Request for Proposal
Translation Services

Launch date: January 4, 2022
RFP Number: #US0122GlobalTranslation
For: Multiple Vendor Agreements
Proposal Deadline: January 18, 2022

I. Background

Catholic Relief Services – United States Conference of Catholic Bishops (CRS) was founded in 1943 to serve World War II survivors in Europe. Since then, CRS has expanded in size to reach more than 130 million people in more than 100 countries on five continents. For over 75 years, our mission has been to assist impoverished and disadvantaged people overseas, working in the spirit of Catholic social teaching to promote the sacredness of human life and the dignity of the human person. Although our mission is rooted in the Catholic faith, our operations serve people based solely on need, regardless of their race, religion or ethnicity. Within the United States, CRS engages Catholics to live their faith in solidarity with the poor and suffering people of the world. Trusted and globally respected, CRS partners with people, organizations, and governments around the world to end poverty, disease, hunger and injustice—always based on need, not creed. We put our faith into action to help the world’s poorest people create lasting change.

II. Introduction

Due to the global nature of CRS’ work, translations are required in CRS’ predominant languages of English, Spanish, French, and Arabic, Portuguese. CRS seeks vendors that specialize in adapting content from and to our predominant languages while maintaining meaning, tone, and document format. Materials and items for translation will be for internal and external consumption, as needed.

III. Scope of Work (SOW)

CRS seeks vendors that specialize in translation services. Through this RFP initiative, CRS hopes to achieve better stewardship of resources and greater competitiveness – key to reaching more beneficiaries with quality programming.
CRS is seeking to establish relationships with strategic partners that will provide timely production of high-quality documents that retain the integrity of the layout and design of the translated materials.

- CRS requires organizations with extensive experience translating documents inclusive of business and technical content. CRS prefers vendors with prior experience working with international organizations in the Humanitarian Aid Sector.

- CRS expects vendors to bring the requisite experience, best-practice, and industry-skilled practitioners to support the translation of the project, program, marketing, and potentially training and educational materials.

### IV. Project Deliverables/Outcomes

- Vendors will provide translated documents/forms in the native format unless specified otherwise. Native format includes, but is not limited to, Microsoft Word, Excel, PowerPoint, and Adobe PDF or their equivalent.

- Purely machine-generated translations are prohibited.

### V. Requirements

- Winning Bidders will receive and transmit drafts and final versions of documents from and to the Requestor in writing, which includes secure e-mail, electronic file attachments to e-mail, or web portal.

- Bidders must provide standard and rushed initial turnaround times based on the size, or complexity (e.g. formatting, engineering, document recreation, screen capture placement), of document(s) being translated. Vendor will supply a translation timetable.

- Winning bidders will use the CRS style guide and Master Terms list to ensure the translation is accurate and presented as naturally as possible in the target language.

- Revisions to translated documents based on translation reviews from key CRS staff.

- The winning bidders will participate in the revision processes as agreed to by CRS and vendor.

- The bidder will deliver completed revisions as directed, within negotiated number of business days of a request for revision.

- Bidders must provide a list of all languages they are qualified to translate.

### VI. Clarifications

Questions must be submitted via e-mail to regina.hill@crs.org and kathleen.mackin@crs.org no later than 11:59 p.m. on January 7, 2022. The solicitation number, US0122GlobalTranslation, must be included in the subject line. Responses will be
provided to all known bidders. CRS is under no obligation to respond to questions that are not received prior to the deadline.

VII. Proposal Deadline
All proposals must be received by CRS no later than 11:59 p.m. ET on January 18, 2022. Proposals must be submitted electronically only to regina.hill@crs.org and kathleen.mackin@crs.org, with RFP #US0122GlobalTranslation in the subject line.

VIII. Modification
If at any time prior to award CRS deems there to be a need for a significant modification to the terms and conditions of this RFP, CRS will issue such a modification as a written RFP amendment to all competing offerors. No oral statement of any person shall in any manner be deemed to modify or otherwise affect any RFP term or condition, and no offeror shall rely on any such statement. Such amendments are the exclusive method for this purpose.

IX. Resulting Award
a. Multiple Indefinite Delivery Indefinite Quantity Agreements: Resulting agreements of this solicitation will be for the term of 2-years with an option for up to three 1-year extensions with the selected vendors.
b. All resulting contracts will be subject to the terms and conditions contained in this RFP. However, CRS is willing to negotiate to make the terms advantageous for both parties.

X. Payment Terms
Winning bidders will be expected to invoice CRS within 30 days of assignment completion. Payment is due Net 30 from the day on which CRS receives an invoice.

XI. Proposal Guidelines, Requirements, and Instructions
Bidders will be required to submit two proposals, electronically, the technical proposal and a cost proposal. All proposals must be signed and valid for a minimum of ninety (90) days.

Your proposal should provide basic information about your Company/Individual and relevant service offerings. It should have a section addressing each of the following areas:

1. Proposal Requirements
The limitations of this proposal include the following:
b. Description of Online Translation Management System.
c. Description of number of staff that would be employed, not contracted with bidder - either part-time or full-time.
d. Quality Control Procedures.
e. Translation methodology, including timelines to complete translation of each learning object type and return materials to CRS.
f. Three past performance references of similar work (under contracts) highlighting expertise with the documents and communications applicable to a CRS. References must include:
   i. Name and address of the organization for which the work was performed
   ii. Client Contact Information
      1. Title, Email, Phone Number

g. Description of the company, with appropriate reference to any parent company and subsidiaries.
h. Management, key personnel, division management, corporate capabilities and experience.
i. Completed Proposal Response Sheet (bidder information and cost estimates).
j. Detailed documentation demonstrating experiences and capabilities providing translation services in Spanish, French, and Arabic for a global deployment of a significant project.
k. Translation estimate for the sample document and estimated delivery time.
l. Two samples of similar work in both Word, PowerPoint, and an Appendix.
m. RFP response should not exceed 15 pages, excluding the Appendix of sample work and the separate Proposal Response Sheet.

XII. Technical Proposal
a. Proposals should include a discussion of the selection criteria listed in the Proposal Requirements section.
b. Bidders must state whether or not they hold the Certificate of Translations, or translation management system.

XIII. Cost Proposal
Vendors should be aware of the following key points regarding pricing:
   a. Vendor’s pricing response must represent all charges that may be incurred by CRS (i.e., CRS will only be obligated to pay those fees and charges).
b. Pricing will be a significant component of the evaluation and vendors should focus on offering competitive pricing.
c. The cost proposal should include the price per word for each language.
d. The proposal should also include a rate table of all other costs that might be applicable to the deliverables listed in the scope of work, to include the cost for expedited services.
XIV. Evaluation Criteria

In evaluating the proposals, CRS will seek the best value for money rather than the lowest priced proposal. CRS will use a three-stage selection procedure:

a. The first stage will consider the completeness of the bid submission.

b. The second stage will evaluate the Technical Proposal. CRS will review the proposals and may ask follow-up questions should refinements be necessary. CRS may schedule conferences with RFP finalists who, in the judgment of CRS, have submitted competitive proposals.

c. The third stage will evaluate the Cost Proposal for proposals that pass the Technical Proposal evaluation.

Specifically, the RFP Committee will evaluate each technical proposal upon the following criteria:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Points Available</th>
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<tbody>
<tr>
<td>Bid Submission</td>
<td></td>
</tr>
<tr>
<td>a. Bid submitted on time</td>
<td></td>
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<tr>
<td>b. Bidder completed/commented on all Annex and Appendix forms</td>
<td>Pass/Fail</td>
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<tr>
<td>Bidder has demonstrated ability to translate the four predominate languages of CRS</td>
<td>25</td>
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<tr>
<td>Methodology and Project Management</td>
<td>30</td>
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<tr>
<td>Resource/personnel qualifications, and technical abilities</td>
<td>15</td>
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<tr>
<td>Overall experience in the not-for-profit industry and within the international non-governmental organization sector</td>
<td>25</td>
</tr>
<tr>
<td>References</td>
<td>5</td>
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<tr>
<td><strong>Total Points Available</strong></td>
<td><strong>100</strong></td>
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**Scoring Process**

The score for the cost proposal will be calculated in the following manner:

Cost proposal score = 100 x Lowest cost/cost of the proposal under consideration.

The total score will be calculated as follows:

Total Score = Technical proposal score of the proposal under consideration multiplied by 80 percent plus (+) Cost proposal score of the proposal under consideration multiplied by 20 Percent

CRS is not bound to accept the lowest or any proposal and reserves the right to accept any proposal in whole or in part and to reject any or all proposals.

CRS shall not be legally bound by any award notice issued for this RFP until a contract is duly signed and executed with the winning offeror.
XV. Terms

CRS reserves the right to cancel this solicitation at any point and is under no obligation to issue a contract as a result of this solicitation. CRS will not reimburse any expenses related to the preparation of any proposal related materials or delivery. However, CRS is willing to negotiate to make the terms advantageous for both parties.

XVI. RFP Timeline

<table>
<thead>
<tr>
<th>Activity</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>RFP issued to bidders</td>
<td>January 4, 2022</td>
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<tr>
<td>Bidder Questions Due to CRS</td>
<td>January 7, 2022</td>
</tr>
<tr>
<td>CRS Responses Distributed to Bidders</td>
<td>January 12, 2022</td>
</tr>
<tr>
<td>Proposals Due to CRS with Full References</td>
<td>January 18, 2022, 11:59 p.m.</td>
</tr>
<tr>
<td>CRS Completes RFP Review and Submits Questions to Bidders</td>
<td>January 21 – 24, 2022</td>
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<tr>
<td>Selections for Next Phase Announced</td>
<td>January 28, 2022</td>
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<tr>
<td>Contract Negotiations</td>
<td>January 28 – February 3, 2022</td>
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<tr>
<td>Finalization of Contract</td>
<td>TBD</td>
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