

## ANNEX I

### REQUEST FOR PROPOSAL

#### 1. Scope and requirements

#### 2. Scope of Work:

- Translation English to French, English to Arabic, French to Arabic and Arabic to English and French. Occasionally we would like to get translations from English to Spanish, Ukrainian.
- If the company can provide translation English to: Spanish, Ukrainian, Kurdish, Persian (Dari) and/or Pashto, Filipino, Burmese, Thai, Swahili, Tshiluba, Lingala and Kikongo for DRC and Mooré, Bissa, Dyula, Fula for Burkina Faso – please provide a quote.
- Accurate, culturally appropriate (Humanitarian contexts, and context-sensitive translations
- Proofreading and quality control by a second linguist
- Timely delivery as per agreed timelines
- Maintain strict confidentiality of all content.
- Capacity to translate text in a wide range of file formats (Word, Excel, PDF, InDesign etc.).

#### 3. Proposal Guidelines:

##### • Technical Proposal

- Executive Summary: A brief overview of the organisation and understanding of the scope of work.
- Company Profile: Information on the organisation, relevant certifications, experience with translation services, and particularly in conflict sensitive and humanitarian contexts for humanitarian organizations (e.g. UN, NGOs).
- Proposed Solution: Detailed approach for delivering high-quality translations in the mentioned languages
- Indication of tools or systems used to ensure consistency and quality.
- Average turnaround time for documents (500, 1,000, and 5,000 words).
- Details of quality assurance processes, and ability to use appropriate humanitarian, legal, and Geneva Call terminology in a consistent manner.
- Team Information: Names, roles, and qualifications of personnel involved in translation work.
- References: References from at least two previous or current clients, ideally with work related to humanitarian/conflict settings.
- Details of the use Artificial Intelligence (AI), if any
- Details of confidentiality processes.

##### • Financial Proposal

- **Proof of Registration:** Valid registration of the company.
- **Pricing Structure:**
  - Cost per word (CHF or working currency) for standard translation.
  - Any additional costs (e.g., urgent translation rates, formatting, etc.).
  - Explanation of the invoice and payment process.

##### ○ Financial ratio company

- Financial stability company
- Liquidity ratio, debt-to-equity ratio, profitability ratios used to assess financial performance
- Provide the resumes of the key members of the management team of the company.

#### **4. Eligibility Criteria:**

This tender is open only to organisations legally registered.

#### **5. Evaluation and Selection Process:**

The contract will be awarded based on the most technically sound proposal at the lowest price, considering the following:

- Price per word, if different per language.
- Average turnaround time.
- Capacity to handle translation requirements during the framework period.
- Sensitivity and experience working with conflict-affected content and contexts.

#### **6. Terms and Conditions:**

Payments will be made upon satisfactory delivery and invoice submission, payment term 30 days net.

#### **7. Confidentiality:**

All translations must remain confidential and will become the property of Geneva Call. Selected service providers will be required to sign a confidentiality agreement

#### **8. Third Party Performance Reviews and Audit**

**Performance Review.** In addition to internal measures of performance, Geneva Call retains the right to require independent evaluation of Contractor performance. Geneva Call may, contract with independent third parties to audit the contract service levels. The Contractor will cooperate fully with any third-party audit and agrees that all information shared with Geneva Call may be shared with such third-party contractor.

#### **9 The Contract**

9.1 **Term of Agreement.** [Example: The Agreement resulting of this solicitation shall be for an initial period of three (2 years with the option to extend, at the sole discretion of Geneva Call, for an additional two (2) two-year period]

9.2 **Termination** Geneva Call may terminate the Agreement resulting from this solicitation, or any services under such Agreement, without prejudice to any other rights or remedies, by giving ninety (90) days written notice to the Contractor.

#### **12 Disclaimer.**

Geneva Call does not guarantee a minimum quantity of purchases