



International Foundation
for Electoral Systems

**INTERNATIONAL FOUNDATION FOR ELECTORAL SYSTEMS
(IFES)**

**Request for Quotation (RFQ) for Interpretation and Translation Services in North
Macedonia**

Solicitation # RFQ-20-023

January 21, 2020

1 INTRODUCTION

1.1 Purpose

The purpose of this Request for Quotation (RFQ) is to invite prospective contractors to submit a written response (“Response”) for the procurement of interpretation and translation services in North Macedonia. The solicitation provides prospective contractors with the relevant operational and performance requirements.

1.2 Coverage & Participation

IFES reserves the right to reject any and all offers, to add, delete or modify any element of the solicitation at any time without prior notification and without any liability or obligation of any kind. This RFQ does not obligate IFES to enter into a contract nor does it obligate IFES to pay any costs incurred in the preparation of submission of any Response.

1.3 Zero Tolerance for Fraud

IFES has zero tolerance for fraud. Fraud is any act or omission that intentionally misleads, or attempts to mislead, to obtain a benefit or to avoid an obligation. If you have concerns about potential fraud in any way related to IFES projects, contracts, or activities, please contact IFES’ Compliance Hotline at compliance@ifes.org or at +1 202-350-6791.

2 GENERAL INFORMATION

2.1 The Organization

IFES is an independent, non-governmental organization providing professional support to electoral democracy. IFES supports citizens’ rights to participate in free and fair elections. Our independent expertise strengthens electoral systems and builds local capacity to deliver sustainable solutions.

As the global leader in democracy promotion, we advance good governance and democratic rights by:

- Providing technical assistance to election officials
- Empowering the underrepresented to participate in the political process
- Applying field-based research to improve the electoral cycle

Since 1987, IFES has worked in over 145 countries – from developing democracies, to mature democracies.

2.2 Schedule of Events

The following, tentative schedule will apply to this solicitation. The dates may change in accordance with IFES’ needs or unforeseen circumstances. IFES will communicate changes to the schedule.

- | | |
|-------------------------------------|---------------------------------------|
| • Issuance of RFQ | January 21, 2020 |
| • Technical Questions/Inquiries Due | January 27, 2020, 5:00 PM Local Time |
| • Answers/Addenda from IFES | January 29, 2020 |
| • RFQ Closes | February 17, 2020, 5:00 PM Local Time |

3 PROPOSAL PREPARATION INSTRUCTIONS

3.1 Prospective Contractors' Understanding of the Solicitation

Prospective contractors are responsible for understanding the solicitation in its entirety and each of its elements, and should make inquiries to IFES as necessary to ensure such understanding. IFES reserves the right to disqualify any prospective contractor that it determines, at its sole discretion, does not understand the solicitation or any of its elements. Such disqualification shall be at no fault, cost, or liability whatsoever to IFES.

3.2 Information from IFES

All information provided by IFES in this solicitation is subject to change at any time. IFES makes no certification as to the accuracy of any item, and is not responsible or liable for any use of or reliance on the information or for any claims asserted therefrom.

3.3 Communication

All communications related to the RFQ must be in writing. Verbal communication shall not be effective unless formally confirmed in writing by the procurement official listed in 3.3.1. In no case shall verbal communication govern over written communication.

3.3.1 Point of Contact: The sole point of contact for all communication related to this solicitation is listed below.

Ian Swank
Contracts and Grants Manager
iswank@ifes.org

And

Sajia Tokhi
Contracts and Grants Administrator
stokhi@ifes.org

3.3.2 Formal Communications shall include, but are not limited to the following:

- Questions concerning this solicitation must be submitted in writing to the point of contact identified in 3.3.1.
- Errors and omissions in this solicitation, as well as enhancements. Prospective contractors should notify IFES of any discrepancies, errors, or omissions that may exist within this solicitation. Prospective contractors should recommend to IFES any enhancements to the work described in the solicitation which might be in IFES' best interests.
- Inquiries about technical interpretations must be submitted in writing to the point of contact identified in 3.3.1.

3.3.3 Addenda: IFES will make a good-faith effort to provide a written response to the questions or requests for clarifications in the form of written responses or addenda in accordance with the *Schedule of Events*.

3.3.4 Posting Online: Copy of this solicitation, Amendments and or Q&A will be available online at: www.ifes.org/procurement-notice.

3.4 Submission

It is mandatory for prospective contractors to send proposals in electronic copy via e-mail to the point of contact identified in 3.3.1 on or prior to the closing date and time shown in the *Schedule of Events*.

3.5 Criteria for Selection

The evaluation of each Response to this solicitation will be based on the criteria outlined below. The purpose of this solicitation is to identify responsible, prospective contractors that have the interest, capability, and financial strength to supply IFES with the product and/or service identified in the Scope of Work.

Evaluation Criteria:

IFES will evaluate bids based on the following criteria:

- | | |
|---|------------|
| 1. PRICE; | 30% |
| Evaluated per specific service. | |
| 2. TRANSLATION OF ANNEXES/QUALITY; | 25% |
| Evaluated based on grammar, sentence structure, formatting, attention to detail. | |
| 3. EXPERIENCE AND REFERENCES; | 25% |
| Evaluated based on description of previous experience providing similar services and references listed/contacted. The CVs of interpreters/translators will be taken into consideration. | |
| 4. CAPACITY; | 20% |
| Evaluated based on number of pages (500 English words) that can be translated per day and demonstration of quality assurance systems in place. | |

Evaluation Criteria Grading for Each Criterion:

Highly Exceeds Expectations	5 Points
Slightly Exceeds Expectations	4 Points
Meets Expectations	3 Points
Meets most but not All Expectations	2 Points
Does Not Meet Expectations	1 Point

3.6 Selection and Notification

IFES will evaluate Responses to identify responsible contractors and responsive offers. Finalists will be selected to move into the negotiation phase of this process. Written notification will be sent to finalists via email.

4 SCOPE OF WORK/GOODS/SERVICES

IFES is an independent, non-governmental organization (NGO) with headquarters registered in the United States. IFES promotes democratic stability by providing technical assistance to the electoral cycle worldwide to enhance citizen participation and strengthen civil societies, governance and transparency.

Both USAID/North Macedonia and Swiss Development Cooperation (SDC) assigned the mandate to International Foundation for Electoral Systems (IFES) for implementation of their respective projects: Project #1. "North Macedonia Electoral Support Activity" and Project # 2. "Support to Electoral Reforms in North Macedonia".

Both projects will require a significant amount of translation and interpretation services. Therefore, IFES is seeking to place multiple contractors on Basic Ordering Agreements (BOA) to provide translation and interpretation services support on a recurring basis during period January 2020-January 31, 2021.

IFES North Macedonia requires the following services, on an as-needed bases for a 12-month period (multiple blanket agreements). The selected contractor(s) will specifically provide one or more of the following services:

- Written translation (Macedonian ↔ English, Macedonian ↔ Albanian, English ↔ Albanian)
- Proofreading (Macedonian, Albanian and English)
- Consecutive oral translation (Macedonian ↔ English, Macedonian ↔ Albanian, English ↔ Albanian)
- Simultaneous oral translation (Macedonian ↔ English, Macedonian ↔ Albanian, English ↔ Albanian)

Bidders should indicate and provide:

- Daily written translation capacity (maximum number of pages per day)
- An explanation of processes to ensure high quality of translation (experience, education, ongoing training of translators, proofreading process, guarantee on product, etc.).

Microsoft Office will be used for word counting based on the outcome document.

5 FUNCTIONAL REQUIREMENTS

5.1 Timeline

Prospective contractors must submit a timeline in the Response showing the time required to produce and consolidate the products and/or deliver services.

5.2 Geographic Code (applicable to USAID funding only)

IFES' project in **North Macedonia** is funded by United States Agency for International Development (USAID) under Source and Nationality (S/N) Geographic Code 937 (please refer to [22 CFR 228.03](#) for more information). A waiver request may apply to certain offers. If IFES determines a waiver would be necessary, the estimated time required to obtain the waiver will be considered within the "Timeline" in the Evaluation Criteria. IFES encourages all prospective contractors to consider products that fall under S/N Geographic Code 937 whenever possible.

5.3 License, Clearance and Approvals

The prospective contractors will include in the timeline any time needed to obtain any licenses, clearances, and/or approvals required under local legal requirements to produce or deliver the products and/or services described in the Scope of Work.

6 QUALIFICATIONS & REFERENCES

Prospective contractors must provide the following information for their Response to be considered:

1. A brief outline of the company and services offered, including:
 - Full legal name and address of the company

- Corporate and tax registration documents
 - Year business was started or established
 - Full name of the legal representative (president or managing director) of the company
 - Name of any individuals or entities that own 50% or more of the company
 - U.S. companies must indicate if they are a registered Small Business (Woman owned, veteran-owned, Minority-owned, Disabled, Service Disabled Veteran-owned)
 - No subcontracting is allowed under this solicitation.
2. Evidence of successful completion of a project of a similar size and complexity.
 3. References: Contact information for no less than three references from projects similar in size, application, and scope and a brief description of their implementation (including location and year). IFES reserves the right to request and check additional references.
 4. Prospective contractors must be legally registered under the laws of the country in which they are organized and possess all licenses, permits and government approvals necessary for performance of the work. Scope of Work.
 5. A certification signed by an officer or authorized representative that the prospective contractor has sufficient financial, technical and managerial resources and facilities to complete the Scope of Work.

7 PRICING

Prospective contractors must complete the following cost breakdown for the implementation of their solution for IFES' project as described in this solicitation. Prospective contractors must agree to keep these prices valid for a minimum of 90 calendar days.

Pricing must be in Macedonian Denar (MKD). Unit prices are required and in the case of discrepancies between unit prices and the total price, the unit price will be taken as reference basis in the evaluation. Technical specifications must be shown for each item.

Service	Unit	Cost per Unit (MKD)	Personal Income Tax (if applicable)	VAT (if applicable)	Rush Service (less than 24 hours) Cost per Unit (MKD)
English ↔ Macedonian					
Written Translation of documents	1 word				
Consecutive Oral Interpretation	½ day				
Consecutive Oral Interpretation	1 day				
Simultaneous Oral Interpretation	½ day				
Simultaneous Oral Interpretation	1 day				
Written translation of Power Point Presentations	Per word				
Albanian ↔ Macedonian					

Written Translation of documents	1 word				
Consecutive Oral Interpretation	½ day				
Consecutive Oral Interpretation	1 day				
Simultaneous Oral Interpretation	½ day				
Simultaneous Oral Interpretation	1 day				
Written translation of Power Point Presentations	Per word				
English↔ Albanian					
Written Translation of documents	1 word				
Consecutive Oral Interpretation	½ day				
Consecutive Oral Interpretation	1 day				
Simultaneous Oral Interpretation	½ day				
Simultaneous Oral Interpretation	1 day				
Written translation of Power Point Presentations	Per word				

Bidders must submit the following:

1. IFES requests bids for the above listed services in the cost table provided.
2. General information about the bidder history and experience.
3. Names, addresses, email addresses and telephone numbers of three business references, and approval to contact listed references.
4. Written Translation of Annexes 1 through 4.

REQUIREMENTS

Prospective contractors (company and/or individuals) must submit the following information in the Response:

1. A contact name, email address, and telephone number to facilitate communication between IFES and the prospective contractor.
2. General information about the contractor's history and experience.
3. If a government, its agents, or agencies, have an ownership or managerial interest in the company, the prospective contractor must indicate this when submitting its offer. Failure to do so will result in the prospective contractor's offer being removed from consideration.
4. A brief outline of the company, including:

- a. Full legal name and address of the company or individual;
 - b. Corporate and tax registration documents
 - c. Full name of the legal representative (president or managing director) of the company (not applicable for individuals);
 - d. Name of any individuals or entities that own 50% of more of the company;
 - e. Year business was started or established; and
 - f. U.S. companies must indicate if they are a registered Small Business (Woman owned, Veteran-owned, Minority-owned, Disabled, Service Disabled Veteran-owned)
5. The prospective contractor must disclose in writing with its Response any subcontracting that will take place under an award. Failure to disclose subcontracting relationships will result in the prospective contractor's offer being removed from consideration.
 6. IFES requests quotations for the above listed services as above.
 7. Contain detailed cost in **Macedonian Denars**, plus all applicable taxes/charges clearly identified, provided against each of the categories of services described in this request.
 8. Detailed description of past experiences providing similar services to international NGOs and companies.
 9. Names, addresses, and telephone numbers of three business references, and approval to contact the listed references. IFES reserves the right to request and check additional references.
 10. Prospective contractor (for companies only) must be legally registered under the laws of the country in which they are organized and possess all licenses, permits and government approvals necessary for performance of the work.

All Responses shall be in the English language.

8 ADDITIONAL TERMS & CONDITIONS

8.1 Non-Disclosure Agreement

IFES reserves the right to require the prospective contractor to enter into a non-disclosure agreement.

8.2 No Collusion

Collusion is strictly prohibited. Collusion is defined as an agreement or compact, written or oral, between two or more parties with the goal of limiting fair and open competition by deceiving, misleading, or defrauding a third party.

8.3 Companies Owned or Controlled by Government

The prospective contractor must disclose in writing with its Response if a government, its agents, or agencies, have an ownership or managerial interest in the company. Failure to disclose a government ownership or managerial interest in the company will result in the prospective contractor's offer being removed from consideration.

8.4 Subcontracting

No subcontracting is allowed under this solicitation.

8.5 Costs

The solicitation does not obligate IFES to pay for any costs, of any kind whatsoever, which may be incurred by a prospective contractor or third parties, in connection with the Response.

8.6 Intellectual Property

Prospective contractors may not use any intellectual property of IFES including, but not limited to, all logos, trademarks, or trade names of IFES, at any time without the prior written approval of IFES.

8.7 Prospective Contractors' Responses

All accepted Responses shall become the property of IFES and will not be returned.

8.8 Partial Awarding

IFES reserves the right to accept all or part of the Response when awarding a contract.

8.9 No Liability

IFES reserve the right to accept or reject any Response or to stop the procurement process at any time, without assigning any reason or liability. IFES shall not be liable to any prospective contractor, person, or entity for any losses, expenses, costs, claims, or damages of any kind.

8.10 Entire Solicitation

This solicitation, any addenda to it, and any attached schedules, constitute the entire solicitation.

[End of Solicitation]