



United Nations Population Fund  
Eastern Europe and Central Asia Regional Office  
Email: [eecaro@unfpa.org](mailto:eecaro@unfpa.org)  
Website: [www.unfpa.org](http://www.unfpa.org)

02 October, 2017

**REQUEST FOR PROPOSAL (RFP)**  
**RFP Number UNFPA/EECARO/RFP/2017/002**

For the establishment of a:  
**LONG TERM AGREEMENT**

In regards to:  
SUPPLY/PROVISION OF TRANSLATION AND INTERPRETATION SERVICES to EECARO  
ISTANBUL, TURKEY

**LETTER OF INVITATION**

Dear Sir/Madam,

1. The United Nations Population Fund (UNFPA), an international development agency, is seeking qualified Bids for the supply of translation and/or interpretation services to the Eastern Europe and Central Asia Regional Office (EECARO). Your company is hereby invited to submit your best Technical and Financial Bids for the requested services. Suppliers may bid for translation or interpretation services, or both. Your Bid could form the basis for a Long Term Agreement (LTA) between your company and UNFPA EECARO.
2. To enable your company to submit a Bid, please read the following attached documents carefully:

Section I:	Instructions to Bidders
Section II:	Terms of Reference
Section III:	UNFPA General Conditions of Contract
Section IV:	UNFPA Special Conditions of Contract
Section V:	Supplier Qualification Requirements
Section VI:	Bid and Returnable Forms
Section VII:	Template of Proposed Long Term Agreement

3. The Bid process will be conducted through a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid *separately* from their Financial Bid containing price information. Specific instructions for the submission can be found in Section I – Instructions to Bidders, clause 18 Submission, Sealing and Marking of Bids.
4. Bidders are requested to carefully read Section I – Instructions to Bidders, clause 18 Submission, Sealing and Marking of Bids, where detailed instructions of the submission process are provided. It is the Bidder's responsibility to assure compliance with the submission process. If the envelopes or emails are not marked / submitted per the instructions, UNFPA will neither assume responsibility for the bid's misplacement or premature opening nor guarantee the confidentiality of the Bid process. Incorrect submissions might result in your Bid being declared invalid.



All Bids comprising of Technical and Financial parts should reach the below and corresponding addresses no later than **Tuesday 31 October 2017**, at **10:00** Almaty time (UTC +6.00)<sup>1</sup>:

- a. If you choose to submit your Bid in hard copy, your Technical Bid and Financial Bid should be submitted in separate, sealed envelopes in accordance to clause 18.4 Submission of hard copy Bids, and should reach the following address:

UNFPA Eastern Europe and Central Asia Regional Office  
UN Common Premises,  
67, Tole bi str, Almaty, 050000, Kazakhstan

If you choose to submit your Bid electronically, your Technical Bid and Financial Bid should be submitted in separate emails in accordance to clause 18.3 Submission of electronic Bids, should reach the email inbox of [eeecaro.procurement@unfpa.org](mailto:eeecaro.procurement@unfpa.org). Do not submit Bid documents to any other email address, sending the Bid to any other email address, including as a carbon copy (cc), will violate confidentiality and result in the invalidation of the Bid.

5. Bids received after the stipulated date and time will be rejected.
6. Bidders are asked to acknowledge receipt of this RFP using the Bid Confirmation Form SECTION VI – ANNEX A: BID CONFIRMATION FORM. A completed Form should be e-mailed to: Victoria Filimonova, Admin/Finance Associate, [filimonova@unfpa.org](mailto:filimonova@unfpa.org) no later than Friday, 20 October, 2017 and indicate whether or not a Bid shall be submitted. Bidders that will not submit a Bid are kindly asked to indicate the reason(s) for not bidding on the Bid Confirmation Form to help UNFPA improve its future Bid exercises.
7. Any questions relating to the Bid process and/or to the attached documents shall be sent to: Victoria Filimonova, Admin/Finance Associate at email: [filimonova@unfpa.org](mailto:filimonova@unfpa.org)

Responses to all questions received will be handled in accordance to the instructions included in Section I - Instructions to Bidders, clause 8 Clarifications of solicitation documents. Do not submit a Bid to this contact, or your Bid will be declared invalid, as UNFPA will not be able to guarantee the confidentiality of the Bid process.

8. UNFPA posts all Bids notices, clarifications and results in the United Nations Global Marketplace; hence, we strongly encourage Bidders to register on [UNGM](http://ungm.org). The UNGM is the procurement portal of the United Nations system. By registering on UNGM, suppliers become part of the database that UN buyers use when searching for suppliers. The link describes the registration process: <https://www.ungm.org/Public/Pages/RegistrationProcess>

Suppliers can also access all UN Bids online and, by subscribing to the Tender Alert Service, suppliers can be automatically notified via email of all UN business opportunities that match the products and services for which they have registered. Instructions on how to subscribe to the Tender Alert Service can be found in the UNGM Interactive Guide for suppliers.

9. UNFPA looks forward to receiving your Bid and thanks you in advance for your interest in UNFPA procurement opportunities.
10. This letter is not to be construed in any way as an offer to contract with your company/institution.

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<sup>1</sup> <https://www.timeanddate.com/worldclock/kazakhstan/almaty>



Yours sincerely,

Prepared by  
Victoria Filimonova  
Admin/Finance Associate  
UNFPA EECARO

Reviewed & Approved by  
Ruslan Saparaliyev  
International Operations Manager  
UNFPA EECARO

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## SECTION I: INSTRUCTIONS TO BIDDERS

### A. INTRODUCTION

#### 1. General

- 1.1. UNFPA EECARO wishes to enter into non-exclusive Long Term Agreements (LTAs) with qualified suppliers for simultaneous, consecutive and whispering interpretation in Russian from/to English and written translation, editing and proof-reading in English and Russian in support of UNFPA EECARO's Programmes in Turkey and the EECA Region.
- 1.2. As a result of this competitive Bid process, UNFPA plans to sign non-exclusive Long-Term Agreements (LTAs) with suppliers for 1 (one) year. In addition to the initial term, the LTA(s) will have the option of a two-year extension, subject to satisfactory performance and price competitiveness.
- 1.3. In the event of UNFPA signing an LTA the following shall apply:
  - 1.3.1. The successful Bidder(s) shall accord the same terms and conditions to any other organization with the United Nations Systems, for services in Turkey, that wishes to avail itself of such terms, after written consent from UNFPA EECARO;
  - 1.3.2. The LTA template specified in SECTION VII: LONG TERM AGREEMENT TEMPLATE, shall be used.
  - 1.3.3. UNFPA will not be committed to purchase any minimum quantity of the services, and purchases will be made only if and when there is an actual requirement. UNFPA shall not be liable for any costs in the event that no purchase is made under any resulting LTA. All reductions in market prices provided by the supplier will be passed on in full to UNFPA.
  - 1.3.4. The successful Bidder shall have the right to review their prices every 12 months from commencement of the LTA, and shall notify UNFPA in writing 90 days prior to the 12-month period of a proposed price decrease or increase. The successful Bidder shall provide proper justification for any price increase. UNFPA shall be entitled to either accept the price decrease/increase or to cancel the LTA, and shall notify the successful Bidder(s) in writing of its decision

#### 2. Eligible Bidders

- 2.1. This Bidding process is open to all legally-constituted companies that can provide the requested services and have legal capacity to deliver in Turkey and other countries in Europe and Central Asia, or through an authorized representative.
- 2.2. Bidders and all parties constituting the Bidder may hold any nationality.
- 2.3. Bidders must not have a conflict of interest in order to be considered eligible. Bidders found to have a conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:
  - 2.3.1. Are, or have been associated in the past, with a company or any of its affiliates that have been engaged by UNFPA to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods and/or services to be purchased under this Bid.



- 2.3.2. Submit more than one Bid in this Bidding process, except for alternative Bids accepted under instructions to Bidders clause 17 is not permitted. However, this does not limit the participation of subcontractors in more than one Bid.
- 2.3.3. Any Bidder that is uncertain as to whether the situation it is in constitutes a conflict of interest must disclose the situation to UNFPA and seek UNFPA's guidance.
- 2.3.4. The following information must be disclosed in the Bid:
  - 2.3.4.1. Bidding entities whose owners, part-owners, officers, directors, controlling shareholders, or key personnel are immediate family of UNFPA staff involved in procurement functions and/or of any government official of the beneficiary country and/or of any Implementing Partner (IP) receiving the goods and/or services under this RFP; and
  - 2.3.4.2. Any other situation that could potentially lead to actual or perceived conflict of interest, collusion, or unfair competition practices.
  - 2.3.4.3. Failure to disclose the information above may result in rejection or disqualification of the Bid or of the award resulting of the Bid process.
- 2.4. Bidders under declaration of ineligibility by UNFPA in accordance with clause 2 at the time of contract award will be disqualified. Bidders are not eligible to submit a Bid if at the time of Bid submission they are:
  - 2.4.1. Listed as suspended or removed by the United Nations Procurement Division (UNPD);
  - 2.4.2. Declared ineligible by other organizations of the United Nations through the disclosure of the ineligibility or listing as suspended on United Nations Global Marketplace (UNGMP) as a result of having committed fraudulent activities;
  - 2.4.3. Included on the UN 1267 list issued by the Security Council resolution 1267 that establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban;
  - 2.4.4. Debarred by the World Bank Group in accordance with the WB Listing of Ineligible Firms & Individuals and the WB Corporate Procurement Listing of Non-Responsible Vendors.
- 2.5. All Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on UN Supplier Code of Conduct.
- 2.6. Accordingly, any company that is found to have undertaken unethical, unprofessional, or fraudulent activities, as defined in clause 4, will be temporarily suspended or permanently debarred from business relations with UNFPA.
- 2.7. Bids may be submitted by a Joint Venture (JV). In the case of a JV:
  - 2.7.1. The completed Joint Venture Partner Information Form, SECTION VI – ANNEX F: JOINT VENTURE PARTNER INFORMATION FORM, must be included with the Bid; and
  - 2.7.2. All parties to the JV shall be jointly and severally liable; and
  - 2.7.3. The JV must nominate a Representative, who will have the authority to conduct all businesses for and on behalf of all parties of the JV during the Bidding process, and, if the JV is awarded an LTA, during the validity of the LTA.

### 3. Cost of Bid

- 3.1. Bidder will bear all costs associated with the preparation and submission of the Bid(s), and the procuring UN entity will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bid.

#### 4. Fraud and Corruption

- 4.1. UNFPA's Policy regarding fraud and corruption is available by clicking on [Fraud Policy](#) and applies fully to this Bid. Submission of any Bid implies that the Bidder is aware of this Policy.
- 4.2. UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. To this effect, UNFPA has developed an Anti-Fraud Policy with the aim to raise awareness of fraud risks, implement controls to prevent fraud, and establish a procedure to detect fraud and to enforce the Policy.
- 4.3. UNFPA requires that Bidders, suppliers, and contractors and their subcontractors observe the highest standards of ethics during the procurement and execution of UNFPA contracts.
- 4.4. Pursuant to this Policy, UNFPA defines the terms set forth as follows:
  - 4.4.1. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
  - 4.4.2. "Fraudulent practice" means any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit, or to avoid an obligation;
  - 4.4.3. "Collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
  - 4.4.4. "Coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
  - 4.4.5. "Obstructive practice" means acts intended to materially impede the exercise of UNFPA's contractual rights of audit, investigation and access to information, including destruction, falsification, alteration or concealment of evidence material to a UNFPA investigation into allegations of fraud and corruption.
  - 4.4.6. "Unethical practice" means conduct or behavior that is contrary to Staff or Supplier codes of conduct, such as those relating to conflict of interest, gifts, hospitality, post-employment provisions, abuse of authority and harassment
- 4.5. UNFPA will reject to award a contract if it determines that a Bidder recommended for award has engaged in corrupt, fraudulent, collusive, coercive, obstructive or unethical practices while competing for the contract in question;
- 4.6. UNFPA will declare a supplier ineligible, either indefinitely or for a stated period of time, to be awarded a UNFPA contract/agreement if at any time it determines that the supplier has engaged in any corrupt, fraudulent, collusive, coercive, obstructive or unethical practices while competing for, or in executing, a UNFPA contract/agreement.
- 4.7. Any supplier participating in UNFPA's procurement activities must provide all required documents, records, and other elements to UNFPA personnel upon first request to facilitate any investigation of allegations of misconduct by either suppliers or any other party to the procurement activities. The absence of such cooperation may be sufficient grounds for the debarment of the supplier from the UNFPA supplier roster and may lead to suspension following review by UNFPA.
- 4.8. Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all



documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

- 4.9. A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#)

## 5. Zero Tolerance

- 5.1. UNFPA has adopted a zero tolerance policy on gifts and hospitality. Bidders are therefore requested not to send gifts or offer hospitality to UNFPA personnel. If interested on reading further on this policy, please select [Zero Tolerance Policy](#).

## 6. Disclaimer

- 6.1. Should any of the links malfunction or are inaccessible for any reason in this Request for Proposal or any of its Annexes, suppliers can contact the Procurement Official referenced below in clause 8 and request for them to share a PDF version of such document(s).

## B. SOLICITATION DOCUMENTS

### 7. UNFPA Bidding document

- 7.1. This RFP document is posted on [United Nations Global Marketplace \(UNGM\)](#).

- 7.2. Bidding documents consists of the following:

Section I:	Instructions to Bidders
Section II:	Terms of Reference
Annex A:	Instructions for Preparing Technical Bid
Section III:	UNFPA General Conditions of Contract
Section IV:	UNFPA Special Conditions of Contract
Section V:	Supplier Qualification Requirements
Section VI:	Bid and Returnable Forms
Annex A:	Bid Confirmation Form
Annex B:	Bid Submission Form
Annex C:	Bidder Identification Form
Annex D:	Bidder's Previous Experience
Annex E:	Price Schedule Form
Annex F:	Joint Venture Partner Information Form
Annex G:	Checklist of Bid Forms
Section VII:	Template of Proposed Long Term Agreement

- 7.3. Bidders are expected to examine all instructions, forms, Terms of Reference, terms and conditions contained within this Bid document. Failure to comply with these documents shall be at the Bidder's risk and may affect the evaluation of the Bid or result in the rejection of the Bid.

- 7.4. Bidders are cautioned to read Section II – Terms of Reference, as there may be special requirements. The requirements presented herein are not to be construed as defining a particular service provider's service. Bidders are encouraged to advise UNFPA if they disagree.

7.5. The requirements included in this document are the minimum requirements of the services solicited. Services offered in the Bid must meet or exceed all requirements herein.

#### 8. Clarifications of Bidding documents

8.1. Bidders requiring clarification to the Bid process and/or to the Bid documents may be addressed in writing to:

Victoria Filimonova, Admin/Finance Associate, [filimonova@unfpa.org](mailto:filimonova@unfpa.org)

Bidders should **NOT** submit any Bid to this contact or your Bid will be declared invalid, as UNFPA will not be able to guarantee the confidentiality of the Bidding process.

Bidders may request clarifications no later than **Monday, 16 October 2017, at 17.00** Almaty time<sup>2</sup>.

8.2. UNFPA will respond in writing to any requests for clarification received prior to the deadline and will circulate the answers (including an explanation of the requests without identifying the sources) to all prospective Bidders that have received the Bid documents. A copy of the questions and UNFPA's answers will also be posted on UNGM, ([www.ungm.org](http://www.ungm.org)).

8.3. UNFPA will respond to requests for clarifications as soon as possible. However, delays in UNFPA's response will not oblige UNFPA to extend the Bid submission deadline. UNFPA may extend the deadline in specific cases UNFPA deems justified and necessary.

#### 9. Amendments to Bidding documents

9.1. At any time prior to the Bid submission deadline, UNFPA may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding documents by issuing an amendment.

9.2. UNFPA shall post all amendments under the original notice on UNGM. All prospective Bidders that have received the Bidding documents shall periodically check if amendments have been posted to the bidding documents on UNGM.

9.3. To give prospective Bidders reasonable time to take the amendments into account, UNFPA may, at its discretion, extend the Bid submission deadline.

### C. PREPARATION OF BIDS

#### 10. Language of the Bid

10.1. Bid documents and all related correspondence will be written in English.

10.2. Any printed literature furnished by a prospective Bidder written in a language other than the language indicated must be accompanied by a translation in the preferred language indicated above. For the purpose of interpretation of the Bid, and in the event of discrepancy or inconsistency in meaning, the version translated into the preferred language indicated above shall govern. The sole responsibility for translation and the accuracy thereof shall rest with the Bidder.

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<sup>2</sup> <https://www.timeanddate.com/worldclock/kazakhstan/almaty>

## **11. Bid currency and prices**

- 11.1. All prices shall be in US dollars (USD) only. Bidder(s) shall indicate in their offers the currency they would have used for a Bid in the absence of currency constraint. In order to mitigate financial risks, if the value of the USD changes by more than 10% against the indicated currency during the validity of the LTA, the successful Bidder may be asked to adjust the LTA USD prices using the UN exchange rate on the day of Bid submission deadline. The monthly UN Operational Rate of Exchange (UNORE) will be used to determine the percentage of change in USD value against the indicated currency.
- 11.2. The Bidder shall indicate on the Price Schedule Form in accordance to SECTION VI – ANNEX E: PRICE SCHEDULE FORM the unit of measure, the unit price and total Bid price of the goods and/or services (where applicable) it proposes to supply under the LTA.

## **12. Most favored pricing**

- 12.1. By submitting a Bid, the Bidder certifies that the same services have not been offered to other customers under similar circumstances at a lower cost. Should a Bidder be found to have done so, it must offer the lower cost to UNFPA.

## **13. Validity of Bids**

- 13.1. Bids must remain valid for 120 calendar days after the Bid submission deadline. UNFPA will consider Bids with shorter validity as not substantially responsive and reject them. Under special circumstances, UNFPA may request Bidders to extend the validity of their Bids. Requests for validity extension will be made in writing.

## **D. SUBMISSION OF BIDS**

### **14. Documents establishing eligibility and conformity to Bid documents**

- 14.1. Evidence of conformity of the goods/services to the Bidding documents may include the following documentation as described in clauses 15 Technical Bid and 16 Financial Bid, to be completed and returned in hard copies or in electronic format depending on the submission approach selected.
- 14.2. Submission of a Bid that does not substantially respond to the UNFPA Bid document in every respect shall be at the Bidder's risk and may result in a rejection of the Bid.

All required documents returned with the Technical Bid should be submitted in PDF version. The Financial Bid should be submitted both in PDF version and Excel version.

### **15. Technical Bid**

- 15.1. Documents establishing the eligibility of the Technical Bid:
  - 15.1.1. Completed and signed Bid Submission Form SECTION VI – ANNEX B: BID SUBMISSION FORM, in PDF format. Note: if the bid submission form is not submitted or not signed, and provided the bidder has not indicated they do not accept any of the conditions required in this form, UNFPA shall consider that the bidder has accepted all such conditions. For the sake of good order, at the time of bid evaluation UNFPA will request the bidder to provide the signed Bid Submission Form.
  - 15.1.2. Completed Bidder Identification Form; SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM in PDF format.

- 15.1.3. Completed Bidder's Previous Experience; SECTION VI – ANNEX D: BIDDER'S PREVIOUS EXPERIENCE in PDF format.
- 15.1.4. Technical Bid, including documentation to demonstrate that the Bidder meets all requirements. The Technical Bid should be presented concisely and structured to include but not necessarily be limited to the information listed in SECTION II – ANNEX A: INSTRUCTIONS FOR PREPARING TECHNICAL BID in PDF format
- 15.1.5. Supporting documents/information per the Supplier Qualification Requirements; SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS
- 15.1.6. Completed Joint Venture Partner Information Form; SECTION VI – ANNEX F: JOINT VENTURE PARTNER INFORMATION FORM in PDF format.
- 15.1.7. Copy of last three years of audited financial statements.

## **16. Financial Bid**

- 16.1. Bidders must complete the Price Schedule Form in accordance to SECTION VI – ANNEX E: PRICE SCHEDULE FORM – both in PDF format (signed version) and excel format. The separate Financial Bid must contain a quotation in a single currency, itemizing all services to be provided.
- 16.2. Please consider the following information when completing the Price Schedule Form:
  - 16.2.1. The Price Schedule Form must provide a detailed cost breakdown, as shown in SECTION VI – ANNEX E: PRICE SCHEDULE FORM. Bidders are required to provide separate figures for each of the steps for each item.
  - 16.2.2. Estimates for out of pocket expenses should be listed separately. Where installation, commissioning, training or other similar services are required to be performed by the Bidder, the Bidder shall include the prices for these services broken down into itemized prices.
  - 16.2.3. All prices/rates Bid must be exclusive of all taxes, since UNFPA is exempt from taxes. The applicable unit of measure should be clearly indicated.
  - 16.2.4. Submit this Financial Bid in a separate envelope/email from the rest of the Technical Bid.

## **17. Partial Bids**

- 17.1. Partial Bids are allowed under this RFP. Suppliers may bid for translation or interpretation services or both. UNFPA also reserves the right to select and accept a part or parts of any Bid.

## **18. Submission, sealing, and marking of Bids**

- 18.1. The Bid process shall be conducted through a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid separately from their Financial Bid containing price information.
- 18.2. UNFPA provides alternative methods of Bid submission:
  - 18.2.1. Electronic Bids may be submitted via email in accordance with the guidelines provided in clause Submission of electronic Bids 18.3.
  - 18.2.2. Hard copy Bids may be delivered personally, by mail, or by courier in accordance with the guidelines provided in clause 18.4

18.2.3. Any of the above options is acceptable and only one method is required. In accordance with UNFPA's green procurement initiative, electronic submissions are strongly encouraged.

### 18.3. Submission of electronic Bids

18.3.1. Bidders must enter the following text in the subject line: UNFPA/EECARO/RFP/2017/002, *Company Name*, and specify "Technical Bid" or "Financial Bid". Example below:

18.3.1.1. UNFPA/EECARO/RFP/2017/002 [*Company name*], Technical Bid email X

18.3.1.2. UNFPA/EECARO/RFP/2017/002 [*Company name*], Financial Bid

18.3.1.3. Submissions without this text in the subject line may be rejected.

18.3.2. Electronic submissions must be sent only to [eecaro.procurement@unfpa.org](mailto:eecaro.procurement@unfpa.org). Bids received at [eecaro.procurement@unfpa.org](mailto:eecaro.procurement@unfpa.org) mailbox shall not be opened before the scheduled opening date. Sending the Bid to any other email address, including as a carbon copy (cc), will violate confidentiality and result in the invalidation of the Bid.

18.3.3. The total size of the email submission must **not exceed 10 MB**, including e-mail body, attachments, and headers.

18.3.4. It is recommended that the entire Bid be consolidated into as few attachments as possible, in commonly-used file formats in accordance to what has been stated in clauses 15 & 16. If the Bid consists of large files, it is recommended that these files be sent in separate emails prior to the submission deadline. Multiple emails must be clearly identified by indicating in the subject line "email X" sequentially, and the final "email Y – final".

18.3.5. It is the Bidder's responsibility to ensure that Bids sent by email are received by the submission deadline. Bidders will receive an auto-reply acknowledging the receipt of each email when it is received by UNFPA's email system. If you do not receive an auto-reply, inform Victoria Filimonova at [filimonova@unfpa.org](mailto:filimonova@unfpa.org).

### 18.4. Submission of hard copy Bids

18.4.1. Bidders must prepare one Original set of all Bid documents, in addition to the hard copy; Bidders should enclose their Bid documents in a USB or CD containing an electronic version of the Bid. In the event of a discrepancy between the electronic and the hard copy version, the hard copy document will govern. Please assure to use separate media (USB or CD) for the Technical Bid and Financial Bid.

18.4.2. Marking of hard copy Bids

18.4.2.1. The **outer envelope** must be clearly marked with:



UNITED NATIONS POPULATION FUND  
 UNFPA Eastern Europe and Central Asia Regional Office  
 UN Common Premises,  
 67, Tole bi str, Almaty, 050000, Kazakhstan  
 UNFPA/EECARO/RFP/2017/002, *Company Name*  
 Attention: *Victoria Filimonova*  
**TO BE OPENED ONLY BY AUTHORIZED UNFPA PERSONNEL**  
**DO NOT OPEN BEFORE 31 October 2017**

- 18.4.2.2. The envelope must indicate the name and address of the Bidder. If the outer envelope is not sealed and marked as required, UNFPA will assume no responsibility in the event of Bid misplacement or premature opening.
- 18.4.2.3. The **inner envelopes** must be clearly marked with:

UNITED NATIONS POPULATION FUND  
 UNFPA Eastern Europe and Central Asia Regional Office  
 UN Common Premises,  
 67, Tole bi str, Almaty, 050000, Kazakhstan  
 UNFPA/EECARO/RFP/2017/002, *Company Name*  
 Attention: *Victoria Filimonova*  
**TO BE OPENED ONLY BY AUTHORIZED UNFPA PERSONNEL**

Submission 1 of 2: UNFPA/EECARO/RFP/2017/002 [*Company name*], Technical Bid  
 Submission 2 of 2: UNFPA/EECARO/RFP/2017/002 [*Company name*], Financial Bid

## 19. Deadline for submission of Bid and late Bids

- 19.1. Bids must be delivered to the place, date and time specified in this RFP. If any doubt exists as to the time zone in which the Bid should be submitted, refer to <http://www.timeanddate.com/worldclock/>, or contact the Bid focal point.
- 19.2. Bids received after the submission deadline shall be declared late, rejected and the supplier informed by UNFPA accordingly. UNFPA will not be responsible for Bids that arrive late due to the courier company and any other technical issues which are not within the control of UNFPA.

## 20. Modification and withdrawal of Bids

- 20.1. Bidders are expected to have sole responsibility to examine the conformity of their Bids to the requirements of the RFP, keeping in mind that material deficiency in providing information requested by UNFPA, or lack of clarity in the description of goods or services to be provided may result negatively in the evaluation process of the Bids.
- 20.2. Bidders may modify, substitute or withdraw their Bid after submission, provided that written notice is received by UNFPA prior to the submission deadline.
- 20.3. Any proposed modification, substitution or withdrawal must be submitted in accordance to clause 18 - Submission, sealing and marking of Bids based on the approach utilized. The



respective envelope or email shall be clearly marked “MODIFICATION”, “SUBSTITUTION” or “WITHDRAWAL”. Any revision to the Bid must be received by the deadline.

20.4. No Bid may be modified, substituted or withdrawn in the interval between the submission deadline and the expiration of the period of the Bid validity. No Bid may be modified, substituted or withdrawn after the submission deadline.

## **21. Storage of Bids**

21.1. Bids received prior to the deadline of submission and the time of opening shall remain secure and unopened until the Bid opening date stated in UNFPA’s RFP.

## **E. BID OPENING AND EVALUATION**

### **22. Bid opening**

22.1. UNFPA will conduct an internal Bid opening on 31 October 2017, at 15.00 Almaty time<sup>3</sup> at the Almaty office of EECARO.

22.2. Bids will be opened by an ad-hoc panel consisting of at least two staff members (of which one may be from a different United Nations agency/fund/program) and where at least one individual has no involvement in the subsequent stages of the procurement process. There will be separate Bid openings for Technical and Financial Bids. The Bidders’ names and submitted documents shall be announced and recorded on the Technical Bid opening report.

22.3. A Bid opening report will be available for viewing only to Bidders who have submitted a bid or their authorized representatives for a period of thirty days from the date of the opening. Information not included in the Bid opening report will not be provided to Bidders.

22.4. Once the Technical evaluation has been completed, the Financial Bids will be opened. During the Financial Bid opening, the Bidders’ names and the prices stated in the Financial Bid shall be announced and recorded on the Financial Bid opening report.

22.5. No Bid shall be rejected during Bid opening, except for late Bids. Rejected Bids will be shredded except for any bank securities, which will be returned to the Bidder.

### **23. Clarification of Bids**

23.1. To assist in the examination, evaluation and comparison of Bids, UNFPA may ask Bidders for clarification of their Bids. The request for clarification and the response shall be in writing by UNFPA, and no change in price or substance of the Bid shall be sought, offered or permitted. Clarification of Bids may be provided only in response to UNFPA request for clarification or request for additional information.

### **24. Preliminary examination of Bids**

24.1. Prior to the detailed evaluation, UNFPA shall examine the Bids to determine whether they are complete with respect to minimum documentation requirements, whether the documents are properly signed, whether any computational errors have been made and whether the Bids are generally in order.

24.2. The procurement official will determine the substantial responsiveness of each Bid to the RFP during the preliminary examination.

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<sup>3</sup> <https://www.timeanddate.com/worldclock/kazakhstan/almaty>

24.3. A substantially responsive Bid conforms to all the terms, conditions, and specifications of the Bidding documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:

- 24.3.1. Affects in any substantial way the scope, quality, or services specified; or
- 24.3.2. Limits in any substantial way, inconsistent with the Bidding documents, UNFPA's rights or the Bidder's obligations under the LTA; or
- 24.3.3. If rectified would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids.

24.4. UNFPA considers material deviations to include, but not be limited to the following:

24.4.1. During preliminary examination of Bids

- 24.4.1.1. Absence of Bid form(s), change in the wording or lack of signature on key portions of the Bid form when this is clearly required. Any change in wording that is consistent with the standard format of the Bid form(s) is not a material deviation;
- 24.4.1.2. The Bidder indicates in the Bid that they do not accept important LTA conditions, i.e. related to Force Majeure, Applicable Law, Delivery Schedule, Payment Terms, General Conditions of Contract and Limitation of Liability;
- 24.4.1.3. Non submission of non-historical documents (documents that should be specifically prepared by the Bidder in response to this RFP) by the bid submission deadline.
- 24.4.1.4. Non-eligibility of the Bidder;
- 24.4.1.5. Financial information is included in the Technical Bid.

24.4.2. During technical evaluation of Bids and qualification of Bidders:

- 24.4.2.1. Bids do not reach the minimum threshold on technical score.
- 24.4.2.2. The Bidder does not meet the minimum conditions for qualification.

24.4.3. During Financial evaluation of Bids:

- 24.4.3.1. The Bidder does not accept the required price correction in accordance to Section I: Instructions to Bidders, clause 25.1.3
- 24.4.3.2. Required price components are missing;
- 24.4.3.3. The Bidder offers less quantity than what is required

24.5. If a Bid is not substantially responsive to the Bidding documents, it shall be rejected by UNFPA and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

## **25. Non-conformities, errors, and omissions**

25.1. Provided that a Bid is substantially responsive:

- 25.1.1. UNFPA may waive any non-conformities or omissions in the Bid that do not constitute a material deviation.
- 25.1.2. UNFPA may request the Bidder to submit the necessary information or documentation within a reasonable period of time to rectify non-material non-conformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
- 25.1.3. UNFPA shall correct arithmetical errors on the following basis:

- 25.1.3.1. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail, and the line item total shall be corrected, unless in the opinion of UNFPA there is an obvious misplacement of the decimal point in the unit price. In that case the line item total as quoted shall govern, and the unit price shall be corrected;
- 25.1.3.2. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.

## 26. Evaluation of Bids

- 26.1. The evaluation of the Bids will be carried out in a two-step process by an evaluation panel, with evaluation of the Technical Bid being completed prior to any Financial Bid being opened and compared.
- 26.2. The Financial Bid will be opened only for those Bidders, where Technical Bids reach a **minimum score of 70** out of 100 and who have fulfilled the supplier qualifications. The total number of points a Bidder may obtain for Technical and Financial Bids each is 100 points.
- 26.3. Information relating to the examination, evaluation, comparison, and post-qualification of Bids and recommendation of LTA award shall not be disclosed to Bidders or any other person not officially concerned with such process until the LTA award is published.
- 26.4. Any effort by a Bidder to influence UNFPA in the examination, evaluation, comparison, and post-qualification of the Bids or LTA award decisions may result in the rejection of its Bid.
- 26.5. Notwithstanding from the time of Bid opening to the time of LTA award, if any Bidder wishes to contact UNFPA on any matter related to the Bidding process, it should do so in writing.

## 27. Technical evaluation

- 27.1. The Technical Bid is evaluated on the basis of its responsiveness to the Terms of Reference shown in Section II, the Technical Bids submitted by the Bidders and the evaluation criteria published below. The source information provided in Section VI -Annex C and Annex D will also be taken into consideration during the technical evaluation.

The Technical evaluation of the bids will be conducted for translation and interpretation separately. The technical evaluation of written translation services will include the translation of the document to Russian as provided within SECTION II – ANNEX A: INSTRUCTIONS FOR PREPARING TECHNICAL BID.

The technical evaluation of interpretations services will include, a short skype to assess the language skills of the interpreters. The interviews will be conducted as a second phase of the technical evaluation and each bidder will be contacted individually to schedule the interview.

#### Technical Evaluation for translations services:

Criteria	[A] Maximum Points	[B] Points attained by the Bidder	[C] Weighting %	[B] x [C] = [D] Total Points
1. Specific experience and expertise of the company relevant to UNFPA's mandate as specified in the ToR	35		35%	
2. Written translation of the provided text in the ToR into Russian.	30		30%	
3. Staffing of the company including review of CVs provided	35		35%	
GRAND TOTAL ALL CRITERIA	100		100%	

#### Technical Evaluation for interpretation services:

Criteria	[A] Maximum Points	[B] Points attained by the Bidder	[C] Weighting %	[B] x [C] = [D] Total Points
1. Specific experience and expertise of the company relevant to UNFPA's mandate as specified in the ToR	30		30%	
2. Interview on Skype	40		40%	
3. Staffing of the company including review of CVs provided	30		30%	
GRAND TOTAL ALL CRITERIA	100		100%	

#### 27.2. Scoring Scale System

27.2.1. The following scoring scale system will be used by the technical evaluation panel to conduct the Technical Bid evaluation objectively.

Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
Significantly exceeds the requirements	90 – 100

Exceeds the requirements	80 – 89
Meets the requirements	70 – 79
Partially meets the requirements	1 – 70
Does not meet the requirements or no information provided to assess compliance with the requirements	0

## 28. Supplier qualification requirements

28.1. The responses from the Bidders compared to SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM and SECTION VI – ANNEX D: BIDDER'S PREVIOUS EXPERIENCE of this document will be evaluated based on the criteria provided below to assess the degree of Bidder qualification for the proposed LTA.

Number	Supplier Qualification Parameter	Bid is acceptable? (YES/NO)	Justification
1	Legal and regulatory requirements	UNFPA shall examine the Bid to confirm that it does not contain any material deviations, reservation, or omission related to the General Conditions of Contracts (Section III)	
2	Bidder is established as a company and legally incorporated in Europe or Central Asia		
3	Bidder is not a banned or suspended supplier		

28.2. Notwithstanding anything stated above, UNFPA reserves the right to assess the Bidder's capabilities and capacity to execute the LTA satisfactorily before deciding on award.

28.3. Even though the Bidders may meet the above qualifying criteria, they can be subject to disqualification if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements, and/or have a record of poor performance such as: not properly completing contracts, inordinate delays in completion, litigation history, financial failures, etc.

## 29. Financial evaluation

29.1. The Financial Bid will only be evaluated if the Technical Bid achieves the minimum score as indicated in clause 26.2 and is considered qualified through the supplier qualification process described in clause 28. Proposals failing to obtain this minimum technical threshold or those which will not be considered qualified through the supplier qualification process will not be eligible for further consideration.

29.2. The Financial Bid is evaluated on the basis of its responsiveness to the Price Schedule Form SECTION VI – ANNEX E: PRICE SCHEDULE FORM. The maximum number of points for the



Financial Bid is 100. This maximum number of points will be allocated to the lowest price. All other Financial Bids will receive points in inverse proportion according to the following formula:

$$\text{Financial Score} = \frac{\text{Lowest Bid (\$)}}{\text{Bid being Scored (\$)}} \times 100 \text{ (Maximum Score)}$$

Financial evaluation will take place separately for translation and interpretation services.

### 30. Total score

30.1. The total score for each Bidder will be the weighted sum of the technical score and financial score for translation and interpretation services separately. The maximum total score is 100 points for each.

$$\text{Total Score} = [70\%] \text{ Technical Score} + [30\%] \text{ Financial Score}$$

## F. AWARD OF LONG TERM AGREEMENT AND FINAL CONSIDERATIONS

### 31. Award of long term agreement (LTA)

31.1. UNFPA intends to award LTA(s) to the Bidder that obtains the highest combined score of the Technical and Financial evaluation for translation and interpretation services.

31.2. An LTA may be awarded to a single bidder for both translation and interpretations services or two different bidders may be awarded for each of the services.

### 32. Rejection of Bids and annulments

32.1. UNFPA reserves the right to reject any Bid if the Bidder has previously failed to perform properly or on time in accordance with previous contracts/Purchase Orders or if the Bidder from UNFPA's perspective is not in a position to deliver Purchase Orders that will be issued pursuant to the LTA(s).

32.2. UNFPA reserves the right to annul the RFP and reject all Bids at any time prior to award of the LTA without thereby incurring any liability to the affected Bidder(s) or any obligation to provide information.

32.3. Bidders waive all rights to appeal against the decision made by UNFPA.

### 33. Right to vary requirements and to negotiate at time of award

33.1. At the time of award of the LTA and any Purchase Order(s) pursuant to the LTA UNFPA reserves the right to vary the quantity of goods and/or services specified in the RFP without any change in the hourly/daily or any other rates or prices proposed by the Bidders or other terms and conditions.

33.2. UNFPA reserves the right to negotiate the price with the Bid winner before awarding the LTA to ensure that the Financial Bid is competitive on all aspects of the price.

33.2.1. The purpose of negotiations of offers selected based on the 'cumulative analysis methodology' is to ensure that the technical proposal is in line with requirements and that the financial proposal is competitive on all aspects of the price.

33.2.2. In the negotiations, any deficiency in the offer will be pointed out to the supplier. The supplier will be allowed to make adjustments in the proposal in order to improve and



more clearly specify the contents of the offer. However, under no circumstances shall the requirements (Terms of Reference/specifications) be changed.

### **34. Signing of the long term agreement (LTA)**

- 34.1. The procurement official will send the successful Bidder(s) the LTA valid for 1 year, which constitutes notification of award. Successful Bidder(s) shall sign and date the LTA, and return it to UNFPA within 10 calendar days of receipt of the LTA. To facilitate the process of signing the LTA, Bidders are expected to have reviewed the LTA template found in SECTION VII: LONG TERM AGREEMENT TEMPLATE of the Bidding documents prior to submitting a Bid. After receipt of any Purchase Order(s) issued pursuant to the signed LTA, the successful Bidder shall deliver the goods and/or services in accordance with the delivery schedule outlined in the Purchase Orders.
- 34.2. The LTA will be established between the successful Bidder(s) and UNFPA to allow UNFPA to contract the provision of the specified goods/services. The resultant Agreement represents an offer on the part of the successful Bidder(s) to provide UNFPA with goods/services, at the prices agreed and under the Conditions of Contract detailed for the duration of the Agreement. These Agreements will not be considered as contracts, nor oblige UNFPA to any financial commitment whatsoever. Only Purchase Orders made pursuant to such Agreements will constitute a commitment on UNFPA's part.
- 34.3. UNFPA reserves the right to discontinue the agreements if the supplier's performance is not satisfactory to UNFPA.
- 34.4. LTA holders shall be responsible to apply any special offer or discounts (if applicable) which may become effective at the time of fulfilling the order to any Purchase Order(s) issued under the Agreements. Such discounts shall be reflected in the corresponding supplier invoices.

### **35. Publication of Contract Award**

- 35.1. UNFPA will publish the contract award on United Nations Global Marketplace with the following information: Supplier Name and Country, Description of the Goods or Services and the date of the contract.
- 35.2. Additionally, for every Purchase Order UNFPA will publish on United Nations Global Marketplace, unless it is deemed to be in the interest of UNFPA not to do so: Purchase Order reference Number, Description of the Goods or Services procured, Beneficiary Country, Supplier Name and Country, Purchase order amount and the issue date of the purchase order.

### **36. Payment Provisions**

- 36.1. UNFPA's policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract.

### **37. Bid protest**

- 37.1. Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a LTA may complain to Alanna Armitage, Regional Director, EECARO at [armitage@unfpa.org](mailto:armitage@unfpa.org). Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief of the Procurement Services Branch at [procurement@unfpa.org](mailto:procurement@unfpa.org).

**38. Documents establishing sustainability efforts of the Bidder**

38.1. Currently UNFPA is requesting information on environmental and social policies and related documentation with Bids submitted by prospective suppliers. UNFPA is incorporating environmental and social criteria considerations into the evaluation process, such as adherence to Global Compact requirements (more information can be accessed here, <http://www.unglobalcompact.org/>, or by contacting Procurement Services Branch at [procurement@unfpa.org](mailto:procurement@unfpa.org). UNFPA encourages suppliers to consider joining the UN Global Compact and to look into other ways to help reduce their environmental impact now.

## SECTION II: TERMS OF REFERENCE (TOR)

### ***Background***

UNFPA EECARO, the United Nations Population Fund Eastern European and Central Asia Regional Office located in Istanbul, Turkey would like to contract translation and interpretation services in the English and Russian languages for its Office.

The services shall include all labor and materials necessary to perform the service.

The Contractor has to be a direct service provider.

### ***Objective***

Provide UNFPA EECARO with services mentioned in the below output.

### ***Output***

Simultaneous, consecutive and whispering interpretation at UNFPA EECARO's program events and of various UNFPA EECARO documents from and to English and Russian.

### ***Activities***

Bidders are requested to confirm in their technical proposal that all tasks mentioned below would be implemented according to established standard and frequency. Any discrepancies must be clearly stated. In addition, bidders are requested to demonstrate that they fulfill all below mentioned specific requirements:

The activities include but are not necessarily limited to the following tasks:

1. Simultaneous, consecutive and whispering interpretation in English and Russian at UNFPA EECARO's events and meetings.
2. Written translations, editing and proof reading of documents in English and Russian. The written translations shall also include (legal) agreements, working papers and essays.

Activities will include but are not necessarily limited to the following subjects of the UNFPA's mandate: sexual and reproductive health, reproductive rights, HIV& AIDS, humanitarian settings, women's empowerment and gender equality, youth sexual and reproductive health and rights, population dynamics.

### ***Specific requirements***

In addition to the other requirements set out in this RFP, in order to complete above tasks in a satisfactory way the bidders are to comply with the following specific requirements:

- A. Insurance and security: The successful Contractor must be bounded and shall ensure to UNFPA EECARO the obtainment of the following certificate(s) of insurance:
  - Third party liability insurance,
  - Insurance of employees against work accidents,
  - Workmen's compensation insurance.

The insurance shall remain in effect for the duration of the agreement. The Contractor shall be held solely responsible for the security of the facility while on the premises and is also responsible for leaving the premises secure after performance of the services.

- B. Supervision and quality assurance: The Contractor shall assign a supervisor or person of authority to coordinate all work performed for UNFPA EECARO. The supervisor shall confer regularly with UNFPA EECARO's representative to ensure that the services requested have been performed to UNFPA's satisfaction.
- C. Request for services: After receipt of a request for services by the UNFPA EECARO, the Contractor shall confirm such receipt within 24 hours. Further briefing on the specific request shall occur via E-mail and phone correspondence between the Contractor (supervisor) and UNFPA EECARO. Short notice requests for providing translation services should be possible. Contractor shall provide quotes for interpretation services within 3 working days.
- D. Travel and accommodation of interpreters: UNFPA EECARO events are mostly based in Turkey as the office is based in Istanbul. UNFPA EECARO will reimburse costs of interpreters travelling to an assignment only when the event is outside Ankara or Istanbul. The travel tickets will always be economy class and the entitled ticket and itinerary shall be confirmed by UNFPA EECARO staff in advance. For accommodation, interpreters will benefit from UNFPA EECARO's meeting package arrangements. Any further costs should be confirmed with UNFPA EECARO in advance and invoices of such expenses shall be presented along with the invoice for the interpretation services.
- E. Word Count for written translation: Word count will be based on the output document and 200 words will constitute 1 page. The Contractor should be ready to provide the screenshot of the Wordcount page, if requested by UNFPA EECARO.
- F. Employees: The Contractor shall be exclusively and totally responsible for the fulfillment of all obligations of his/her employees assigned to the current assignment for UNFPA EECARO.
- G. Working hours: Working hours are flexible.
- H. Type of services: Contractor shall provide the required services as a direct service provider:
  - Written translation, editing and proof reading in English and Russian and/or;
  - Simultaneous interpretation in English and Russian
  - Consecutive interpretation in English and Russian
  - Whispering interpretation in English and Russian

### ***Inputs***

#### ***Inputs provided by UNFPA EECARO:***

Occasional access to UNFPA EECARO's premises provided the events for which the services have been requested take place in UNFPA EECARO's premises. In case the events for which the services have been requested take place elsewhere, the respective location will be identified and indicated by UNFPA EECARO.

#### ***Inputs provided by the Contractor:***

Labor and materials to perform all translation and interpretation services (simultaneous, consecutive and written) in English and Russian accurately, timely and correctly.

## SECTION II – ANNEX A: INSTRUCTIONS FOR PREPARING TECHNICAL BID

The Technical Bid should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

1. Brief description of the firm and the firm's qualifications: providing information that will facilitate our evaluation of your company's substantive reliability, such as catalogues of the company, and financial and managerial capacity to provide the services.
2. Your firms' understanding of the requirements for services and the objective of this project, including assumptions: Include any assumptions as well as comments on the data, support services and facilities to be provided as indicated in the TOR or as you may otherwise believe to be necessary.
3. Proposed Approach, Methodology, Timing and Outputs: any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR. You should include the number of person hours/days in each specialization that you consider necessary to carry out all work required, including assignments that might require travel.
4. Proposed Team Structure: The composition of the team that you would propose to provide to the assignment, and the work tasks (including supervisory) which would be assigned to each. An organogram/organization chart illustrating the reporting lines, together with a description of such organization of the team structure should support your Bid.
5. Proposed Project Team Members: attach the curriculum vitae of the senior professional member of the team as well as at least two CVs of your personal for the following services:
  - 5.1. Interpreter for Russian and English, both ways and/or;
  - 5.2. translator for Russian and English, both ways
6. Why you would be qualified for this project (Similar reference deliverables, ideally with live examples of working with international organizations and UN Agencies).
7. UNFPA requests Bidders to submit information on environmental and social policies and any related documentation in their Bid.
8. All standard forms as explained under clause Section I: Instructions to Bidders, clause 15.1
9. UNFPA requests Bidders for translation services to submit the written translation of the below text into Russian:

Access to modern contraceptives is key to preventing mortality and morbidity in women of reproductive age in the region, in particular complications of pregnancy and delivery, unintended pregnancies and abortion, cervical cancer, sexually transmitted infections (STIs), and HIV. Repositioning family planning is needed for all people of reproductive age so they can make choices about whether and when to become pregnant and also for those living with HIV and key affected populations who have difficulty accessing voluntary family planning services, exacerbating the risk of mother-to-child transmission of HIV. This particularly applies in remote and rural areas of the region where access to integrated sexual and reproductive health (SRH) services is very poor. Reasonable access to a range of modern contraceptives and their regular supply are absolutely basic requirements

to enable people to carry out choices regarding their fertility. Access to objective, evidence-based information regarding effective use and the considerable benefits of modern contraception needs to be generally available. This crucially applies to physicians and other reproductive-health workers, including nurses, midwives, pharmacists, and primary health-care workers. Family planning and the United Nations' Sustainable Development Goals and recent international initiatives to refocus attention In September 2015, the 193 member states of the United Nations unanimously adopted the Sustainable Development Goals (SDGs), a set of 17 goals aiming to transform the world over the next 15 years. These goals are designed to eliminate poverty, discrimination, abuse, and preventable deaths; address environmental destruction; and usher in an era of development for all people, everywhere. Unlike in the Millennium Development Goals which preceded the SDGs, family planning is not explicitly stated in any of the SDGs, however it has been agreed that reproductive health, including family planning, is implicitly included under three goals—Goal 3: 'Ensure healthy lives and promote well-being for all at all ages', Goal 4: 'Ensure inclusive and quality education for all and promote lifelong learning', and Goal 5: 'Achieve gender equality and empower all women and girls'.

Bidder(s) should not include any information or indications related to their Financial Bid in their Technical Bid. Such action will definitely lead to disqualification of entire Bid.





### SECTION III: GENERAL CONDITIONS OF CONTRACT

UNFPA's General Conditions of Contract are available through the links below as well as attached as a separate PDF document in this RFP.

<a href="#">De Minimis Contracts (Low value Contracts)</a>	For contract/PO values below USD 100,000, covering both goods and/or services	<a href="#">English</a>	<a href="#">French</a>	<a href="#">Spanish</a>
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## SECTION IV: UNFPA SPECIAL CONDITIONS OF CONTRACT

<p><b>KEY PERFORMANCE INDICATORS</b></p>	<p>Successful Bidder's performance will be monitored and evaluated by UNFPA on a half-yearly basis to enable the assessment on the effectiveness, efficiency and/or consistency of goods/services provided. The results of the evaluation will be communicated to the supplier to enable improvements. An extension of the contract will take into consideration results of performance evaluation(s). The evaluation will be based on, but not limited to, the following key performance indicators:</p> <p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Expected output achieved</li> <li>• Satisfactory level of quality and technical competence</li> <li>• Effective and timely communication and professionalism</li> </ul> <p><b>Goods and Services:</b></p> <ul style="list-style-type: none"> <li>• Timely delivery of goods and services based on client requirements</li> <li>• Satisfactory level of quality, technical competence, and management of post-delivery issues (if applicable)</li> <li>• Effective and timely communication and documents handling</li> <li>• Adherence to contractual agreement (Purchase Order, contract, LTA terms and conditions)</li> </ul> <p>Key performance indicators may be modified and/or added during the validity of this contract.</p>
<p><b>PAYMENT TERMS</b></p>	<p>UNFPA's policy is to pay for the performance of contractual services rendered and/or to effect payment upon the achievement of specific milestones described in the contract.</p> <p>UNFPA's policy is not to grant advance payments except in unusual situations where the potential supplier, whether a private firm, non-governmental organization or a government or other entity, specifies in the Bid that there are special circumstances warranting an advance payment. UNFPA will normally require a bank guarantee or other suitable security arrangement in such cases.</p> <p>Any request for an advance payment is to be justified and documented, and must be submitted with the Financial Bid. The justification shall explain the need for the advance payment, itemize the amount requested and provide a time schedule for utilization of said amount. Information about your financial status must be submitted, such as audited financial statements at 31 December of the previous year and include this documentation with your financial bid. Further information</p>

	may be requested by UNFPA at the time of finalizing contract negotiations with the awarded Bidder.
<b>LIQUATED DAMAGES</b>	In the event of a LTA being issued and in case the Vendor fails to deliver/perform the services in accordance to the milestones stipulated in the LTA and/or Purchase Order, UNFPA reserves the rights to claim liquidated damages from the Vendor and deduct [3%] of the value of the services pursuant to the Purchase Order per additional week of delay, up to a maximum of 10% of the value of the Purchase Order. The payment or deduction of such liquidated damages shall not relieve the Vendor from any of its other obligations or liabilities pursuant to any current Contract or Purchase Order.

## SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS

### 1. Legal and regulatory requirements

1.1. This will be judged based on the bid confirmation form submitted by the Bidders. Special consideration will be given to the Bids not suggesting any alternative or suggesting alternatives that are fully acceptable to UNFPA. Bids should clearly indicate where the Bidder does not accept, the reason(s) for the non-acceptance, and the alternative provision, for each of the terms of the RFP as well as the UNFPA General Conditions of Contracts: De Minimis Contracts. (For this, use SECTION VI – ANNEX B: BID SUBMISSION FORM)

### 2. Legal status of the Bidder

2.1. Technical Proposals from the Bidders should provide evidence that the Bidder is established as a company and legally incorporated in the country; e.g. through provision of certification of incorporation or other evidence (this is not required for companies already registered in national, regional or international Stock Exchanges. However, evidence on such registrations should be provided)

### 3. Bidder's eligibility

1.1. Technical Proposals from the Bidders should provide written confirmation that they are not listed in any of the banned/suspended supplier lists. SECTION VI – ANNEX B: BID SUBMISSION FORM. Bidders are not eligible to submit a Bid if at the time of Bid submission they are:

- Listed as suspended or removed by the United Nations Procurement Division (UNPD);
- Declared ineligible by other organizations of the United Nations through the disclosure of the ineligibility or listing as suspended on United Nations Global Marketplace Vendor ineligibility list posted on the United Nations Global Market Place (UNGM);
- Included on the UN 1267 list issued by the Security Council resolution 1267 that establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban;
- Debarred by the World Bank Group in accordance with the WB Listing of Ineligible Firms & Individuals and the WB Corporate Procurement Listing of Non-Responsible Vendors.

## SECTION VI: BID AND RETURNABLE FORMS

Below find an overview of the attached Bidding and returnable forms required for the RFP.

Description		Status	Preferred file for submission
Annex A:	Bid Confirmation Form	Mandatory	PDF
Annex B:	Bid Submission Form	Mandatory	PDF
Annex C:	Bidder Identification Form	Mandatory	PDF
Annex D:	Bidder's Previous Experience	Mandatory	PDF
Annex E:	Price Schedule Form	Mandatory	PDF & Excel
Annex F:	Joint Venture Partner Information Form	Optional	PDF
Annex G:	Checklist of Bid Forms	Not Applicable	Not Applicable

## SECTION VI – ANNEX A: BID CONFIRMATION FORM

To: UNFPA EECARO Victoria Filimonova	Date: Email: <i>filimonova@unfpa.org</i>
From: <i>[Insert Company Name]</i> <i>[Insert Contact person from Company]</i> <i>[Insert Telephone number]</i> <i>Insert E-mail address of contact person]</i> <i>[Insert Postal address of Company]</i>	
Subject: UNFPA/EECARO/RFP/2017/002	
<input type="checkbox"/> YES, we intend to submit a bid in response to the above mentioned RFP.	
<input type="checkbox"/> NO, we are unable to submit a bid in response to the above mentioned RFP due to the following reason(s):	
<div style="margin-left: 20px;"> <input type="checkbox"/> The requested products and/or services are not within our range of supply.  <input type="checkbox"/> The requested products are not available at the moment.  <input type="checkbox"/> We are unable to submit a competitive bid for the requested products/services at the moment.  <input type="checkbox"/> We cannot meet the requested specifications.  <input type="checkbox"/> The information provided for bidding purposes is insufficient and unclear  <input type="checkbox"/> Your RFP document is too complicated  <input type="checkbox"/> Insufficient time is allocated to prepare an adequate Bid.  <input type="checkbox"/> We cannot meet the delivery requirements.  <input type="checkbox"/> We cannot adhere to your terms and conditions (please specify: payment terms, request for performance security, etc.):  <input type="checkbox"/> Our current capacity is overbooked  <input type="checkbox"/> We are closed during the holiday season  <input type="checkbox"/> We had to give priority to other clients' requests  <input type="checkbox"/> We do not sell directly, but through distributors  <input type="checkbox"/> We have no after-sales service available in the recipient country  <input type="checkbox"/> The person handling bid is away from the office  <input type="checkbox"/> Other (please specify)         </div>	
<input type="checkbox"/> YES, even though on this occasion we have not submitted a Bid we are definitely interested in future possible RFP's.	
<input type="checkbox"/> No, we are not interested in participating in future possible RFP's, please remove us from your vendor database.	

**If UNFPA should have any questions in regards to this Bid Confirmation Form and would require further clarification on our No Bid decision, UNFPA should contact the following focal person who will be able to assist:**

Name:	E-mail:
Post Title:	Telephone





## SECTION VI – ANNEX B: BID SUBMISSION FORM

Date: [Insert Month, Day, Year]

To: UNFPA EECARO

Dear Sir/Madam,

The undersigned, having read the original RFP documents of UNFPA/EECARO/RFP/2017/002 including all Annexes, any subsequent revisions and all answers to the questions received from prospective Bidders posted on United Nations Global Marketplace in full before submitting, hereby offers to provide the services, in accordance with any specifications stated and subject to the terms and conditions set out or specified in the RFP documents.

*Special Note: If Bidder proposes any deviations from the terms and conditions stipulated in the RFP document, such deviations must be included on this form in accordance with the below format. Such deviations should not be indicated within the main body or any other part of the Bid. If the proposed modifications are not acceptable to UNFPA, UNFPA reserves the right to reject the Bid. Strongly discouraging deviations for semantic changes.*

Original term/condition per RFP UNFPA/EECARO/RFP/2017/002 and the subsequent revisions	Proposed deviation (alternate clause), by the undersigned	Reason for proposing alternate clause

We agree to abide by this Bid for a period of *120 days* from the date fixed for Bid opening in the Request for Proposal, and the Bid shall remain binding upon us and may be accepted at any time before the expiration of that period.

If our Bid is accepted, we undertake to commence and complete delivery of all items in the LTA within the time frame that will be stipulated in the Purchase Orders.

We understand that UNFPA is not bound to accept any Bid it may have received, and that a binding contract would result only after final negotiations and award of LTA is concluded on the basis of the Technical and Financial Bids and Purchase Order(s) made pursuant to such LTA(s).

We have no conflict of interest in accordance with Section I: Instructions to Bidders clause 2.3.

Our firm, its affiliates or subsidiaries including any subcontractors or suppliers for any part of the LTA have not been declared ineligible by UNFPA, in accordance with Section I: Instructions to Bidders clause 2.4.

Best regards

	On behalf of Business Authority	On behalf of Legal Authority
Signature and stamp of the Bidder:		
Name:		
Title:		
Name of Company:		
Telephone:		
Email:		

## SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM

UNFPA/EECARO/RFP/2017/002

<b>1. Organizational Information</b>	
Company/Institution Name	
Address, City, Country	
Telephone/FAX	
Website	
Date of establishment	
<b>Legal Representative:</b> Name/Surname/Position	
<b>Legal structure:</b> natural person/Co. Ltd, NGO/institution/other (specify)	
<b>Organizational Type:</b> Manufacturer, Wholesaler, Trader, Service provider, etc.	
Areas of expertise of the organization	
Current Licenses, if any, and permits (with dates, numbers and expiration dates)	
Years supplying to UN organizations	
Years supplying to UNFPA	
Subsidiaries (indicate names of subsidiaries and addresses, if relevant to the Bid)	
Commercial Representatives in the country: Name/Address/Phone (for international companies only)	
<b>2. Quality Assurance Certification</b>	
International Quality Management System (QMS)	
List of other ISO certificates or equivalent certificates	
<b>3. Expertise of Staff</b>	
Total number of staff : -Permanent staff -Ad-hoc/temporary staff	
Number of staff involved in similar supply LTAs	
<b>4. Contact details of persons that UNFPA may contact for requests for clarification during Bid evaluation</b>	

Name/Surname	
Telephone Number (direct)	
Email address (direct)	
Be advised that this person must be available during the two weeks following the Bid opening date.	

Signature and stamp of the Bidder:	
Name:	
Title:	
Name of Company:	
Telephone:	
Email:	



## SECTION VI – ANNEX D: BIDDER'S PREVIOUS EXPERIENCE

Order No. & Date	Description <sup>4</sup>	Client	Contact person, phone number, email address	Date of service		Contract Amount		Satisfactory completion
				From	To	(Currency)		

Indicate the description of services provided to their clients.

To be attached: Evidence (client's letter or certificate) in support of satisfactory completion of above orders.

Signature and stamp of the Bidder:		Countersigned by and stamp of Chartered Accountant	
Name and title:		Name and title:	
Name of Company:		Name of Company:	
Telephone:		Telephone:	
Email:		Email:	
Date:		Date:	

<sup>4</sup> Please indicate relevant contracts to the one requested in the RFP.

## SECTION VI – ANNEX E: PRICE SCHEDULE FORM

1. Submit this document in a separate email from the Technical Bid as indicated in Section I: Instructions to Bidders clause 18 Submission, sealing, and marking of Bids and in Annex I Instructions to Bidders.
2. All prices/rates Bid must be in USD, exclusive of all taxes, since UNFPA is exempt from taxes.
3. Bidders can bid for a) Interpretation services or b) written translation services or both.
4. The Price Schedule Form must provide a detailed cost breakdown, as shown below. Price indicated applies to both way translations/interpretations. For interpretation services, prices should be quoted to all items as listed below.
5. UNFPA EECARO anticipates awarding the project on a fixed-price basis.

a) Interpretation services:

Item	Prices
	English < > Russian
Simultaneous (per day)	
Simultaneous (per ½ day)	
Consecutive (per day)	
Consecutive (per ½ day)	
Whispering (per day)	
Whispering (per ½ day)	
TOTAL	

b) Written translation services:

Item	Russian < > English
Written (per page)	

Signature and stamp of the Bidder:

Name:

Title:

Name of Company:



Telephone:

Email:

## SECTION VI – ANNEX F: JOINT VENTURE PARTNER INFORMATION FORM

*[The Bidder shall fill in this Form in accordance with the instructions below.]*

Date: *[insert date (as month, day, and year) of Bid Submission]*

UNFPA/EECARO/RFP/2017/002

Page \_\_\_\_\_ of \_\_\_\_\_ pages

1. Bidder's Legal Name: <i>[Insert Bidder's legal name]</i>
2. Joint Venture (JV) Party Legal Name: <i>[Insert JV's Party legal name]</i>
3. JV's party country of registration: <i>[Insert JV's Party country of registration]</i>
4. JV's party year of registration: <i>[Insert JV's Party year of registration]</i>
5. JV's party legal address in country of registration: <i>[Insert JV's Party legal address in country of registration]</i>
6. JV's party authorized representative information  Name: <i>[Insert name of JV's Party authorized representative]</i> Address: <i>[Insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[Insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[Insert email address of JV's Party authorized representative]</i>
7. Attached are copies of original documents of: <i>[Check the box(es) of the attached original documents]</i>  <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2, above, in accordance with Section I: Instructions to Bidders clause 2: Eligible Bidders.  <input type="checkbox"/> JV Agreement, or letter of intent to enter into such an agreement, signed by the legally-authorized signatories of all the parties



## SECTION VI – ANNEX G: CHECKLIST OF BID FORMS

The following checklist is provided as a courtesy to Bidders. Please use this checklist while preparing the Bid to ensure that your Bid contains all required information. This checklist is for the Bidder's internal reference and does not need to be submitted with the Bid.

ACTIVITY	LOCATION	YES/NO/ N/A	REMARKS
Have you read and understood all of the Instructions to Bidders in Section I of the Bidding documents?	SECTION I: INSTRUCTIONS TO BIDDERS		
Have you reviewed and agreed to the UNFPA General Conditions of Contracts?	SECTION III: GENERAL CONDITIONS OF CONTRACT		
Have you reviewed and agreed to the UNFPA Special Conditions for Contracts?	SECTION IV: UNFPA SPECIAL CONDITIONS OF CONTRACT		
Have you completed the Bid Submission Form?	SECTION VI – ANNEX B: BID SUBMISSION FORM		
Have you completed the Bidder's Identification Form?	SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM		
Have you completed the Bidder's Previous Experience Form?	SECTION VI – ANNEX D: BIDDER'S PREVIOUS EXPERIENCE		
Have you completed and signed the Price Schedule Form?	SECTION VI – ANNEX E: PRICE SCHEDULE FORM		
Have you completed the Joint Venture Partner Information Form? (if applicable)	SECTION VI – ANNEX F: JOINT VENTURE PARTNER INFORMATION FORM		
Have you reviewed all of the relevant Contract form(s)?	SECTION VII: LONG TERM AGREEMENT TEMPLATE		
Have you prepared a copy of your company's registration in the country of operation?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
Have you prepared a copy of the previous year's audited Company Balance Sheet and Financial Statements?	Section I: Instructions to Bidders, clause 15 & SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		

Have you provided written confirmation that your company is neither suspended by the United Nations system nor debarred by the World Bank Group?	SECTION VI – ANNEX B: BID SUBMISSION FORM & Section I: Instructions to Bidders clause 2.4		
Have you provided a copy of any of your company's environmental or social policies, and any related documentation?	Section I: Instructions to Bidders, clause 38		
Have you reviewed the UN Global Compact requirements?	Section I: Instructions to Bidders, clause 38		
Have you sealed and marked the Bids according to Instructions to Bidders clause 18.4 (hard copy Bids) or clause 18.3 (electronic Bids)?	Section I: Instructions to Bidders, clause 18.3 & 18.4		
If submitted electronically through email, is the file size of the Bid less than 10MB? (If the file size is above 10 MB, refer to Instructions to Bidders clause 19.4.3)	Section I: Instructions to Bidders, clause 18.3.3		
Have you noted the Bid closing deadline?	Invitation letter Number 4		
Have you provided information on Supplier Qualification Requirements?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS & SECTION VI – ANNEX B: BID SUBMISSION FORM		
Have you provided evidence that the Bidder has successfully completed at least one similar contract within the last three years for supply of goods/services?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
Have you provided sufficient documentation of your company's ability to undertake the LTA, i.e., <ul style="list-style-type: none"> <li>- List of similar contracts/LTAs executed for other clients including contact details.</li> <li>- Evidence that the Bidder possesses experience in the geographical area.</li> <li>- At least three years of experience in performing similar contracts/Long Terms Agreements</li> </ul>	SECTION VI – ANNEX D: BIDDER'S PREVIOUS EXPERIENCE & SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		

<p>Have you provided sufficient documentation of your company's managerial capability?</p> <ul style="list-style-type: none"> <li>- Details of company's managerial structure.</li> <li>- Quality assurance systems in place.</li> </ul>			
<p>Have you supplied clients' certificates in support of the satisfactory operation of the goods/services as specified above?</p>	<p>SECTION VI – ANNEX D: BIDDER'S PREVIOUS EXPERIENCE</p>		
<p>Have you checked Section I: Instructions to Bidders, clauses, 15 &amp; 16 and provided all requested documentation in the correct formats?</p>	<p>Section I: Instructions to Bidders, clauses 15 &amp; 16</p>		



## **SECTION VII: LONG TERM AGREEMENT TEMPLATE**

Template of Long Term Agreement is available through the links below.

[LTA template](#)