

## Request for Proposal 2020-12— Interpretation Services

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### About GCERF

The Global Community Engagement and Resilience Fund (GCERF) is a multi-stakeholder global fund that works with local partners to strengthen community resilience to violent extremism. GCERF is an independent public-private partnership that directs resources to initiatives led by and benefiting local communities in order to empower women, girls, boys, and men. GCERF focuses on local communities because they suffer the most from violent extremism and because they are optimally placed to understand and act upon the drivers of violent extremism. GCERF's work is anchored in the Sustainable Development Goals, in particular Goal 16 "Peace, Justice and Strong Institutions." GCERF is also committed to the UN Global Counter-Terrorism Strategy (2006) and the UN Plan of Action to Prevent Violent Extremism (2016).

GCERF's business model reflects the belief that local communities are critical in preventing violent extremism. GCERF relies on national partnerships and support mechanisms to fund comprehensive approaches that are designed and implemented by locally based civil society organisations and other relevant actors. GCERF also invests in building the capacity of these local organisations to better serve their communities in the long term. GCERF currently manages grants in Bangladesh, Kenya, Kosovo, Mali, Nigeria, the Philippines, Tunisia, and starts working in Albania, North Macedonia, Somalia and Sri Lanka shortly. GCERF has already committed more than USD 37 million to supporting initiatives in those countries.

## Description of Services

### Background

While GCERF's main working language is English, a number of virtual meetings require simultaneous interpretation into/ from English from/into French. This need primarily arose due to the increasing prevalence of virtual meetings because of the COVID-19 pandemic, and in particular, the transition of GCERF's Governing Board meetings from in-person to virtual. To this end, GCERF is currently seeking to establish a long-term agreement with a firm or firms of professional interpreters (hereafter referred to as "the Interpreter") for simultaneous interpretation from English into French, and French into English and in other languages upon request.

The selected Service Provider is expected to provide quality simultaneous interpretation services in two primary languages (English, French) for virtual meetings, such as the bi-annual Board meetings or the quarterly external-facing webinars, as well as in-person meetings, such as the bi-annual Board meetings.

### Objective

The purpose of this Request for Proposal (RFP) is to select a suitable contractor(s) and establish an agreement(s) with successful bidder(s) for the provision of Simultaneous Interpretation Services from English to French, French to English, and also in other languages upon request, through the end of 2023.

### Work to be performed and deliverables

#### **Deliverables and timelines**

This tender covers services to be performed from the time this tender is concluded until 31 December 2023.

The Interpreter is expected to provide:

1. Simultaneous interpretation of quality and clarity during relevant meetings, both virtual and in person<sup>1</sup>, from English to French and French to English, and with the capacity to interpret in other languages upon request (e.g. Arabic).
2. Recording of interpreted sessions, upon request.

A list of typical meetings to be interpreted with an indicative timeline is provided in Appendix 1. The overall volume of interpretation work until the end of December 2021 is estimated at 8 meetings (virtual meetings last 1-3 hours and in person meetings typically last two days, 8 hours each). While meeting agenda and materials will be provided in advance where possible, many meetings are not scripted and are of a conversational nature. In addition, GCERF may always provide a lexicon of common terms used and explanations of industry themes.

While GCERF will strive to notify the Interpreter of upcoming meetings at the earliest possible date to allow for a reasonable time frame, some of the meetings may be scheduled at short notice (6-7 days in advance).

WebEx is the primary platform for virtual meetings used by GCERF, so the provider should work simultaneously and in complementarity to WebEx. It should also provide a clear technical guidance in English and French for accessing the interpretation and/or the interpretation platform.

### **Interpreter Team**

GCERF would like the Interpreter to assign a regular Contact Person within their own organisation who would handle all requests coming from GCERF and interact with GCERF on issues such as planning, specific requirements or invoicing and payments.

The Interpreter would ideally establish multiple teams, for handling the English to French interpretations, the French to English interpretations, and other languages upon request. Each team would ideally be composed of one Interpreter for each language, and a second, backup Interpreter, to offer sufficient breaks for the Interpreter and to ensure consistency for the meeting participants.

In view of the tight deadlines sometimes imposed by GCERF, the Interpreter may be required to secure additional human resources at short notice.

Interpreters assigned to GCERF would be expected to have at least 5 years of professional translation experience, including previous work with clients such as international organisations, donor organisations, non-governmental organisations and/or other civil society organisations in the field of International Development.

They would be expected to have the following qualifications:

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<sup>1</sup> Given restrictions associated with the ongoing COVID-19 pandemic, a majority of meetings are projected to be held virtually during 2021; however, as this contract extends beyond that and in the case where meetings in person are possible, they are included in this RFP.

- Perfect mastery of the language into which the document is to be interpreted and excellent knowledge of the original language of the meeting;
- Proficiency in methods and techniques specific to interpretation (post-graduate qualification in translation, applied linguistics or related field);
- Specialised knowledge of International Development is required. Some exposure to Peace and Security matters or even Preventing Violent Extremism (PVE) would be an asset.

### Work to be performed

GCERF will sign an agreement(s) with the successful bidder(s). It also intends to send a specific request every time a simultaneous interpretation is needed. The Interpreter will take the following steps each time a request is made. More steps may be required depending on the specifics of the translation being requested.

1. Whenever possible, GCERF would alert the Contact Person of any upcoming request, especially in cases where the meeting extends beyond 60 minutes and therefore requires additional support.
2. GCERF will email the meeting details to the Contact Person with an indicative framework.
3. The Contact Person will organise the response to the request and coordinate with GCERF. Once agreement has been reached, the Contact Person and GCERF will document the particulars of each request on a brief request form. The following information would be provided on the request form: name of document, meeting to be interpreted, specifications of interpretation agreed, specific procedures if needed, focal points in each organisation.
4. The focal point within the Interpreter Organisation should review the document and immediately seek any required clarifications (technical content, style, presentation of meeting) from the GCERF focal point.

Once the Interpretation has been done, the GCERF focal point and the Interpreter focal point may provide feedback to ensure the continued satisfaction of both parties.

### Characteristics of the provider

The provider should be a reputable interpretation firm with an established clientele that preferably includes public or non-profit sector clients in the field of International Development.

The provider is expected to hire interpreters with the appropriate educational background and translation accreditation.

The provider should be able to allocate additional resources fairly rapidly when the time frame and/or the complexity of the task so require.

The provider is expected to provide customer-oriented services and to maintain a positive and professional relationship with GCERF at all times.

The provider will be required to maintain the security and confidentiality of documents provided by or to GCERF.

For virtual meetings, there is no preferred location as long as the Contact Person and the designated focal point are able to be accessed by the GCERF Secretariat during its regular office hours, Geneva-time. For face-to-face meetings in Geneva, it is the responsibility of a Service Provider to ensure interpreters presence. Interpretation of face-to-face meetings in Geneva using virtual interpretation is also a possibility, providing a Service Provider ensures necessary technical equipment compatible with a conference room (location varies).

## Submission of proposals

Proposals may offer the total required services or only part thereof. The bidder shall indicate precisely which specific services it intends to provide.

Proposals should follow the template provided below. Failure to follow the proposal structure or to comply with the instructions in this Request for Proposal will be at the bidder's risk and may affect the evaluation of the proposal.

Proposals may be sent by mail or courier in a closed envelope to GCERF's offices clearly marked "RFP reference: 2020-12". The proposal may also be submitted by email in the form of "pdf files". The email should be addressed to [bids@gcerf.org](mailto:bids@gcerf.org).

**Deadline: 31 January 2021**

## Period of validity of the proposal

The proposal must be valid for a period of 120 days following submission.

## Cost of preparation and submission of the proposal

The bidder shall bear all costs associated with the preparation and submission of the proposal, including but not limited to the possible cost of discussing the proposal with GCERF, making a presentation, negotiating a contract and any related travel. GCERF will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

## Selection of bidders

Bidders are requested to provide the most appropriate and most cost-effective solution to meet the requirements.

The selection will be made based on a number of criteria that will be applied systematically to all bids received.

- 1- Suitability of the proposed approach and methodology
- 2- Suitability of the proposed team
- 3- Credibility and experience of the Interpreter
- 4- Quality of the Proposal
- 5- Proposed cost of services

## Proposal template

Bidders must submit their proposal following the template below:

The proposal is made up of four different sections

1. Disclosure form
2. Profile of the bidder
3. Technical proposal
4. Financial proposal

**Please keep the overall proposal within 10 pages.** You may annex additional information as needed.

### 1. Disclosure form

**To be completed by a duly authorized representative of the Bidder:** *On behalf of (name of public institution/private or public business entity/myself) (referred to in this document as "the Bidder"), I (name and title of the Bidder's representative) confirm that I am a duly authorized representative of the Bidder and hereby submit this proposal in response to GCERF's Request for Proposal 2020-12. I confirm that all statements and representations made in the proposal are true and correct.*

**Date submitted:**

**Submitted by: (Name of Bidder)**

**Name and Title of Authorized Representative:**

**Date:**

**Signature**

### 2. Profile of the Bidder

Please provide a brief background of the Bidder.

Please explain the legal status of the bidder; including its registration with the relevant competent authorities.

Please briefly explain your organisational strengths and values and your customer service approach.

Please provide information on prior experience with similar requirements and references that GCERF may contact.

### 3. Technical Proposal

A. Business need: Please indicate your understanding of GCERF's business needs for which you are submitting this proposal.

B. Objectives and deliverables:

Please list the deliverables as specified in this Request for Proposal and indicate whether and how the Bidder commits to deliver these.

**Optional:** Present deliverables not listed in this Request for Proposal but which in your expert assessment, are necessary to achieve the objectives of this request. This may include services that your firm provides and that you believe would add value to the services GCERF would receive.

C. Approach:

Please provide information on the following:

1. Technical equipment and systems you would use to provide the various required services;
2. Proposed process: key tasks/phases, deliverables, schedule of activities - may be presented using text and/or graphics;
3. Measures to ensure quality control over the delivery of services to GCERF; and

D. Service Management Plan:

Please provide details for how your firm would ensure that it provides satisfactory services to GCERF. Please explain how you would coordinate the service offering, including proposed meetings and any proposed mechanism for feedback to and/or coordination with GCERF.

E. Team Composition:

Please provide the following information on the proposed team that would work with GCERF:

- Team organisation
- Name, area of expertise and relevant experience of proposed Contact Person
- Proposed team members; name, area of expertise and relevant experience. If the specific individuals are not yet identified at the time of submission of the bid, the Bidder is invited to explain how they would proceed for the selection of team members.

F. Risk Mitigation Plan:

Please list any identified risks which may affect the successful delivery of services and any proposed mitigating measures.

G. Assumptions (optional):

Please list the assumptions on which your proposed approach and successful completion of deliverables are based that you think would be important for GCERF to understand.

H. References:

Please briefly provide recent examples of similar projects has recently undertaken. Please indicate if the name of the client may be disclosed and if GCERF may contact the client for reference.

4. Financial Proposal

Please explain the basis of the proposed charges to GCERF and their level. Please indicate any special rates for urgent translations within 24 hours. Please note that GCERF is exempt from VAT. Please include basis for invoicing and terms and conditions for payment.

APPENDIX 1: Indicative list of meetings to be interpreted

| <b>From 1<sup>st</sup> January 2021 – 31<sup>st</sup> December 2021</b> |                           |                          |                              |                        |             |
|---|---------------------------|--------------------------|------------------------------|------------------------|-------------|
| <b>Meeting Title</b>  | <b>Intepretation From</b> | <b>Interpretation To</b> | <b>Duration of a meeting</b> | <b>Suggested dates</b> | <b>Mode</b> |
| 1. Board info session   | English                   | French                   | 1 hour                       | 15 February            | virtual     |
| 2. Webinar for GCERF grantees   | English                   | French                   | 1,5 hours                    | 15 March               | virtual     |
| 3. Board Orientation session  | English                   | French                   | 1 hour                       | 1 June                 | virtual     |
| 4. Board Meeting  | English                   | French                   | 2 hours x 2 days             | 9–10 June              | virtual     |
| 5. Webinar for GCERF grantees   | English                   | French                   | 1,5 hours                    | 30 June                | virtual     |
| 6. Board info session   | English                   | French                   | 2 hours                      | 15 September           | virtual     |

|                                |         |        |                               |                 |              |
|--------------------------------|---------|--------|-------------------------------|-----------------|--------------|
| 7. Webinar for GCERF grantees  | English | French | 1,5 hours                     | 30<br>September | virtual      |
| 8. Board Orientation session   | English | French | 1 hour                        | 1<br>December   | face-to-face |
| 9. Board meeting               | English | French | 8 hours x 2 days=<br>16 hours | 1-2<br>December | face-to-face |
| 10. Webinar for GCERF grantees | English | French | 1,5 hours                     | 3<br>December   | virtual      |
| <b>Total Number of Hours</b>   |         |        | <b>31</b>                     |                 |              |