REQUEST FOR PROPOSAL:
Title: English/French/Spanish interpretation service

SPECIFICATION OF REQUIREMENTS

Overview:
The International Confederation of Midwives (ICM) is seeking the services of an agency/professional to provide simultaneous interpretation for our workshops and meetings from English into French and Spanish. ICM has three official languages: English, French and Spanish and aims at accommodating multilingual attendants of our meetings and workshops with those three official languages. As a rule, the main language of the events is English, ICM’s working language, and therefore interpretation into Spanish and French is needed. As such, via this Request for Proposals (RfP), ICM is inviting proposals from competent interpretation agencies to submit proposals for consideration.

Deadline for Submission: Please submit your proposal specifying how your skills and experience match the needs of ICM as outlined in this RfP to info@internationalmidwives.org no later than 1st of July 2024 EOB CET.

Commencement Date: The targeted commencement date is August 2024.

Location: Remote. Interactions with ICM staff and other relevant stakeholders are expected to take place virtually.

About ICM

The International Confederation of Midwives (ICM) supports, represents and works to strengthen professional associations of midwives throughout the world. There are currently 136 Members Associations (MAs), representing 117 countries across every continent and over 1 million midwives globally.

ICM’s day-to-day work is undertaken by a globally dispersed team (currently 28 staff members) based in Brazil, Colombia, Croatia, France, Haiti, Malawi, New Zealand, Pakistan, Spain, Sweden, Uganda, United Kingdom, and at its Head Office in The Hague, the Netherlands.
Background to the Assignment

ICM is working with three official languages that are English (British), French (France) and Spanish (Spain) to effectively communicate with its all MAs globally. To ensure clear communication and equal access to information, ICM prioritize language considerations and interpretation services whenever we organize meetings attended by multilingual participants. This commitment is part of ICM objective for the Triennial Strategy 2024-2026.

What is being commissioned through this RfP

Through this RfP, ICM is seeking the services of an agency/professional to provide remote simultaneous interpretation services in the following language combinations and according to the following quality requirements and workload estimate.

- **Languages combination**
  - Interpretation from English (British) to French (France) or/and Spanish (Spain)
  - Interpretation from Spanish (Spain) to English (British)
  - Interpretation from French (France) to English (British)

- **Quality Requirements**
  1. Accuracy and Precision
     - The agency must ensure a high level of accuracy in interpretation. All interpreters must demonstrate proficiency and fluency in both the source and target languages, including industry-specific terminology.
  2. Qualifications and Certifications
     - ICM expects the selected agency to provide qualified and certified interpreters to service ICM meetings & events, such as a Certificate in Translation (CT), Diploma in Public Service Interpreting (DPSI), or equivalent.
     - The agency should, wherever possible, undertake to recruit interpreters who are affiliated to a professional association and/or accredited by multilateral organizations.
  3. Confidentiality and Professionalism
     - The agency must adhere to strict confidentiality agreements to ensure the privacy and security of all interpreted content.
     - The interpreters must follow professional conduct standards, including punctuality, and appropriate behaviour during assignments.
     - The interpreters should demonstrate impartiality and ethical conducts.
  4. Service Availability and Flexibility
     - The agency must offer flexible scheduling options to accommodate various time zones and urgent requests.
  5. Technological Competence
The agency must demonstrate competence in using modern interpretation technologies, such as remote interpretation platforms.

Interpreters must be trained to handle technical issues promptly and efficiently.

5. Cultural Competency

Interpreters must possess cultural competency, understanding the nuances and cultural contexts of both the source and target languages to ensure accurate and appropriate interpretation.

Consideration to use language that appeals to ICM’s target audiences and respects the varying, global context of the maternal health space, especially when communications touch on sensitive, health-related topics.

6. Compliance with Industry Standards

The agency must comply with all relevant industry standards and guidelines for interpretation services, including those set by professional organizations such as the International Association of Conference Interpreters (AIIC).

• Estimation of workload

The average estimation of workload—depending on fluctuation of activities and projects—is 16 meetings per year for combination of EN-ES-FR (around 47 hours) and 20 meetings per year for combination of EN-FR only and/or EN-ES only (around 42 hours).¹

Ad-hoc clause:
The interpreter agency may be expected to respond to ad-hoc interpretation requests from ICM outside the language requirements mentioned above. The following list of languages (not exhaustive) might require interpretation from (or into) English:

- Arabic
- Bengali
- Chinese
- Farsi
- German
- Hausa
- Hindi
- Indonesian
- Italian
- Russian
- Portuguese
- Swahili

The interpreter agency may be expected in the frame of specific projects to provide interpretation involving other language versions of English, French and Spanish.

Duration

The Agreement following this RFP is expected to be for a 24-month duration with a renewal clause (subject to further discussion with the designated interpretation agency).

Costs for RFP Response

¹ Please note that this workload is only estimations.
Development— Costs for developing the response to this RFP are entirely the responsibility of the proposing party and shall not be chargeable in any manner to ICM. All Vendors agree to provide all such additional information as, and when, requested at their own expense. No vendor in supplying such information shall be allowed to change the pricing or other cost quotations originally submitted.

**Procurement procedure**

ICM is using an open procurement procedure, meaning that any competent organisation may submit a proposal to ICM during the submission timeframe.

**Indicative Timetable**

Set out below is the proposed procurement timetable. This is intended as a guide only.

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>07 June 2024</td>
<td>Request for Proposal circulated</td>
</tr>
<tr>
<td>1 July 2024</td>
<td>Deadline for receipt of proposals – EOB CEST</td>
</tr>
<tr>
<td>26 July 2024</td>
<td>Selection (applicants may be invited to provide further information/clarification at this stage and may be required to pass a translation test)</td>
</tr>
<tr>
<td>31 July 2024</td>
<td>Applicants notified of outcomes</td>
</tr>
<tr>
<td>12 August 2024</td>
<td>Contract Agreement in place</td>
</tr>
</tbody>
</table>

**How to apply**

Your entire proposal including all supporting documentation, which should be no longer than five A4 pages in length, should be emailed as a single document, to info@internationalmidwives.org no later than on 1st of July 2024 EOB CET.

Please include the title “Interpretation service” in the subject line of your email submission.

Please submit your proposal addressing the selection criteria listed on the next page to ICM. If you have a specific question not answered either above or in the Annex to this RfP, please email info@internationalmidwives.org.
EXCLUSIONS, SELECTION AND AWARD CRITERIA

Evaluation Process

ICM will run this competitive procurement process in a manner which is open and transparent and ensures equal treatment of applicants in the process. Decisions will be made on the basis of the stated criteria. Applicants must respond to all questions set out below at the time of submission in response to this RfP.

1. EXCLUSIONS

The exclusion process involves evaluating whether the applicant has committed any offences that would lead them to be excluded from the procurement process.

<table>
<thead>
<tr>
<th>Exclusion Criteria</th>
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<tbody>
<tr>
<td>Blacklisting</td>
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<td>Bankruptcy and Insolvency</td>
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<tr>
<td>Conflict of Interest</td>
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<tr>
<td>Distortion of Competition</td>
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</tbody>
</table>

2. SELECTION CRITERIA

Proposals will be evaluated against the criteria below. ICM may request additional information or seek clarification from applicants if necessary.

<table>
<thead>
<tr>
<th>Selection criteria</th>
<th>Weighting</th>
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<tbody>
<tr>
<td>1. Expertise and experience</td>
<td>25%</td>
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<tr>
<td>Provide a short company description</td>
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<td>Provide details of skills and experience (include names and contact details of two referees)</td>
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<td>Share your process and system in place if you have any to highlight that you are able to meet the following requirements:</td>
<td></td>
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<tr>
<td>• Accuracy, also cultural and subject knowledge: accurately and idiomatically turn the message from the source language into the target language without any additions, omissions or other misleading factors that alter the intended meaning of the message from the speaker.</td>
<td></td>
</tr>
<tr>
<td>• Service Availability and Flexibility</td>
<td>The agency must offer flexible scheduling options to accommodate various time zones and urgent requests.</td>
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<td>Provide your team structure and quality control</td>
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<tr>
<td>2. Technical and capacity</td>
<td>50%</td>
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<tr>
<td>Language expertise in target languages French (France) and Spanish (Spain)</td>
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<tr>
<td>Language expertise and experience in international development and healthcare in international settings (midwifery and maternal and newborn health expertise is a strong advantage)</td>
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<tr>
<td>Outstanding attention to detail in both receiving and delivering information</td>
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<td>Proven ability to maintain consistency of terminology and language over multiple interpretations sessions</td>
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<tr>
<td>Quality of proposal</td>
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<tr>
<td><strong>3. Financial</strong></td>
<td>25%</td>
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<tr>
<td>Include detailed rate in EUR (VAT excluded)</td>
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<tr>
<td>• Hourly rate</td>
<td></td>
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<tr>
<td>• Half-day rate</td>
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<tr>
<td>• Full-day rate</td>
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<tr>
<td>Include detailed rate in EUR (VAT excluded) for pricing for additional costs. Those can be related to, among others, minimum charge, request in short notice, and ad-hoc languages.</td>
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<tr>
<td>Describe why you think your service will provide ICM with value for money</td>
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</tbody>
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### 3. CONTRACT AWARD CRITERIA

Only the highest scoring applicant will be invited by the Assessment Panel to enter into contract negotiations. Being invited to participate in contract negotiation does not obligate ICM to enter into any agreement, contract, or representation but only to negotiate exclusively to arrive at a possible agreement. Negotiations will be based on a draft contract prepared by ICM.

The selected applicant will be expected to sign the Declaration of Conflict-of-Interest statement found in Annex 2.
Annex 1: Terms and Conditions

This appendix provides the Terms and Conditions which will govern your submission of a proposal to ICM. You are required to read this appendix carefully together with the Request for Proposal (RfP) brief (including all its annexes) before submitting a proposal. By submitting a proposal, you accept these Terms and Conditions, and you agree to abide by them. If you do not agree to these Terms and Conditions please do not submit a proposal.

1. Submitting a proposal

1.1. By submitting a proposal you confirm that:
   1.1.1. you have no actual or potential conflict of interest with ICM (including ICM’s Board, or employees). If at any time during the RfP process you discover an actual or potential conflict of interest, you must inform ICM promptly;
   1.1.2. you have legal capacity to submit a proposal in response to this RfP and are acting lawfully, ethically and in good faith in your dealings with ICM;
   1.1.3. you have sufficient time, skill, experience and resources to carry out the services to the highest professional standards expected of a competent supplier of services identical or similar and are able to obtain all necessary rights, licences, consents, waivers, approvals, permissions, permits, certificates and insurances necessary to provide the services to ICM;
   1.1.4. all information contained in your proposal is true, accurate and not misleading; and
   1.1.5. ICM may share your proposal with any third party as ICM in its absolute discretion deems necessary for the purpose of evaluation.

2. Compliance

2.1. ICM reserves the right to reject or disqualify your tender, without any incurrence of costs or damages, where:
   2.1.1. you fail to comply with the requirements of this RfP (including but not limited to these Terms and Conditions), your tender is incomplete, or you are guilty of a serious misrepresentation in supplying information in response to this RfP;
   2.1.2. your tender is received after the deadline set out in this RfP. ICM will not consider any requests for an extension of the time or date fixed for the submission of responses;
   2.1.3. there is a change in your identity, control, financial standing or any other factor impacting on the selection and/or evaluation of your tender;
   2.1.4. you are or become insolvent or have a petition issued against you;
   2.1.5. you do not have the economic and financial standing and/or the technical and professional ability to carry out the services;
   2.1.6. you are suspected either directly or indirectly of behaving in a collusive, canvassing, or anti-competitive manner or you offer or accept an inducement or reward in order to gain a commercial, contractual, regulatory or personal advantage; and/or
   2.1.7. you (or if you are a commercial entity, a director or person who has the power of control or power to make representations or decisions on your behalf) have committed any offence relating to conspiracy, corruption, bribery, fraud, money laundering or any other criminal offence related to your course of business or profession, or in ICM’s opinion have acted in such a manner that is at odds with internationally accepted ethical standards.
2.2. ICM reserves the right in its absolute discretion, without any incurrence of costs or damages, to:

2.2.1 refuse any tender submitted;
2.2.2 extend the time or date for fixed submission. In such circumstances ICM will endeavour to notify all tenderers of any change;
2.2.3 amend any aspect of this RfP (including but not limited to the evaluation criteria and the timeline) or cease the process at any time;
2.2.4 negotiate the award of additional services which are a repetition of the services advertised in this RfP to the successful applicant;
2.2.5 limit the number of proposals invited to participate in any follow-up activity or to dispense with any follow-up altogether.
2.2.6 require that you clarify your tender in writing and/or provide additional information and/or adequate references to ICM’s satisfaction. A failure to respond adequately may result in you not being selected.

3. Tenderer Responsibilities

3.1 You shall be responsible for all of your own costs, expenses and losses which may be incurred in relation to the preparation of your proposal, provision of additional information, or attendance at interviews or similar.

3.2 You shall at all times treat the contents of ICM documentation as confidential, as well as any information regarding ICM imparted to you by any other means, and only disclose such information as may be necessary for the preparation of a compliant response. At ICM’s request you shall return or destroy all documents, other materials, working papers relating to this RfP and all copies thereof including all electronic copies. When completed you shall confirm such to ICM in writing.

3.3 You shall not before the date and time specified within the RfP documentation disclose to any person the amount of your proposal except where the disclosure in confidence is necessary to obtain insurance premiums or guarantees required as part of any proposal to ICM.

3.4 Any contract entered into as a result of this RfP will be based on the draft contract submitted by ICM and on ICM’s general Terms and Conditions (copy available on request). No third party general Terms and Conditions will apply.

4. Intellectual Property

4.1 All intellectual property rights in this RfP and all materials provided by ICM or any third party acting on its behalf shall remain the property of ICM.

4.2 Any intellectual property arising out of the provision of the services shall belong absolutely and exclusively to ICM.

5. Warnings/Disclaimers

5.1 Nothing contained in this RfP or any other communication made in respect of it between ICM or its representatives and any party will constitute an agreement, contract or representation between ICM and any other party. For the avoidance of doubt, receipt by you of this RfP does not imply the existence of a contract or commitment by or with ICM for any purpose.

5.2 The information contained in this RfP does not purport to contain all the information which you may require. While ICM has taken all reasonable steps to ensure, as at the date of this RfP that the
facts contained in it are true and accurate in all material respects, ICM does not make any representation or warranty as to the accuracy or completeness or otherwise of this RfP.

5.3 ICM accepts no liability to you whatsoever and however arising and whether resulting from the use of this RfP, or any omissions from or deficiencies in it.

6. Waiver

Failure or neglect by ICM to enforce at any time any of the provisions of these Terms and Conditions shall not be construed nor shall it be deemed to be, a waiver of our respective rights hereunder, nor in any way affect the validity of the whole or any part of this agreement, nor prejudice our respective rights to take subsequent action.

7. Jurisdiction

This RfP shall be solely governed by and interpreted in accordance with the laws of the Netherlands and subject to the exclusive jurisdiction of the Dutch courts. The general Terms and Conditions of ICM are applicable and will be forwarded upon request.

8. Data Protection and Sharing

In general, all applicants agree to comply with any applicable laws and internally binding policies, procedures and guidelines related to data protection and data sharing.
Annex 2: Declaration of Conflict of Interest

I, [Name] declare that I will inform ICM and provide all details if I am aware of any potential or actual conflict of interest which may prevent me or any members of my organisation from working with ICM.

Signature

Date (DD/MM/YYYY)