



Empowered lives.  
Resilient nations.

## Annex I

### Description of Requirements- Data sheet

Context of the Requirement	Provision of transcription services in English.
Implementing Partner of UNDP	Office of Audit and Investigations (OAI)
Brief Description of the Required Services	Provision of transcription services for the Investigation Section of OAI.  <i>Please refer to the Terms of Reference (TORs) attached in Annex IV</i>
List and Description of Expected Outputs to be Delivered	<i>Please refer to the Terms of Reference (TORs) attached in Annex IV</i>
Person to Supervise the Work/Performance of the Service Provider	Deputy Director (investigations); Investigations Manager
Location of work	Home-based; at Transcription firm location
Expected duration of work	On-call basis and as agreed upon at the time the services are requested
Target start date	As needed
Latest completion date	As per deadline agreed upon at the time the services are requested
Travels Expected	No travel is envisaged
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required. Please refer Technical proposal form (Annex II) and TORs (Annex IV)
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 120 days

Proposals	<input checked="" type="checkbox"/> Offerors will submit <u>complete</u> proposals in English language.		
Payment Terms			
	Outputs	Condition for Payment Release	
	Transcription services as requested on call basis	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 services and authorize the disbursement of payment	Head of Investigations and Investigations Manager		
Type of Contract to be Signed	<input checked="" type="checkbox"/> Long-Term Agreement via Purchase Order (PO) that will trigger the call-off; the duration of the LTA will be three (3) years.		
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria 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.		

<p>Criteria for the Assessment of Proposal</p> <p>(Note: Evaluation will be carried out per UN Official language proposal submitted)</p>	<p><b>Pre-Evaluation</b> - to ensure minimum requirements are met</p> <p><b>Technical Evaluation</b> (*) (70% of total technical 100 points)</p> <p><input checked="" type="checkbox"/> Part 1: Written Examination - 30 points</p> <p><input checked="" type="checkbox"/> Part 2a: Expertise of Firm – 40 points</p> <p><input checked="" type="checkbox"/> Part 2b: Personnel Resources – 30 points</p> <p><b>Financial Evaluation</b> (*) (30% or 30 points)</p> <p><input checked="" type="checkbox"/> Part 1: Standard fee rate (return within 30 working days from the date of receiving audio record for transcription. Weighting 90% of total financial score)</p> <p><input checked="" type="checkbox"/> Part 2: Rush fee – (return within 5 working days from the date of receiving audio record for transcription. Weighting 10% of total financial score)</p> <p>To be computed as a ratio of the Proposal's offer to the lowest price Among the proposals received by UNDP.</p> <p>(*) <i>Only those firms that pass the minimum 70% of technical evaluation is qualified for the Financial Evaluation.</i></p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One Transcription firm: the top ranking transcription firm will be issued an LTA.
Annexes to this RFP	<p><input checked="" type="checkbox"/> Technical Proposal Form (Annex II) and Financial Proposal (Annex III)</p> <p><input checked="" type="checkbox"/> Detailed TOR (Annex IV)</p> <p><input checked="" type="checkbox"/> General Terms and Conditions (Annex V)</p>
Contact Person for Inquiries (Written inquiries only)	<p><i>Administrative Assistant, Investigations Section, OAI</i></p> <p>Any request for clarification must be e-mailed to Ekaterina Berman, Administrative Assistant: <a href="mailto:oai.bids@undp.org">oai.bids@undp.org</a> No <b>query or request for clarification</b> will be accepted after <b>6 July 2016</b>.</p> <p>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.</p>
Additional Information	1) Evaluation information see below

## ADDITIONAL INFORMATION:

### ***Evaluation Criteria***

The Cumulative Analysis method will be used in evaluating the proposals, with evaluation of the technical proposal being completed before any price proposal is opened and compared. The Financial Proposal will be opened **only** for those submissions that passed the minimum technical score of 70% of the obtainable score of 100 points in the evaluation of the technical proposals.

### **Pre-Evaluation** – minimum requirements to qualify

**NOTE:** Only those firms that meet the minimum experience and qualification requirements outlined in the Terms of Reference (TORs) will be invited to undertake a written transcription examination (further detailed below).

### **Technical Evaluation**

The evaluation of technical proposals is comprised of the following stages:

Summary of Technical Proposal Evaluation	Points obtainable	Company/Other Entity				
		A	B	C	D	E
Part 1. Written Transcription Examination	30					
Part 2a. Expertise of Firm	40					
Part 2b. Personnel Resources	30					
<b>TOTAL</b>	<b>100</b>					

### **PART 1. Written Transcription Examination**

UNDP will contact Offerors who have submitted proposals that meet the basic application requirements. In order to assess your firm's qualifications, one key transcriber is required to take a timed written examination.

UNDP will contact your firm to determine your key transcriber's availability to take the examination. Written examinations will be administered remotely. Your firm's key transcriber will be asked to

- Compile verbatim transcripts from three audio recordings;
- Transcribe audio recording(s) with a total duration of approximately 2 hours;
- Provide a high standard of transcription service:
  - 1) Numbering each sentence or line in each transcript;
  - 2) Numbering each page of the transcript
  - 3) Provide a word document transcript
  - 4) Provide a condensed PDF version of the transcript; and
  - 5) Provide an index or keywords for each transcript

The transcriber will have up twenty four (24) hours to complete the transcription.

Part 1. Written Transcription Examination (30 points)		Point obtain	Company/Entity				
6 and below (poor); 7 (average), 9 (very good); 10(excellent). <i>Test will be graded overall according to their faithfulness to the source text, adherence to subject matter terminology, grammatical accuracy, syntax, punctuation.</i>			A	B	C	D	E
a.	Accuracy of transcription	10					
b.	Clear and applicable formatting of the transcription report	7					
c.	Plain and precise presentation of the transcription report	7					
d.	Accuracy of transcription index or key words	6					
	<b>Total Part 1</b>	<b>30</b>					

## PART 2: Technical Proposal Evaluation

- 2a. Expertise of Firm  
2b. Personnel Resources

Technical Proposal Evaluation		Point obtain	Company/Entity				
Part 2a. Expertise of Firm (40 points)			A	B	C	D	E
Description of Transcription Company's Experience							
a.	Reputation of company : - Loose consortium, holding company or on firm - UN litigation history	5					
b.	Company's organizational capacity : - Firm history: 3 years or more - Specialized knowledge; - Experience on similar services	10					
c.	<b><i>The vendor is requested to supply references to demonstrate that they have previous experience in</i></b> providing transcription services to UNDP or major international organizations for at least three (3) years = <b>5 pts</b> ; additional point for each additional year up to <b>10 pts</b> - does the vendor have 3 references - Are the reference from investigations sections - Are the reference from large international organizations/companies - Quality of vendor work	15					
e.	Company's workflow for transcription requests from client(s).	3					
f.	Company's workflow for transcription requests from client(s).	3					
g.	<b>Quality assurance:</b> Does the firm has one principal transcriber to sign all transcription report	4					
<b>Total Part 2a</b>		<b>40</b>					

Technical Proposal Evaluation		Points obtainable	Company/Other Entity				
			A	B	C	D	E
Part 2b Personnel resource (30 points)							
a.	General qualification and suitability for the work of the transcribers services required	10					
b.	Year of experience in providing transcript of audio recording	10					
c.	Experience in transcribing records of non-English native speaker	10					
	Total Part 2b	30					

## Financial Evaluation

The Financial Proposal will be opened **only** for those submissions that passed the minimum technical score of 70% of the obtainable score of 100 points (Written transcription examination and Technical Proposal) in the evaluation of the technical proposals.

Both scores, technical and financial, will be combined and a total score awarded on a 70:30 proportion (Technical 70%; financial 30%).

Financial proposal has 2 fee rates (i) standard rate for transcription products to be return within 30 working days and (ii) urgent rate for transcription products to be return within 5 working days.

For the purpose of financial evaluation, each rate is assigned with weighting. The total weighted rate is to be used for evaluating financial proposal of bidders. Below is the formula for computing total weighted rate.

	Weighting	Bidder's actual proposed Rate/audio minute	Weighted rate
Standard rate (approx. 90% of OAI's needs is for transcriptions products to return within 30 working days)	90%	AA	AA * 90%
Urgent rate (approx. 10% of OAI's needs is for transcriptions products to return within 5 working days)	10%	BB	BB* 10%
<b>Total weighted rate for financial evaluation purpose</b>	<b>100%</b>		<b>AA*90% + BB*10%</b>