

Tender Package — Request for Proposal (RFP)



1. Invitation to Tender

Tender Name: Northeast Syria Transcription/Translation Services		Tender No: MC-2021-SYA-1706
Location: Amman, Jordan		Correspondence Language(s): English
Brief Summary Description of Project: Mercy Corps is seeking a highly skilled team to support the efficient and quality transcription and Arabic to English translation of qualitative data.		

Tender Package Available from: (16/September/2021)	Tender Package Pickup Location: Tender package can be picked up by sending a request email to the following account: sy-tenderinfo@mercycorps.org with mentioning the tender number and description MC-2021-SYA-1706
Deadline for Offer Submission: (26 /September/ 2021; 4pm GMT+3)	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 the following email account: sy-tenderinfo@mercycorps.org	
Last Day for Questions: (21/September/2021; 4pm GMT+3)	Questions will be answered by: (23/ September / 2021; 4pm GMT+3)
Questions will be answered through the same email account that questions are submitted to and shared on Mercy Corps tender web page.	

Q&A Session	
Date / Time: (23/September/ 2021; 11am GMT+3)	Location: Zoom Meeting
Point of Contact: sy-tenderinfo@mercycorps.org	
For interested bidders a 40-minute ZOOM application meeting will be held during working hours. Interested bidders must send an email requesting the invitation link and only one representative per bidder is allowed to attend.	

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Documentation Checklist

These documents are contained within this tender package:	✓	Invitation to Tender
	✓	General Conditions for Tender
	✓	Criteria and Submittals
	✓	Price Offer Sheet
	✓	Supplier Information Form
	✓	Scope of Work/Technical Specifications/BoQ
	✓	Sample Contract

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) companies submitting proposals can be owned or controlled by the same individual(s). Companies 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://mercycorps.org/integrityhotline>

Mercy Corps will investigate allegations fully and will take appropriate action. Any company, or individual that

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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 companies 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 companies
- 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 payment of social security and taxes
- 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

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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 will be required to sign a contract for the stated, agreed upon amount.

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 Fixed Price contract to one or several company(ies) or organization(s). The successful offeror(s) shall be required to adhere to the statement of work and terms and conditions of the resulting contract.

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:

- Legal local business registration certificate (must be valid)
- Valid tax registration or latest tax clearance.
- Valid and non-expired professional license (For Individual Contractors only)
- Signed contract for similar work within the last two years.
- Delivery notes and/or recommendation letters or any other form of documentation proving completion of previously undertaken work within the last two years.

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 local business registration certificate (must be valid)
- Valid tax registration or latest tax clearance.
- Valid and non-expired professional license (For Individual Contractors only)
- Company’s profile & previous experience ((experience with NGO activities is preferred but not required)
- Full tender package signed and stamped
- CVs of translators (highlighting in which field(s) they are specialized)
- The translation of the audio sample (Arabic transcript plus its translation into English)
- Financial proposal – (Attachment 3) price offer sheet to be filled, signed, and stamped.
- Signed and stamped supplier information form
- Timeline plan for the time needed to complete the works

Price Offer:

The Price offer is used to determine which offer represents the best value and serves as a basis of negotiation before award of a contract. As a Fixed-Price contract, the price of the contract to be awarded will be an all-inclusive fixed price basis, either in the form of a total fixed price or a per-unit/deliverable fixed price. No profit, fees, taxes, or additional costs can be added after contract signing. Offerors must show unit prices, quantities, and total price, as displayed in the

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Offer Sheet in Section 4. All items must be clearly labeled and included in the total offered price.

Offerors must include VAT and customs duties in their offer.

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. MC 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.

Evaluations will be conducted as described in the following subsections:

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, delivery time, 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 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	Weight (%)	Possible Points (1 to 10)	Weighted Score
	(A)	(B)	(A*B)
Price/Cost	40%	10	40%
Delivery Time More than 6 weeks meets only some minimum requirements and may not be acceptable 6 weeks is acceptable Less than 6 weeks acceptable; has met all requirements and exceeds some	30%	10	30%
Work submitted from the supplier based on the provided sample	15%	10	10%
Structure and qualifications of the transcription/translation teams years of experience of team members, accreditation, dialects known, quality assurance within team with equal weight	10%	10	10%
Data security practices	5%	10	10%
TOTAL POSSIBLE SCORE:	100%	10	100%

3.5.2 Additional Due Diligence

Upon completion of both the technical and financial 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
- Supplier’s facility visits.
- Determination of relations and affiliations between offers.
- Analysis of audited financial statements.
- Other appropriate documented method giving Mercy Corps increased confidence in the supplier’s ability to perform.

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 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)
 - ☐ Warranty (if necessary and appropriate)
 - ☐ Delivery time
 - ☐ Price validity date (for this purpose and as stated on the advertisement, quote given shall remain unchanged for 180 working days)
- ☐ A Price Offer detailing the unit price only, using the **Price Offer Sheet** template provided in section 6
- ☐ Completed and signed Mercy Corps **Supplier Information Form** (template provided in section 6)
- ☐ Other important documents offeror feels need to be attached to support their proposal

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

5.1 Background

Mercy Corps is conducting a research project across Northeast Syria, with the aim of better understanding how to invest in civil society action that contributes to inclusive development, social cohesion, and reintegration. The research will target 10 sub-districts across Northeast Syria, deploying a team of 20 community researchers to collect qualitative data, including key informant interviews and focus group discussions with local community stakeholders. Mercy Corps expects to conduct approximately 100 key informant interviews and 55 focus group discussions, which will be transcribed and translated from Arabic into English.

5.2 Scope of Work

Consultant Objectives:

Mercy Corps is seeking a highly skilled team to support the efficient and quality transcription and Arabic to English translation of qualitative data.

Consultant Activities:

- Consult with project team on key project terminology, develop glossary for technical terminology
- Transcribe audio files of interviews and focus group discussions into Modern Standard Arabic/Fusha.
- Translate transcriptions of interviews and focus group discussions from Syrian Arabic to English
- Securely store and manage the data according to best practices

Deliverables and Timeframe:

- Arabic transcriptions and English translations of each piece of data approximately 100 key informant interviews and 55 focus group discussions with a total 8700 Minutes of Arabic -Syrian dialect records.

Deadlines will be on a rolling basis, to be confirmed upon contracting. We are seeking a firm capable of rapid and high-quality work.

Total Level of Effort:

2 months, 14th Oct 2021 - 13th December 2021

Required Experience & Skills:

The ideal team will have the following experience and skills:

- Minimum of eight years of organizational experience in transcription and translation and understanding of Arabic dialects.
- Demonstrated experience in transcribing and translating professional documents.
- Outstanding transcription, translation, and editing skills in Arabic and English.

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- Experience working with international organizations.
- Demonstrate effective organizational skills and ability to handle work in an efficient and timely manner.
- Knowledge of conflict analysis, peacebuilding, civic engagement, and development terminology in Arabic and in English considered a plus.

The Consultant will coordinate and report activities to:

Director of Program Performance and Quality

The Consultant will work closely with:

Project Lead, Field Coordinator, Humanitarian Analyst Team Director

Submission of Applications:

The candidate organization must include in the application package:

- Technical Proposal, detailing:
 - Organizational expertise and narrative of relevant experience.
 - Structure of the transcription, and translation teams and oversight to ensure quality and timely results.
 - Explanation of data security practices.
- Budget, detailing all costs associated with achieving the stated deliverables.

6. Attachments to the Tender Package

- Attachment 1: Supplier Information form.
- Attachment 2: Price Offer Template.
- Attachment 3: Doner terms and conditions.
- Attachment 4: Contract Draft.
- Attachment 5: Sample.