REQUEST FOR PROPOSALS

TRANSLATION SERVICES

Issued by
The Global Alliance for Improved Nutrition (GAIN)

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I. PROJECT BACKGROUND AND SCOPE OF WORK

1. ABOUT GAIN

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the UN in 2002 to tackle the human suffering caused by malnutrition. Working with both governments and businesses, we aim to transform food systems so that they deliver more nutritious food for all people.

At GAIN, we believe that everyone in the world should have access to nutritious and safe food. We work to understand and deliver specific solutions to the daily challenge of food insecurity faced by poor people. By understanding that there is no “one-size-fits-all” model, we develop alliances and build tailored programmes, using a variety of flexible models and approaches.

We build alliances between governments, local and global businesses, and civil society to deliver sustainable improvements at scale. We are part of a global network of partners working together to create sustainable solutions to malnutrition. Through alliances, we provide technical, financial and policy support to key participants in the food system. We use specific learning, evidence of impact, and results of projects and programmes to shape and influence the actions of others.

Headquartered in Geneva, Switzerland, GAIN has representative offices in Denmark, The Netherlands, the United Kingdom, and the United States. In addition, we have country offices in Bangladesh, Ethiopia, India, Indonesia, Kenya, Mozambique, Nigeria, Pakistan, and Tanzania. Programmes and projects are carried out in a variety of other countries, particularly in Africa and Asia.

2. BACKGROUND

The Global Alliance for Improved Nutrition (GAIN) is issuing this Request for Proposal (RFP) and will be the administrative lead organisation for this RFP.

The purpose of this RFP is to contract a qualified and experienced translation services firm to provide translation services to our Benin and Geneva based teams. The services would require timely and accurate translation of GAIN’s communications materials, guidance, policies, and other key documents from English into French. Although other languages may be required.

3. SCOPE OF WORK AND DELIVERABLES

The Contractor will initially be expected to provide specific translation to part of the www.gainhealth.org website (detailed below in section 3.1). Once this work is completed GAIN would also be looking for ad-hoc document translation services. The exact number of documents, document type, word counts, and languages requested may vary throughout the period of this agreement. GAIN may provide both word documents and PowerPoint presentations (PPTs), which may include charts, graphs, or other relevant data for translation.

A Contractor specialised in writing for web would be a big plus.

GAIN may request translation services between English and any of the following languages:

- **French.** Vendors are invited to bid on one (1) or more languages
3.1. DELIVERABLES

Examples of documents that may need to be translated include, but are not limited to:

- Annual Report
- Factsheets
- Training materials
- Contracts
- Proposals

Website text/pages, please find below a list of pages requiring translation:

- Homepage
- ABOUT GAIN
- Vision and Mission
- Strategy
- Malnutrition (both ‘Definition’ and ‘quick facts’)
- Impact (this will be modified in due course)
- Programmes
- Countries
- Benin Country page (currently under development)
- Working at GAIN
- The Jobs website
- Request for Proposals

Policy and procedures manuals
Interpretation (verbal)
Video transcription and/or editing
Video captioning/caption translation directly into video file

The primary target language will be French.

II. INSTRUCTIONS FOR RESPONDING

This section addresses the process for responding to this solicitation. Applicants are encouraged to review this prior to completing their responses.

1. CONTACT

Please direct all inquiries and other communications to the contact below. Responses will not be confidential except in cases where proprietary information is involved.

- Patrick Mainwaring, Senior Associate, Country Program Operations.
- E-mail: pmainwaring@gainhealth.org

2. BUDGET

Applicants are required to provide GAIN with a detailed fee percentage proposal. The final budget amount will have to be approved by the organisation prior to starting the project.
3. FORMAT FOR PROPOSAL

The proposal needs to be formatted as follows:

- Company history and core services
- Examples of past work that have diversity, equity, inclusion, accounting, or HR-related lenses.

**Considering any future work after the website:**
- A detailed cost breakdown for translation services, including:
  - Price per word for each of the languages listed above
  - Any additional cost rates associated with formatting documents such as, PowerPoint presentations, or documents with tables, charts, and graphics.
  - Fee to rush documents, if applicable, as well as information on what is considered a “rush request” and the number of words per day that can be included in a rush request.
  - Any additional charges that may be applied to total translation costs

- A detailed description of the time required to return translated documents, including noting any details that shift according to language
  - How fast can a document of approximately (500 – 2,000 – 10,000 – 20,000) words be returned?
  - What is your process for multilingual global SEO?
  - What is your process for website translation?
  - Does your firm have a web-based translation project management tracking system? Please, explain.
  - Does your firm interface with web content management systems such as (specific CMS)? Please, explain.
  - Are there translation page limits, or specific page limits associated with time bound or rush requests?
  - When determining turnaround time, are weekend days included?

- Please provide a detailed description of your document review, proofreading, and quality assurance procedures
- Please provide information on points of contact at the Company and the method for submitting requests
- How will GAIN request translation quotes and submit documents? (i.e. online portal, via email with a designated project manager, website submission, etc.)
- Please provide detailed information on billing and payment:
  - A complete list of languages the Company has expertise in translating
  - A portfolio of past work (please provide at least five (5) documents of varying styles
  - Other services provided:
    - Does your company provide verbal translation services?
    - Is your company able to provide dubbed translation on audio or video media format?

4. SUBMISSION

Originals should be submitted as follows:

- One electronic copy containing the documents preferably in MS Word along with all the required information including the fee proposal should reach GAIN at the address mentioned below:
Email copy:  
 pmainwaring@gainhealth.org

5. DEADLINE

Completed proposals should be submitted to GAIN before **10:00 pm Central European Time on Friday 9th September 2022.** Proposals may be postmarked on the due date, provided that an email of the proposal is submitted by the deadline.

See example below:

Completed proposals should be submitted by email at pmainwaring@gainhealth.org by **10:00 pm CET on Friday 9th September 2022.**

6. UNACCEPTABLE

The following proposals will automatically not be considered or accepted:

- Proposals that are received after the RFP deadline at the specified receiving office.
- Proposals received by fax.
- Incomplete proposals.
- Proposals that are not signed.

7. REVISIONS

Proposals may be revised by electronic mail and confirmed by hard copy provided such revision(s) are received before the deadline.

8. ACCEPTANCE

GAIN will not necessarily accept the lowest cost or any of the Proposals submitted. Accordingly, eligibility requirements, evaluation criteria and mandatory requirements shall govern.

9. COMPLETION

Proposals must be submitted on official letterhead of the lead organisation or firm and must be signed by a principal or authorising signatory of the lead firm or organisation.

In case of errors in calculating overall costs, the unit costs will govern.

It is the applicant's responsibility to understand the requirements and instructions specified by GAIN. In the event that clarification is necessary, applicants are advised to contact the responsible person at GAIN under section II. point 1., prior to making their submission.

While GAIN has used considerable efforts to ensure an accurate representation in this Request for Proposal (RFP), the information contained in this RFP is supplied solely as a guideline. The information is not warranted to be accurate by GAIN. Nothing in this RFP is intended to relieve applicants from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

By responding to this RFP, the applicant confirms its understanding that failing to comply with any of the RFP conditions may result in the disqualification of their submission.
10. RIGHTS OF REJECTION

GAIN reserves the right to reject any or all submissions or to cancel or withdraw this RFP for any reason and at its sole discretion without incurring any cost or liability for costs or damages incurred by any applicant, including, without limitation, any expenses incurred in the preparation of the submission. The applicant acknowledges and agrees that GAIN will not indemnify the applicant for any costs, expenses, payments or damages directly or indirectly linked to the preparation of the submission.

11. REFERENCES

GAIN reserves the right, before awarding the Proposal, to require the applicant to submit such evidence of qualifications as it may deem necessary, and will consider evidence concerning the financial, technical and other qualifications and abilities of the applicant.

12. RELEASE OF INFORMATION

After awarding the Proposal and upon written request to GAIN, only the following information will be released:
- Name of the successful applicant.
- The applicant's own individual ranking.

III. TERMS AND CONDITIONS OF THIS SOLICITATION

1. NOTICE OF NON-BINDING SOLICITATION

GAIN reserves the right to reject any and all bids received in response to this solicitation and is in no way bound to accept any proposal. GAIN additionally reserves the right to negotiate the substance of the successful applicants' proposals, as well as the option of accepting partial components of a proposal if deemed appropriate.

2. CONFIDENTIALITY

All information provided as part of this solicitation is considered confidential. In the event that any information is inappropriately released, GAIN will seek appropriate remedies as allowed. Proposals, discussions, and all information received in response to this solicitation will be held as strictly confidential.

3. RIGHT TO FINAL NEGOTIATIONS ON THE PROPOSAL

GAIN reserves the right to negotiate on the final costs, and the final scope of work of the proposal. GAIN reserves the right to limit or include third parties at GAIN's sole and full discretion in such negotiations.

4. EVALUATION CRITERIA

Proposals will be reviewed by the Selection Team. The following indicate a list of the significant criteria against which proposals will be assessed. This list is not exhaustive or 100% inclusive and is provided to enhance the applicants' ability to respond with substance.

Applicants are required to submit the following information, conforming to the guidelines given in this section:
- Understanding of the scope of work:
Proposal shall demonstrate a clear understanding of the project objective and deliverables as outlined in Section I.

Demonstrate a clear understanding of the technical requirements of this RFP:
- Providing detailed technical documentation of the proposed strategy.
- Evidence of experience delivering solutions using the proposed information technology platform.

The creative and methodological approaches required to implement each of the parts of the scope of work.

Comprehensiveness of work plan and reasonableness of proposed time frame:
- Proposal shall include a feasible work plan to ensure successful completion of deliverables.
- The work plan details how activities will be coordinated.

Detailed budget and cost-effectiveness of proposed approach:
- Evidence of cost-effective approaches to undertaking the scope of work within the proposed budget.
- Proposal shall identify possible challenges and include creative approaches to addressing them.

Management and personnel plan:
- The team members working on this project shall have the relevant qualifications and overall experience required to successfully implement the project.
- Roles and responsibilities of each team member shall be clearly defined. GAIN shall have one main contact person clearly identified in the proposal.

A duly completed offer of services.

GAIN reserves the right to contact the individuals and contractor(s) in order to verify the information provided as part of the Proposal.

5. REVIEW PROCESS

The review process will involve a Review Panel with participants selected by GAIN.

6. LIMITATIONS WITH REGARD TO THIRD PARTIES

GAIN does not represent, warrant, or act as agent for any third party as a result of this solicitation. This solicitation does not authorise any third party to bind or commit GAIN in any way without GAIN’s express written consent.

7. COMMUNICATION

All communication regarding this solicitation shall be directed to appropriate parties at GAIN. Contacting third parties involved in the RFP, the review panel, or any other party may be considered a conflict of interest and could result in disqualification of the proposal.

8. FINAL ACCEPTANCE

Award of a Proposal does not imply acceptance of its terms and conditions. GAIN reserves the right to negotiate on the final terms and conditions including the costs and the scope of work when negotiating the final contract to be agreed between GAIN and the applicant.
9. VALIDITY PERIOD

The offer of services will remain valid for a period of 60 days after the Proposal closing date. In the event of award, the successful applicant will be expected to enter into a contract subject to GAIN’s terms and conditions.

10. INTELLECTUAL PROPERTY

Subject to the terms of the contract to be concluded between GAIN and the applicant, the ownership of the intellectual property related to the scope of work of the contract, including technical information, know-how, processes, copyrights, models, drawings, source code and specifications developed by the applicant in performance of the contract shall vest entirely with GAIN.

11. SCOPE OF CHANGE

Once the contract is signed, no increase in the liability of GAIN or in the fees to be paid by GAIN for the services resulting from any change, modification or interpretation of the documents will be authorised or paid to the applicant unless such change, modification or interpretation has received the express prior written approval of GAIN.

IV. OFFER OF SERVICES

Offer submitted by:
__________________________________
__________________________________
__________________________________
(Print or type business, corporate name and address)

I (We) the undersigned hereby offer to GAIN, to furnish all necessary expertise, supervision, materials, and other things necessary to complete to the entire satisfaction of the Executive Director or authorised representative, the work as described in the Request for Proposal according to the terms and conditions of GAIN for the following prices:

Click or tap here to enter text.
Click or tap here to enter text.
Click or tap here to enter text.
Click or tap here to enter text.

I (We) agree that the Offer of Services will remain valid for a period of sixty days (60) calendar days after the date of its receipt by GAIN.

I (We) herewith submit the following:

(a) A Proposal to undertake the work, in accordance with GAIN’s requirements specified.
(b) A duly completed offer of services, subject to the terms herein.

OFFERS WHICH DO NOT CONTAIN THE ABOVE-MENTIONED DOCUMENTATION OR DEVIATE FROM THE PRESCRIBED COSTING FORMAT MAY BE CONSIDERED INCOMPLETE AND NON-RESPONSIVE.
Date this day of ____________ Click or tap here to enter text.

_______________________ Click or tap here to enter text.
Signature (applicant)

_______________________ Click or tap here to enter text.
Signature (applicant)