



PLAN
INTERNATIONAL



INVITATION TO TENDER



Invitation to Tender Dossier RFP FY21-149

for the provision of Global Translation and Interpreter services

Tender Main Facts Table	
Tender reference	FY21 RFP - 149
Tender launch date	2nd July 2021
Clarifications	To be submitted no later than 9th July 2021 at 12pm GMT to procurement@plan-international.org
Contract Manager	Sarah Watson, Procurement Officer
Deadline for submission of offers	2nd August 2021 at 12pm GMT
Submissions:	Tender submissions are to be submitted with the above reference and to: procurement@plan-international.org
Estimated date of award of contract(s)	23 rd August 2021
Duration of Contract	3 years

Queries related to this tender must be addressed to procurement@plan-international.org

Please include the tender reference number above in all correspondence

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1. Introduction :Tender for the Provision of Translation and Interpreter Services

We are calling for interested parties to bid as part of a negotiated tender process for the supply of Tender and Interpreter services. Successful Tenderers will be expected to enter into a formal contract with Plan International, which will be on a non-exclusive, non-volume commitment basis for a maximum agreement period of three (3) years.

Each successful Tenderer is intended to be a Provider, but the contract pertaining to this tender shall not constitute an exclusive contract and Plan International, at its sole discretion, reserves the right to enter into agreement with other suppliers, for the same type of services at any time, whenever it deems it necessary.

We are interested in receiving proposals which include all, or part of the following requirements. We strongly advise Bidders to include breakdown options for different elements below, should Plan International decide to proceed with only some of these requirements.

Bids will be assessed by a procurement panel against set criteria, including bid eligibility, technical capability and the overall value for money proposition. Bids should include detailed information on the following technical requirements for each category.

If you believe that your company may be in the position to meet any of our specified requirements and would like to be considered as a potential supplier, please read and review the section '**ITT Overview and Instructions**' on how to apply.

This tender dossier has been issued for the sole purpose of obtaining offers for the supply of goods or services against the specification contained within this document and Annexes. Plan International reserves the right not to enter into or award a contract as a result of this invitation to tender.

Any attempt by the Tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or Plan International during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its offers and may result in the termination of a current contract where applicable.

2. Background Information on Plan International

Plan International is an independent development and humanitarian organisation that advances children's rights and equality for girls.

We believe in the power and potential of every child, but this is often suppressed by poverty, violence, exclusion and discrimination, and its girls who are most affected. Working together with children, young people, our supporters and partners, we strive for a just world, tackling the root causes of the challenges facing girls and all vulnerable children.

We support children's rights from birth until they reach adulthood, and we enable children to prepare for – and respond to – crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge.

We have been building powerful partnerships for children for over 75 years, and are now active in more than 70 countries.

Read more about Plan International's Global Strategy: 100 Million Reasons at <https://plan-international.org/strategy>

3. ITT Overview and Instructions

3.1 Overview

Plan wishes to make a sourcing decision for all of the services involved in Lots 1 & 2, creating one or more agreements with successful Bidder(s) to ensure adequate coverage of our complex needs.

The successful Bidder(s) will be expected to enter into a service agreement with Plan International from for a period of three (3) years. The continuation of the contract after each contract year, will be subject to a successful annual performance review.

3.2 Instructions to Tenderers

These instructions are designed to ensure that all Bidders are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format specified.

Unless stated otherwise, all communications from Bidders during the period of this procurement exercise must be directed to procurement@plan-international.org and must include the ITT reference number: **RFP FY21-149 Global Translation & Interpreter Services.**

3.3 Submission of Tender

The ITT comprises of the documents listed below which must be considered in conjunction with each other. Failure to provide all information required by the tender documents or to submit an Offer not substantially responsive to the tender documents in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

- ANNEX A - RFP FY21-149 Plan Tender Dossier (This PDF document)
- ANNEX B - Pricing Schedule (excel)
- ANNEX C - Technical Questions (Forms A, B, C and D)
- ANNEX D - Supplier Questionnaire
- ANNEX E – Supplier Code of Conduct
- ANNEX F - Tenderer's Declaration

Bidders are required to submit their proposal (inclusive of all required annexes) via email to procurement@plan-international.org. Offers must be received by the deadline specified in the "Tender Main Fact Table."

The offer and all correspondence and documents related to the tender must be written in English.

Each Bidder or member of consortium or sub-contractor may submit only one offer.

3.2.1 Pricing

Bidders are required to complete the pricing schedule attached separately in (Annex B). All prices must be quoted in GBP, EUR or USD, and exclusive of Value Added Tax (VAT).

The successful Bidder will be required to pay their staff who work on this contract the National Living Wage.

Prices offered should be **fixed** for the duration of the contract.

3.2.2 Period Validity

On submitting tender responses, Bids will remain open for acceptance by Plan for a maximum period of 90 days after the tender return deadline.

3.2.3 Confidentiality

The contents of this document are confidential and have been disclosed to you in strict confidence. Bidders must not disclose the contents of this document to any third party except to those of your team (including staff members, consultants and advisers) who need to see the information on a need to know basis in order to assist you with your submission. Bidders are responsible for any breaches of confidentiality by your team.

3.2.4 Termination and Transfer (applicable to Incumbent Suppliers)

By submitting an Offer, your Company agrees that:

- Should you be unsuccessful in gaining our Source Decision(s), no fees would be payable by Plan as a result of the termination of any existing contracts and/or agreements
- As an incumbent supplier to any of the contracts under tender, should you be unsuccessful in gaining our sourcing decision, Plan expects your support to de-mobilise the existing contract to minimise the effects. As part of this de-mobilisation process, all outstanding issues, including (but not limited to) the provision of any reports, outstanding agreed works, certification and statutory obligations must be completed in line with existing contractual obligations
- Plan International Country Offices are within the scope of this tender; however these offices are free to hold separate, local contracts with suppliers and if these are currently live, they will be unaffected by the sourcing decision of this tender

3.3 Proposed Timelines

The timescale for the tender review are shown below. These timings may be subject to change as the tender progresses.

Activity	Deadline Date
Launch of tender	2nd July 2021
Deadline for supplier submission of clarifications questions**	9 th July 2021 at 12pm GMT
Deadline for Plan to respond to clarification questions	14 th July 2021
Deadline for submission of offers (Tender Deadline)	2nd August 2021 at 12pm GMT
Supplier short-list notification	12 th August 2021
Supplier presentations / interviews	16 th -19 th August
Contract Award	~23rd August 2021

Please send any questions relating to the tender via procurement@plan-international.org and by the date indicated above. These will be consolidated and responded to in a consistent and fair manner to all Bidders by the response deadline.

4. Specification and Scope of Requirement

Current Spend and Volume

Plan International has a fragmented approach to translation services, with multiple projects awarded to a number of translation companies covering all International Headquarters, Country and National office requirements.

In the previous 3 fiscal years, Plan International have requested the translation of an estimated ~7 million words in total, however this is likely to be higher across the organisation in uncaptured data and the demand shows growth year on year. The general % split of requested languages is shown in the following table:

Languages	Estimated Percentage Usage
French	50%
Spanish	35%
Portuguese	5%
Arabic	5%
Other (multiple)	5%

Of the estimated ~7 million words translated across the organisation in the past three years, the size of each individual request is broken down below, where you will find just under 80% of them being under 10,000 words per request:

Number of Words	Number of Request
0-1000	200
1001-5000	326
5001-10000	109
10001-15000	56
15001-20000	31
20001-25000	27
25001-50000	50
50001-100000	11
100000 and more	4

Future Requirements

At the beginning of 2021, a Stakeholder Survey was conducted by the Procurement Team in an effort to capture the requirements across the organisation, along with identifying gaps in the current service provision. It was concluded that there is an **increasing requirement for interpreter services** (which accounts for around 5% of our overall spend and is increasing year on year), transcribing services and a standalone proofreading services.

Plan International is seeking to award **one or more non-exclusive, non-volume or spend commitment Long Term Agreements** with successful bidders and due to the complex nature of our requirements and of the supply market, we have chosen to **split this tender into two Lots**, with suppliers welcome to bid for one or both Lots.

Plan International would be **interested in proposals from a diverse range of bidders** within the supply market, up to and including Agencies, freelancers, Global South applicants and women-led businesses to ensure adequate coverage of our future needs & requirements.

Lot 1: Translation services (please complete 'Form A' if you are an Agency bidding for this Lot, or 'Form B' if you are a freelancer bidding for this Lot)

- The following scope is a comprehensive overview of our requirements, but Bidders are welcome to submit partial bids for one or more of the following components:
 - Website translation
 - Corporate translation
 - Legal translation
 - Technical translation
 - Humanitarian translation
 - Video translation
 - Video subtitling
 - Audio visual communications
 - Finance and economic translation
- Languages that are to be contracted for are English, French, Spanish, Portuguese & Arabic, with a provision for ad hoc requirements for other, multiple languages
- Proof-reading service, to be used both in conjunction with the translation service and without as a standalone service
- Dedicated translators for Plan International's requirements for the duration of the agreement
- Access to integrated software for Plan International staff to assist with service provision (uploading texts/banking common words and/or phrases/logging requests and managing progress etc.)
- Willingness to translate directly into various formats at Plan International's request e.g. Word Document, excel, PowerPoint, internal online platforms with Plan access
- Dedicated Account Management to include:
 - Supplier side monthly data reports
 - Monthly meetings with Plan International's contract manager
 - Agreement of and monitoring of SLA's

Lot 2: Interpreter services (please complete 'Form C' if you are an Agency bidding for this Lot, or 'Form D' if you are a freelancer bidding for this Lot)

The provider will be expected to provide the following services:

- Interpretation from and into English, French, Spanish, Portuguese & Arabic as part of the agreement and on an ad hoc basis for other, multiple languages as and when the need arises
- Ability to interpret across multiple media, including by telephone, MS Teams, Zoom, face to face, electronic communications (non-exhaustive list)
- Transcribing services across multiple online media
- Access to integrated software for Plan International staff to assist with service provision (e.g. booking system)
- Dedicated Account Management to include:
 - Supplier side monthly data reports
 - Monthly meetings with Plan International’s contract manager
 - Agreement of and monitoring of SLA’s

5. Selection Criteria

Tenderers response to the questions contained in the technical questions (Annex C) and other information as requested in this ITT, will be evaluated against the selection criteria below.

We will assess your tender (for both Lots 1 & 2) based on:

- Compliance (**PASS/FAIL**)
- Technical (**65%**)
- Financial (**30%**)
- Ethical/Social (**5%**)

	Criteria	Demonstrate
Compliance	Tender Compliance and Completion	Satisfactory completion of tender documents (listed on Page 12 of this Request for Proposal).
Technical Proposal -65%	Quality	Limited errors and quality services
	Lead time	Efficient and manageable lead times to support our operations
	References & experience	Experience dealing with clients within the sector
	Account Management	Willingness to build good working relationships and to streamline service provision
	Capacity	Ability to manage our requirements and meet our needs
Financial Proposal -30%	Pricing Schedule	Competitive rates
Ethical/ Social (5%)	Compliance with Plan International’s internal Policies & Gender Equality principles	Alignment to our values

The contract will be awarded to the Bidder(s) who, in the opinion of Plan, having regard to the selection criteria set out in the table above, offers the best approach to minimising risk and value for money tender. Plan reserves the right not to accept the lowest, or any offer.

Award of the contract will be through written notification and a subsequent service agreement put in place.

6. Plan International's Ethical & Environmental Statement

- The organisation should establish environmental standards and good practices that follow the principles of ISO 14001 Environmental Management Systems, and in particular to ensure compliance with environmental legislation
- The organisation should seek to set reduction targets in areas where the organisation's activities lead to significant environmental impacts

7. Evaluation of offers

Given the nature of these services, 'Quality' will be evaluated with Bidder(s) who are shortlisted in the first round of analysis for both Lots 1 & 2. This will involve requesting the translation of a text for Lot 1 and a telephone interpretation for Lot 2.

Following a second round of analysis to include the 'Quality' scoring, interviews may be conducted with shortlisted suppliers.

Plan International, at its sole discretion, will select the winner(s) of this tender.

Plan international shall be free to:

- Accept the whole, or part only, of any offer
- Accept none of the offers
- Republish this Request for Proposals

Plan International will not be liable for any costs or expenses incurred in the preparation of the tender.

Plan International reserves the right to keep confidential the circumstances that have been considered for the selection of the offers.

Part of the evaluation process may include a presentation from the Bidder(s) and a site visit by Plan International staff.

Value for money is very important to Plan International, as every additional £ saved is money that we can use on our humanitarian and development work throughout the world. Tenders are therefore encouraged to explore and propose innovative ways for achieving the required performance measures in more cost effective ways.

8. Contract Payment Terms

Bidders are invited to note that, if awarded the contract, Plan International's standard terms of payment will be **30 days** after the end of the month of receipt of invoice or, if later, after acceptance of the Services.

9. Disclaimer

Plan International reserves the right to alter the schedule of tender and contract awarding.

Plan International reserves the right to cancel this tender process at any time and not to award any contract.

Plan International reserves the right not to enter into or award a contract as a result of this invitation to tender.

Plan International does not bind itself to accept the lowest or any offer.

Plan International shall not be liable in respect of any costs incurred by the Tenderer in the preparation of the offer nor any associated work effort, including the production of presentation materials, brochures, product specifications or manuals for evaluation.

10. Requirements for a Compliant Tender

The onus is on the Bidder to ensure that its offer is complete and meets Plan International's requirements. Failure to comply may lead to the offer being rejected. Please therefore ensure that you read this document carefully and answer fully all questions asked.

10.1 Submission Checklist

Document	Comments	Form
Completed Pricing Schedule	The Pricing Schedule includes cells for both Lots 1 & 2. Please complete all relevant fields for which you are bidding, and mark any cells that are not relevant as 'N/A.' All prices should be in GBP excluding VAT.	See Annex B
Completed Technical Questions	Annex C contains 4 separate forms, please read the instructions on the first page of this Annex to ensure the correct form(s) is completed.	See Annex C
Completed 'Supplier Questionnaire'	Please complete the questions which are relevant to you and mark any others as 'N/A.'	See Annex D
Signed 'Non Staff Code of Conduct'	The Bidder acknowledges and agrees to comply with Plan International's internal policies	See Annex E

Completed "Tenderer's Declaration" document	The Tenderer signs to show that they have fully understood and accepted the tender document	See Annex F
If the Bidder is not an individual person, Certificate of Company Incorporation	Evidence of corporate's identity	N/A
Bidders are welcome to submit any additional information to support their Proposals, provided the above requirements are met at a minimum.		

10.2 Annex Contents List

Annex A	RFP Document	For Information
Annex B	Pricing Schedule	All tenderers to complete
Annex C	Technical Questions	All tenderers to complete
Annex D	Supplier Questionnaire	All tenderers to complete
Annex E	Non-Staff Code of Conduct	All tenderers to sign
Annex F	Tenderer's Declaration	All tenderers to sign

Appendix 1: Glossary of Defined Terms

The terms and phrases defined in this table apply to all elements of this ITT.

TERM	REFERS TO...
Financial Proposal	A response to the Pricing Schedule (Annex D) by Tenderers to highlight the total value and breakdown of the proposal
Contract	The agreement between Plan and the Supplier consisting of the Terms and Conditions and any attached schedules including the Specification.
Clarification	A request for further information or explanation relating to the ITT.
Invitation to Tender or "ITT"	This invitation to tender documentation and all related documents available to Tenderers
Key Performance Indicator or "KPIs"	A measurable value that demonstrates how effectively a supplier is achieving key performance objectives.
Rectification Order	A written document outlining service issues that require correction
Selection Criteria	The criteria on which the compliant tenders received by Plan in response to this ITT will be evaluated.
Service Level Agreement or "SLAs"	Defines the level of service expected from the supplier
Sourcing Decision	The process of making a decision on which Tenderer is to be awarded the contract.

Technical Proposal	A response to the Technical Questions (Annex E) by Tenderers to highlight their capabilities to provide services against the ITT requirements.
Tender	A proposal by a Tenderer in response to this ITT that comprises a Technical Proposal and a Commercial Proposal.
Tenderer	The organisations being invited to respond and provide a proposal against this Invitation to Tender