduct a technical evaluation which will grade technical criteria on a weighted basis (each criteria is given a percentage, all together equaling 100%). Offeror's proposals should consist of all required

technical submittals so a Mercy Corps committee can thoroughly evaluate the technical criteria listed herein and assign points based on the strength of a technical submission.

Award criteria shall be based on the proposal's overall **“value for money”** (quality, cost, turnaround times, staffing capacity, etc.) while taking into consideration donor and internal requirements and regulations. Each individual criteria has been assigned a weighting prior to the release of this tender based on its importance to Mercy Corps in this process.

Offeror(s) with the best score(s) will be accepted as the winning offeror(s), assuming the price is deemed fair and reasonable and subject to the additional due diligence in [section 3.5.2](#).

When performing the Scoring Evaluation, the Mercy Corps tender committee will assign points for each criteria based on the following scale:

Point	Rationale
0	Not acceptable; has not met any part of the specified criteria
1-4	Has met only some minimum requirements and may not be acceptable
5	Acceptable
6-9	Acceptable; has met all requirements and exceeds some
10	Acceptable; has exceeded all requirements

Evaluation Criteria	Max Points Possible	Weight (%)	Points X Weight
		(A)	
Translation quality [% translation error rate - linguistic and technical] and coherence of captioning timing with speaking	10	20%	20
Qualifications and experience of team	10	20%	20
Staffing Capacity	10	20%	20
Proposed turnaround timelines	10	20%	20
Pricing	10	20%	20
TOTAL POSSIBLE SCORE:	50	100%	100

3.5.2 Additional Due Diligence

Upon completion of both the technical and pricing evaluations, Mercy Corps may choose to engage in additional due diligence processes with a particular supplier or supplier(s). The purpose of these processes is to ensure that Mercy Corps engages with reputable, ethical, responsible Suppliers with solid financials and the ability to fulfill the contract. Additional due diligence may take the form of the following processes (though it is not limited to):

- Reference checks
- Analysis of financial statements (audited statements preferable)
- Review of corporate employment policies
- Review of corporate policies and procedures regarding confidentiality of documents submitted for translation

4. Offer Form

Offerors must submit their own independent offer including at least (but not limited to):

- All documents requested in the “Eligibility Criteria” section of this Tender Package
- All documents and items requested in the “Tender Submittals” section of this Tender Package
- All information listed in the “Documents Comprising the Proposal” section below

All offers must be duly signed (including position and full name of the signer) and stamped, with the date of completion.

Documents Comprising the Proposal

The following information must be included in the offer of any potential offeror:

- ☐ **Cover Letter** explaining interest to be a contracted vendor or supplier, and the details of the Proposal. The content of the cover letter shall include the following information:
 - ☐ A detailed specification of the offered goods, services and/or works (Proposal)
 - ☐ Price validity date (for this purpose and as stated on the advertisement, quote given shall remain unchanged for 180 working days)
- ☐ Documents supporting **Eligibility Criteria**, including:
 - ☐ Legal business registration (for country where headquartered and/or countries where offerors operate)
 - ☐ Latest tax registration certificate
 - ☐ Record of audit or financial review by external accounting firm (redacted if appropriate)
- ☐ Documents supporting **Technical Evaluation**, and **Due Diligence** including:
 - ☐ Corporate Capabilities Statement (4 page max), highlighting:
 - ☐ Detail of Areas of Expertise
 - ☐ Geographical Coverage
 - ☐ Unique capabilities or resources
 - ☐ Past projects or customers
 - ☐ Procedures for ordering and paying for translation services
 - ☐ Key technical staff or consultant resumes outlining relevant work conducted (2 page max per personnel)
 - ☐ Description of contractual employment arrangements with translation staff
 - ☐ Description of corporate policies and procedures regarding confidentiality of documents submitted for translation
 - ☐ Financial statements (audited statements preferable)

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- ☐ A Price Offer detailing the unit price only, using the **Price Offer Sheet** (template provided in section 7)
- ☐ Completed and signed Mercy Corps **Supplier Information Form** (template provided in section 7)

The original proposal shall be signed by the offeror or a person or persons duly authorized to bind the offeror to the contract. Financial offer pages of the proposal shall be initialed by the person or persons signing the proposal and stamped with the company seal. Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the proposal.

5. Scope of Work

Through this Request for Proposals (RFP), Mercy Corps requests competitive proposals from qualified and experienced translation firms and independent contractors to be available on an on-call basis to Mercy Corps' team members, worldwide, who require timely and accurate translation of agency communications, guidance, policies and other key from English into languages including Arabic, French (FR) and Spanish (Latin American).

Attached to this RFP is Mercy Corps' Translation Glossary and a sample of a Mercy Corps' video in English. Bidding firms are required to translate and caption the video in the language(s) they offer in their bid, as well as in English. The bidding firm must embed SRT files as part of their submission(s).

Proposals must include:

- For each language you propose to offer, provide the video with captions in that language, as well as in English
- Indicate standard turnaround time(s) for this video captioning project
- Indicate whether you allow rush fees, how much the rush fees are, and the rush delivery timeframe(s)
- Costing detail for this project
- Complete price sheet with all languages serviced since Mercy Corps may want to expand the captioning offerings to its audiences across 40 countries

6. Sample Contract

This is the anticipated contract. However, if required, additional terms and conditions may be added by Mercy Corps in the final contract.

Attachment 1 – Sample Master Services Agreement

7. Attachments to the Tender Package

Attachment 2 - Supplier Information Form Template

Attachment 3 - Price Offer Sheet Template

Attachment 4 - Translation Glossary

Attachment 5- Video for English and Bidding Language(s) Captioning Materials by Request Only to: ablack@mercy Corps.org

