

Request for Proposal

Date: 5/2/2022

Subject: Languages services for Communication department

Introduction: TechnoServe is an international nonprofit organization that helps people lift themselves out of poverty by harnessing the power of the private sector. Operating in almost 30 countries, we work with hardworking women and men in the developing world to build competitive farms, businesses, and industries. By linking people to information, capital, and markets, we have helped millions to create lasting prosperity for their families and communities.

General Requirements: The requirements for TechnoServe's anticipated purchase are listed below. An additional and more detailed Statement of Work is also attached.

On-demand language services, including translations, transcriptions, and subtitles

Period of Performance: The period of performance of any contract resulting from this solicitation is anticipated to be between the start and end dates listed below. Proposals shall detail the estimated length of time required to accomplish all requirements, with detail on individual activity implementation dates, as referenced in the Scope of Work.

Start Date: 5/18/2022

End Date: 5/31/2023

Proposal Content Instructions: In addition to responding to the Statement of Work, all proposals must:

- Describe the qualifications, experience and capabilities of the firm in providing the type of services being requested by this RFP. Resumes or CVs of "key personnel" shall be submitted as an attachment.

- Include a contact name, email address, and telephone number to facilitate communication between TechnoServe and the submitting organization.
- A brief outline of the company and services offered, including:
 - Full legal name, jurisdiction of incorporation, and address of the company.
 - Full legal name and country of citizenry of company's President, Chief Executive Officer, and/or all other principal officers of the company.
- Year the business was established.

Proposals must contain a detailed cost breakdown with applicable taxes and other charges clearly identified (and be presented in conformity with any further instructions included in the Statement of Work).

To ensure consideration, all quotes must be submitted in the language, currency, and by the due date noted below:

Language: English

Currency: USD

**Submission
Instructions:**

All proposals must be emailed to the address below with your proposal attached in one or more files (PDF preferred). You will receive an auto-confirmation upon receipt. To ensure the integrity of this procurement exercise, DO NOT email your proposal to any employee of TechnoServe or deliver your proposal in hard copy to a TechnoServe office. **Failing to strictly adhere to these instructions may make your proposal ineligible for consideration.**

Email: buy+US+P0010372@tns.org

Order of Events:

This solicitation exercise will be administered in accordance with the following dates (subject to change at TechnoServe's sole discretion):

Date	Event
5/6/2022	Last date that questions will be accepted. Note that questions and answers will be distributed to all interested parties, so questions should not disclose trade secrets, confidential information, or information that might give another vendor a competitive advantage. Questions should be emailed to: dlape@tns.org
5/9/2022	Date that answers to questions will be distributed to all.
5/11/2022	Last date that proposals will be accepted by TechnoServe.

Terms and Conditions:

- The Request for Proposal is not and shall not be considered an offer by TechnoServe.
- All responses must be received on or before the date and time indicated on the RFP. All late responses will be rejected.
- All unresponsive proposals will be rejected.
- All proposals will be considered binding offers. Prices proposed must be valid for the entire period provided by the respondent or required by the RFP.
- All awards will be subject to TechnoServe contractual terms and conditions and contingent on the availability of donor funding.
- TechnoServe reserves the right to accept or reject any proposal or cancel the solicitation process at any time, without assigning any reason, and shall have no liability to any vendors submitting proposals for such rejection or cancellation of the RFP.
- TechnoServe reserves the right to accept all or part of the proposal when awarding the purchase order/contract.
- All information provided by TechnoServe in this RFP is offered in good faith. Individual items are subject to change at any time and all bidders will be provided with notification of any changes. TechnoServe is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.
- TechnoServe reserves the right to require any bidder to enter into a non-disclosure agreement.
- The bidders are solely obligated to pay for all costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of TechnoServe, subject to claims of confidentiality in respect of the Response and supporting documentation, which have been clearly marked confidential by the bidder.
- Bidders are required to identify and disclose any actual or potential Conflict of Interest.

Criteria for Selection:

The evaluation of each response to this solicitation will be based on the requirements set out in the Criteria for Selection and according to the requirements in this RFP. At the sole discretion of TechnoServe, the responsive bidders may be selected for follow-up questions or to provide an oral presentation. TechnoServe reserves the right to award the contract to the organization whose proposal is deemed to be in the best interest of and most advantageous to TechnoServe. TechnoServe will not award a contract to any bidder where there is indication of a lack of business integrity. After TechnoServe receives proposals and written evaluations are completed, the selected bidder will be notified. Commitments made by the bidder after selection, and final demonstration will be considered. The following points will be assigned to the proposals for evaluation purposes.

Max Points	Criterion
30	Price, inclusive of all delivery fees and taxes
25	Experience of the firm
25	Project management and quality assurance
20	Customer service and assistance

The attached Statement of Work represents an integral part of this solicitation.

Exhibit 1: Scope of Work (SOW) Language Services Provider

April 19, 2022

TechnoServe Inc. (TNS) invites your firm to participate in this competitive solicitation for pricing, delivery, and terms of potential agreement for a language services provider to support the organization's project-specific requests, global communication, and marketing efforts.

BACKGROUND

TechnoServe creates marketing collateral, reports, and presentations for a wide audience of stakeholders around the world. We seek a central provider of on-demand language services for our global and headquarters office.

SCOPE OF WORK

Examples of language service needs include, but are not limited to:

- Corporate and program reports
- Fact sheets
- Videos
- Training materials
- Newsletters
- Policy and procedures manuals
- Presentations

FORM/CONTENT OF RESPONSE

Please share your firm's qualifications and pricing for meeting TechnoServe's language service needs. Your proposal should address the following topics:

Company Background

- Please give an overview of your company's history and background.

Questions

- Describe any relevant experience or capabilities that your company has with nonprofits and/or international development organizations.
- Please list the types of language services your firm provides, including translations, transcriptions, and subtitles.
- Does your firm have any special designations or certifications, such as being women-owned?
- What languages do you support?
- What turnaround times do you support, including rush requests?
- Who are your translators and where are they located?

Project Management and Quality Assurance

- Please describe how you would provide immediate availability/on-demand services?
- Can individual projects contact you directly, or do you require one point-of-contact?
- Please describe the initial steps you take upon engaging with a new client.
- Please say who from your firm would work with TechnoServe and relevant qualifications.
- How do you test linguists for language services skills and subject matter expertise?
- How does your company define and measure linguistic quality?
- What service level guarantees do you provide?
- Do you designate specific translators for a customer?
- Please provide detailed information about your project workflow and project management team structure.
- How does your firm handle client complaints or concerns with regards to quality?

Other Services Offered

- Please list other capabilities you provide, such as design services, photography, and/or copyediting.
- Do you have language service providers located outside of the United States?

Technology

- Please describe the technologies and platforms your firm employs.

Security

- What measures do you take to ensure the confidentiality of client documents?

Pricing

- Please provide a pricing structure for your services, and any and all relevant payment terms and conditions.
- Please review [this video](#) and provide an itemized quote for an English transcription alone. In this example, video subtitles would not be rendered by the vendor.
- Contracts will be structured according to a Master Services Agreement (MSA). Each task order under the MSA will establish deliverable-based fees and a service schedule as agreed to by TechnoServe and the vendor.

Conclusion

- Please provide a list of three or more client references with similar needs to ours and their contact information.
- Please summarize why your company would be the best language services provider for TechnoServe.

EVALUATION CRITERIA (CONT'D)

The evaluation of each response to this RFP will be based on the requirements set out in the solicitation. Points will be assigned to the proposal based on the following criteria:

1. **Experience in Performance of Comparable Engagements** (25 points maximum)
TechnoServe will evaluate the vendors' relevant capabilities, including their work with past clients, their experience with nonprofits and/or international development organizations, their languages of expertise and their process for evaluating and testing language service providers.
2. **Project Management and Quality Assurance** (25 points maximum)
TechnoServe will evaluate how efficiently and effectively the vendor moves from an initial assignment to a completed product. The evaluation will take into account the vendor's ability to process materials originating from different offices across the world. TechnoServe will evaluate the vendor's ability to deliver a quality, accurate product that is consistent with the organization's brand.
3. **Customer Service and Assistance** (20 points maximum)
TechnoServe will evaluate vendors' ability to meet TechnoServe's language services needs in a flexible manner. This will take into account experience of vendor's team lead, feedback mechanisms and global reach of vendor.
4. **Pricing** (30 points maximum)
TechnoServe will compare cost among vendors as well as fees for ancillary services.

CRITERIA	MAXIMUM POINTS
Experience of the firm	25
Project management and quality assurance	25
Customer service and assistance	20
Pricing	30
TOTAL	100

TechnoServe reserves the right to award the contract to the person / organization whose proposal is deemed to be in the best interest of TNS. The company / individual with the winning proposal will be notified in writing. Those who were not selected may or may not be notified, at the sole discretion of TNS.

SCHEDULE OF EVENTS (CONT'D)

This following schedule of events should be considered definitive. TechnoServe reserves the right, however, to adjust any of these dates as necessary to meet its needs. In the event any of the dates are adjusted, TechnoServe will send information about the date changes to all vendors to whom this RFP originally was distributed, plus any other vendors that have made their interests known to TechnoServe:

1. Questions regarding this request may be addressed to Dustin Lape, Procurement and Contracts Specialist, at dlape@tns.org and must be received no later than 5:00 pm EDT on Friday, May 6, 2022. Responses to questions will be distributed to all interested parties no later than 5:00 pm EDT on Tuesday, May 9, 2022. Firms/persons that wish to receive the compiled list of questions and answers must indicate their interest in competing for the contract no later than 5:00 pm EDT on May 6, 2022.
2. Responses to the RFP should be sent electronically addressed to buy+US+P0010372@tns.org and must be received no later than 5:00 pm EDT on **May 11, 2021**.
3. Contract will be awarded on or around May 18, 2021, pending any phone interviews and the number of bids received.