

## REQUEST FOR PROPOSALS

To: **Suppliers of English<>Spanish<>French Virtual Interpretation Services**

From: **Conservation International – Inclusive Conservation Initiative (ICI)**

Date: **March 15, 2024**

Subject: **Request for Proposals #001: English<>Spanish<>French Virtual Interpretation Services**

Deadline: **April 5, 2024**

Conservation International Foundation (hereinafter referred to as “Conservation International”), is issuing a Request for Proposals (RFP) for the GEF-7 Inclusive Conservation Initiative (ICI). The attached RFP contains all the necessary information for interested Offerors.

**1. General Background:**

The [Inclusive Conservation Initiative \(ICI\)](#), a [Global Environment Facility \(GEF\)](#)-funded initiative co-implemented by [Conservation International](#) and [IUCN](#), supports Indigenous Peoples and Local Communities’ (IPs and LCs) Leadership to steward lands, waters, and natural resources to deliver global environmental benefits.

**2. Project Purpose:**

As one of the two implementing agencies of ICI, Conservation International frequently facilitates global activities such as meetings, exchanges, workshops, and training sessions with the attendance of participants hailing from various countries and therefore speaking in different native languages that must be interpreted to facilitate discussion at these events. Though the project mainly operates in English, the exchanges regularly operate with different languages at once, including Spanish and French, all three considered the official languages for ICI.

To ensure consistent language and terminology, Conservation International is in search of a company to provide **virtual** interpretation services for English<>Spanish<>French for the **next approximately 40 months of work, from May 3, 2024, through October 31, 2027**. The selected interpretation company will be responsible for assigning interpreters to perform in assigned **virtual** ICI events.

**3. Submission Details:**

- a. **Deadline:** All proposals are due on **April 5, 2024, by no later than 4:00 PM Eastern Standard Time**. Proposals should be sent by email, in PDF format, to [ici.procurement@conservation.org](mailto:ici.procurement@conservation.org) with the subject line “Virtual Interpretation RFP#001: English<>Spanish<>French Virtual Interpretation Services”. Proposals submitted after the deadline will be considered “late” and will be disqualified from further evaluation process.
- b. **Validity of the bid:** 120 days from the submission deadline.
- c. **Clarifications:** Questions may be submitted to [ici.procurement@conservation.org](mailto:ici.procurement@conservation.org) by the specified date and time in the timeline below. The subject of the email must contain the RFP number and title of RFP. CI will respond in writing to submitted clarifications by the date specified in the timeline below. Responses to questions that may be of common interest to all bidders will be posted to the CI website and/or communicated via email.
- d. **Amendments:** At any time prior to the deadline for submission of proposals, CI may,

for any reason, modify the RFP documents by amendment which will be posted to the CI website and/or communicated via email.

**4. Minimum Requirements**

- The interpretation company must demonstrate the capability to handle interpretation and procure high-level professionals proficient in ICI's official languages.
- Fluency in English & at least one other ICI language is required.
- Experience providing simultaneous interpretation services in a remote and virtual setting (e.g. Zoom and other video conference platforms) in multiple channels and languages.
- Established company with experience providing interpretation services for clients with similar demands.
- Ability to respond quickly to emails and inquiries and remain accessible to the project manager (confirm receipt and answer simple questions within one day).
- Availability to confirm services in a short timeframe, including below 24 hours.
- Flexibility with schedule and timing of events (considering various time zones)
- Effective communication and coordination with group of interpreters during activities.
- Proven ability to work well under pressure, prioritize, and delivery quality results.

**Preferred:**

- A minimum of at least three years of experience working with international non- profit organizations.
- Familiarity with the structure, operations, and terminology of the ICI.

**5. Proposal Documents to Include:**

- a. Signed cover page on bidder's letterhead with the bidder's contact information.
- b. Signed Representation of Transparency, Integrity, Environmental and Social Responsibility (Attachment 1)
- c. Technical Proposal: The Technical Proposal should describe in detail how the bidder intends to carry out the requirements described in the Terms of Reference (Attachment 2). In addition, this should include a description of similar projects or assignments and at least three client references. Please refer to minimum requirements in section 4.
  - Qualifications of Key Personnel: Please attach CVs that demonstrate how key personnel meet the minimum requirements listed in section 4 (Minimum Requirements).
- d. Financial Proposal. Offerors shall submit a cost proposal (Attachment 3). A budget range will not be provided for this opportunity; please prepare your best offer.

6. **Evaluation Criteria** CI- ICI will evaluate each proposal on the merit of price, professionalism, and experience (**Best Value Determination**). Evaluation scoring will be considered.

	<b>Scoring Criteria</b> <i>(100 pts max.)</i>
<b>35%</b>	Cost of Services (Cost Proposal)
<b>30%</b>	Service Availability & Professionalism
<b>35%</b>	Experience & Qualification

7. **Proposal Timeline**

RFP Issued	<b>March 15, 2024</b>
Clarifications submitted to CI	<b>March 22, 2024</b>
Clarifications provided by CI	<b>March 29, 2024</b>
Complete proposals due to CI	<b>April 5, 2024</b>
Final selection	<b>April 19, 2024</b>
Agreement with selected bidder	<b>May 3, 2024</b>

8. **Resulting Award**

CI anticipates entering into a Master Service Agreement with the selected bidder by **May 3, 2024**. Any resulting agreement will be subject to the terms and conditions of CI's Services Agreement. A model form of agreement can be provided upon request. This RFP does not obligate CI to execute a contract, nor does it commit CI to pay any costs incurred in the preparation or submissions of the proposals. Furthermore, CI reserves the right to reject any and all offers, if such action is considered to be in the best interest of CI.

CI will, in its sole discretion, select the winning proposal and is not obligated to share individual evaluation results.

9. **Confidentiality**

All proprietary information provided by the bidder shall be treated as confidential and will not be shared with potential or actual applicants during the solicitation process. This includes but is not limited to price quotations, cost proposals and technical proposals. CI may, but is not obliged to, post procurement awards on its public website after the solicitation process has concluded, and the contract has been awarded. CI's evaluation results are confidential and applicant scoring will not be shared among bidders.

10. **Code of Ethics**

All Offerors are expected to exercise the highest standards of conduct in preparing, submitting and if selected, eventually carrying out the specified work in accordance with CI's Code of Ethics. Conservation International's reputation derives from our commitment to our values: Integrity, Respect, Courage, Optimism, Passion, and Teamwork. CI's Code of Ethics (the "Code") provides guidance to CI employees, service providers, experts, interns, and volunteers in living CI's core values, and outlines minimum standards for ethical conduct which all parties must adhere to. Any violation of the Code of Ethics, as well as concerns regarding the integrity of the procurement process and documents should be reported to CI via its Ethics Hotline at [www.ci.ethicspoint.com](http://www.ci.ethicspoint.com).

11. **Attachments**

## **Attachment 1**

### **Representation of Transparency, Integrity, Environmental and Social Responsibility**

All Offerors are expected to exercise the highest standards of conduct in preparing, submitting and if selected, eventually carrying out the specified work in accordance with CI's Code of Ethics. CI's Code of Ethics provides guidance to CI employees, service providers, experts, interns, and volunteers in living CI's core values, and outlines minimum standards for ethical conduct which all parties must adhere to. Any violations of the Code of Ethics should be reported to CI via its Ethics Hotline at [www.ci.ethicspoint.com](http://www.ci.ethicspoint.com).

CI relies on the personal integrity, good judgment, and common sense of all third parties acting on behalf, or providing services to the organization, to deal with issues not expressly addressed by the Code or as noted below.

**I. With respect to CI's Code of Ethics, we certify:**

- a. We understand and accept that CI, its contractual partners, grantees, and other parties with whom we work are expected to commit to the highest standards of Transparency, Fairness, and Integrity in procurement.

**II. With respect to social and environmental standards, we certify:**

- a. We are committed to high standards of ethics and integrity and compliance with all applicable laws across our operations, including prohibition of actions that facilitate trafficking in persons, child labor, forced labor, sexual abuse, exploitation, or harassment. We respect internationally proclaimed human rights and take no action that contributes to the infringement of human rights. We protect those who are most vulnerable to infringements of their rights and the ecosystems that sustain them.
- b. We fully respect and enforce the environmental and social standards recognized by the international community, including the fundamental conventions of International Labour Organization (ILO) and international conventions for the protection of the environment, in line with the laws and regulations applicable to the country where the contract is to be performed.

**III. With respect to our eligibility and professional conduct, we certify:**

- a. We are not and none of our affiliates [members, employees, contractors, subcontractors, and consultants] are in a state of bankruptcy, liquidation, legal settlement, termination of activity, or guilty of grave professional misconduct as determined by a regulatory body responsible for licensing and/or regulating the offeror's business.
- b. We have not and will not engage in criminal or fraudulent acts. By a final judgment, we were not convicted in the last five years for offenses such as fraud or corruption, money laundering or professional misconduct.
- c. We are/were not involved in writing or recommending the scope of work for this solicitation document.
- d. We have not engaged in any collusion or price fixing with other offerors.
- e. We have not made promises, offers, or grants, directly or indirectly to any CI employees involved in this procurement, or to any government official in relation to the contract to be performed, with the intention of unduly influencing a decision or receiving an improper advantage.
- f. We have taken no action, nor will we take any action to limit or restrict access of other companies, organizations or individuals to participate in the competitive bidding process launched by CI.
- g. We have fulfilled our obligations relating to the payment of social security contributions or taxes in accordance with the legal provisions of the country where the contract is to be performed.
- h. We have not provided, and will take all reasonable steps to ensure that we do not and will not knowingly provide, material support or resources to any individual or entity that commits, attempts to commit, advocates, facilitates, or participates in terrorist acts, or has committed, attempted to commit, facilitate, or participated in terrorist acts, and we are compliant with all applicable Counter-Terrorist Financing and Anti-Money Laundering laws (including USA Patriot Act and U.S. Executive Order 13224).
- i. We certify that neither we nor our directors, officers, key employees or beneficial owners are included in any list of financial or economic sanctions, debarment or suspension adopted by the United States, United Nations, the European Union, the World Bank, or General Services Administration's List of Parties Excluded from Federal Procurement or Non-procurement programs in accordance with E.O.s 12549 and 12689, "Debarment and Suspension".

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## Attachment 2

### **Terms of Reference (TOR)**

Suppliers of English<>Spanish<>French Virtual Interpretation Services

**1. Project Description:** The [Inclusive Conservation Initiative \(ICI\)](#), a [Global Environment Facility \(GEF\)](#)-funded initiative co-implemented by [Conservation International](#) and [IUCN](#), supports Indigenous Peoples and Local Communities' (IPs and LCs) Leadership to steward lands, waters, and natural resources to deliver global environmental benefits.

**2. Project Objective:** As one of the two implementing agencies of ICI, Conservation International facilitates meetings and exchanges with the attendance of participants hailing from various countries and therefore speaking in different native languages that must be interpreted to facilitate discussion at said events. Though the project mainly operates in English, the exchanges regularly operate with different languages at once, including Spanish and French.

As one of the two Global Executing Agencies of the ICI, Conservation International frequently facilitates meetings and exchanges with the attendance of participants hailing from various countries and therefore speaking in different native languages that must be interpreted to facilitate discussion at said events. Though the project mainly operates in English, the exchanges regularly operate with different languages at once, including Spanish and French.

In order to effectively facilitate learning and knowledge exchange, training, and general communication amongst participants and staff at events, a reliable virtual simultaneous interpretation team is essential. Conservation International is seeking firms that can provide virtual interpretation services for English<>Spanish<>French in a virtual and remote setting for the **next approximately 40 months of work, from May 3, 2024, through October 31, 2027**. A service provider that is able to fulfill all stated requirements would be desirable, however, all complete submissions will be considered. Please specify in your quotation if there is anything you would not be able to provide. Interpreters would be expected to be to interpret in both directions (e.g. English>Spanish and Spanish>English). No travel is required for this work. Typical interpretation settings can span from 1-7 hours with a range of 1:1 meetings, trainings, or activities, to virtual conferences spanning multiple days with audiences of 10-100 people.

### **3. Deliverables & Key Tasks**

a. **Deliverables/Estimated Outputs:** Selected service provider will be responsible for the following deliverables:

- Email responses (confirming receipt & answering simple questions): within one day.
- Promptly provide invoices upon the completion of each activity in the specified format.
- Interpreters: will be available and fully capable of interpreting in the language pair for which they have been assigned. They are responsible for reviewing and studying related documents and content related to the event prior to starting their services. CI will provide related documents and content in advance of the event start date.

b. **Key Tasks:** Selected service provider will be responsible for providing all the

necessary personal equipment, technical expertise, and/or interpretation services for the project's remote events and activities. Offerors need not provide quotes for these activities. The following schedule is tentative and includes example activities and approximate hours per activity for the duration of the project. There is no commitment to fulfill the total estimated hours within the proposed schedule:

Description of virtual activity	<u>A</u> Meetings/ year	<u>B</u> # Projects	<u>C</u> # Years	<u>D</u> Total Meetings (A x B x C)	<u>E</u> Hours/ meeting	<u>F</u> Total hours/language (D x E)	<u>G</u> # Languages	<u>H</u> Total hours (F x G)
Semiannual Indicators Reporting	2	5	3	30	2	60	1	60
Quarterly financial meetings	4	3	3	36	1	36	1	36
Meetings with ICI Steering Committee	2	1	3	6	2	12	2	24
Meetings with ICI Fellows	5	1	3	15	2	30	2	60
Ad-hoc targeted support	2	5	3	30	2	60	1	60

- 4. Estimated Timeline:** The selected service provider will cover all relevant virtual interpretation needs from the time the Master Service Agreement is signed through October 2027.
- 5. Location of Task/Applicable Trips:** This work is not location-dependent, and no trips are anticipated as part of this work. Selected service provider/company should be able to respond to emails within a reasonable timeframe (no more than a day, but more quickly is preferable), and they should give advanced notice of any periods of extended unavailability when possible.
- 6. Specifications of Interpretation Services**

CI- **ICI** would like to hire services similar or equivalent to what is described below:

Professionalism:

- Established company with experience providing interpretation services.
- Ability to procure interpreters through your company that meet the criteria of required skills and experience for interpreters described in this TOR and RFP.
- Ability to be flexible and provide all the necessary services for the effective and smooth facilitation of interpretation during virtual ICI activities.
- Ability to respond quickly to emails and inquiries and remain accessible to the project manager (confirm receipt and answer simple questions within one day).
- Ability to provide all interpretation services for all stages of the events/activities.

Interpreters:

- Fluency in English
- 2 English to Spanish Simultaneous Interpreters
- 2 English to French Simultaneous Interpreters
- Access to and experience with providing interpretation services at related conferences, events, forums, meetings, and projects.
- Ability to work well under pressure, prioritize, and deliver quality results.

- At least three years of experience interpreting between English and their respective language pair (French/Spanish).
- Access to and experience with providing interpretation services at related conferences, events, forums, meetings, and projects.
- Ability to work well under pressure, prioritize, and deliver quality results.
- 3 to 5 years of interpretation experience working with international nonprofit organizations and/or international agencies preferred but not required.
- Experience with working on topics such as Agriculture, Environment, Forestry, Human Rights, and, or Indigenous Peoples and Local Communities is strongly preferred but not required.

## **7. Submission of Proposals**

All offers must be submitted in one volume, consisting of:

### **Signed Cover Page**

- Signed cover page on bidder's letterhead with the bidder's contact information.

### **Signed Attachment 1**

- Signed *Representation of Transparency, Integrity, Environmental and Social Responsibility*

### **Technical Proposal**

- The Technical Proposal should describe in detail how the bidder intends to carry out the requirements described in the Terms of Reference (Attachment 2). In addition, this should include a description of similar projects or assignments and at least three client references. Please refer to minimum requirements in section 4 of the RFP.
- CV or Resume of interpreters (English<>Spanish, English<>French)
- Any supporting information to demonstrate the required and/or preferred skills and experience outlined below.
- Include service cancellation policy.

### **Cost Proposal**

- Quote for example scenarios. Please use the tables provided in Attachment 3 to provide your rates and quote for Spanish and French Interpretation Services.
- Quote must be signed and dated.
- A budget range will not be provided for this opportunity; please prepare your best offer.

All proposals are due **on April 5, 2024, by no later than 4:00 PM Eastern Standard Time**. Proposals should be sent by email, in PDF format, to [ici.procurement@conservation.org](mailto:ici.procurement@conservation.org) with the subject line "Virtual Interpretation RFP#001: English <>Spanish<>French Virtual Interpretation Services".

Proposals submitted after the deadline will be considered "late" and will be disqualified from further evaluation process.

### **Attachment 3**

Please use the template tables provided below to provide a quote based on example scenarios of virtual events. All quotations should account for the number of interpreters needed based on the following hours per example event in the table below. Quotations should include all estimated costs aligned with completion of these examples.

<b>Table 1. Spanish</b>				
<b>Cost Proposal (For Proposal Costing Purposes Only)</b>		<b>(To be completed by vendor)</b>		
<b># hours</b>	<b>Description of Service</b>	<b>Hourly Rate</b>	<b># of Interps Needed</b>	<b>Total Cost for Event</b>
1	Virtual Simultaneous Interpretation (SP>EN and EN>SP)			
1.5	Virtual Simultaneous Interpretation (SP>EN and EN>SP)			
2	Virtual Simultaneous Interpretation (SP>EN and EN>SP)			
7	Virtual Simultaneous Interpretation (SP>EN and EN>SP)			

Do you charge an overtime rate? Yes/No

After how many hours do you charge an overtime rate? \_\_\_\_\_

Do you charge by effective time of interpretation or scheduled time?

What is your hourly overtime rate? \_\_\_\_\_

Availability: How many hours prior to the event can CI book/cancel?

<b>Table 2. French</b>				
<b>Cost Proposal (For Proposal Costing Purposes Only)</b>		<b>(To be completed by vendor)</b>		
<b># hours</b>	<b>Description of Service</b>	<b>Hourly Rate</b>	<b># of Interps Needed</b>	<b>Total Cost for Event</b>
1	Virtual Simultaneous Interpretation (EN>FR and FR>EN)			
1.5	Virtual Simultaneous Interpretation (EN>FR and FR>EN)			
2	Virtual Simultaneous Interpretation (EN>FR and FR>EN)			
7	Virtual Simultaneous Interpretation (EN>FR and FR>EN)			

Do you charge an overtime rate? Yes/No

After how many hours do you charge an overtime rate? \_\_\_\_\_

Do you charge by effective time of interpretation or scheduled time?

What is your hourly overtime rate? \_\_\_\_\_

Availability: How many hours prior to the event can CI book/cancel?