



	United Nations Population Fund Timor – Leste Country Office Procurement Unit, UN House, Caicoli Street, Dili Email; timor-leste.office@unfpa.org Website: www.unfpa.org
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Date: July, 16, 2024

REQUEST FOR QUOTATION
RFQ N° UNFPA/TLS/RFQ/2024/007
TRANSLATION & INTERPRETATION SERVICES

Dear Sir/Madam,

UNFPA hereby solicits a Request for Quotation (RFQ) for the service provision of Translation & Interpretation Services for UNFPA in Timor - Leste. This Request for Quotation is open to all legally-constituted firms or institutions, **(local company)** operating in Timor-Leste that can provide the requested services and have legal and financial capacity to deliver / perform the service in the country or through an authorized representative in Timor-Leste.

About UNFPA

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every childbirth is safe and every young person’s potential is fulfilled.

Objective:

The objective of the RFQ is to identify a supplier who can provide translation services to the UNFPA office as required in the **ToR attached**. The selected supplier is expected to provide services, based on approved budget, timeline and deliverables.

Further details of the required quotation forms could be obtained from the UNFPA Office, UN House, Caicoli Street, Dili. Contact person Mr. Jordao Estelvidio , phone number 78186508

If you are interested, you must send your Quotation in a dedicated email to timor-leste.office@unfpa.org or in a sealed envelope clearly marked “ **CONFIDENTIAL - RFQ N° UNFPA/TLS/RFQ/2024/007 TRANSLATION AND INTERPRETATION SERVICES**” to Mr. Jose A. d. S. Soares, Admin & Finance Associate for UNFPA before or no later than 16.00 hours on Thursday, 30th of July 2024. His contact is, HP. 78186523, UN House, Caicoli, Dili, Timor – Leste.

Approved by:

Domingas Bernardo

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Dra Domingas Bernardo

Officer In-Charge

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Terms of Reference

Provision of Translation and interpretation Services and equipment

Background

1. GBViE SOP

The GBViE SOP aims to enhance the capacity of stakeholders to address GBV in emergencies effectively. However, for the SOP to be effective, it must be validated and refined through a participatory process involving all relevant stakeholders as well as presented to and approved by relevant government institutions. The validation workshop was already conducted to review and validate the GBViE SOP through a collaborative process. This workshop brought together representatives from the government, United Nations agencies, non-governmental organizations, and civil society organizations, involved in GBV prevention and response. The workshop served as a platform for these stakeholders to provide feedback, share insights, and suggest revisions to ensure the GBViE SOP is robust and actionable. The inputs and feedback from the SOP have been consolidated into the SOP and the SOP will be presented to relevant government institutions for further review, clearance and approval.

Gender-based violence (GBV) remains a critical issue in Timor-Leste, particularly in the context of emergencies and disasters. Given the country's vulnerability to natural disasters such as floods, earthquakes, and cyclones, robust mechanisms are urgently needed to prevent and respond to GBV during emergencies. The Interagency Standard Operating Procedures for Gender-based Violence in Emergencies in Timor-Leste (GBViE SOP) have been developed to provide a multi-sectoral framework for preventing and responding to GBV in emergencies by ensuring a coordinated, survivor-centered approach. The GBViE SOP will be managed by the Civil Protection Authority (CPA), the Ministry of Social Solidarity and Inclusion (MSSI) and/or Secretary of State for Equality (SEI) with support from UNFPA and IOM.

2. HMIS GBV Registry form

The Ministry of Health, in collaboration with the United Nations Population Fund (UNFPA), seeks to enhance the capacity of health providers in effectively managing and utilizing Health Management and Information Systems (HMIS) for addressing Gender-Based Violence (GBV) and Family Planning (FP). The initiative aims to strengthen the health system's response to these critical issues and improve overall healthcare outcomes. The purpose for provision of these registry forms is to enhance the capacity of health providers in data collection, management, and reporting related to gender-based violence within the Health Management and Information System. The forms were



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developed in English and need to be translated to facilitate the local use by the health workers in the health centers in Timor-Leste when providing Essential GBV packages services at the health service as per guidance by UNFPA.

Timeline:

Deadline of RFQ: Tuesday July 30, 2024

A. Scope of Work

The purpose of this service is to provide translation and interpretation as follows:

1. Translation service:

Item No.	Specification	Quantity	Note
1	Simultaneous Translation service	2 days	Tetum-English-Tetum
2	Simultaneous translation equipment	for 30 people x 2 meetings	
3	Documents translation services GBViE SOP	32604 words	Tetum-English-Tetum
4	Documents translation services Evaluation form for GBV survivors	1774 words	Tetum-English-Tetum
5	Documents translation services protocol of medical forensic exam form GBV	1516 words	Tetum-English-Tetum

1. Specific Objectives:

a. GBViE SOP:

- i. to support the translation of the contents of final SOP for GBViE as well as to facilitate clear and accurate communication between Tetum-speaking individuals and English speaking individuals during the meeting and presentation of SOP for GBViE to CPA, MSSSI and SEI and the consultant will be responsible for conducting simultaneous interpretations of speeches, presentations, discussions, and any other relevant communication throughout the event.
- ii. The Consulting company will work closely with the UNFPA Gender team to familiarize with the technical contents of the program and ensure clear, accurate and consistency of the translation service delivery.



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iii. Services:

iv. Provide translation to the document of the final SOP for GBViE.

v. Provide simultaneous interpretation services from Tetum to English and Vice Versa during the meeting with CPA, MSSSI & SEI. This includes: interpret speeches, presentations, and any other oral communication promptly and accurately.

vi. Ensure cultural sensitivity and respect or diverse perspectives when interpreting messages.

vii. Assist in bridging communication gaps and facilitating effective dialogue between Tetum and English speakers.

2. Methodology: ·

1. GBVieE SOP: Duration and working schedule:

- a. Simultaneous translation provided with equipment for One-two day meetings with CPA, MSSSI and SEI (exact dates to be confirmed).
- b. Translation (English to Tetum) for the document of the final SOP for GBVieE for one month upon signing of contract.

2. HMIS GBV Registry Form: Duration and working schedule:

- a. Translation (English to Tetum) for the document of the final SOP for GBVieE for one month upon signing of contract.

UNFPA will

- provide sample of documents for translation of documents and pre-briefing for interpretation service where applicable
- organize an initial meeting with the company prior to commencement of work in order to fine-tune deliverables and needs.
- Be responsible only to facilitate access to stakeholders and individuals for consultations/interviews and relevant documentation.
- Monitor activities in collaboration with the stakeholders
- Make payments after agreeing and signing off on the set deliverables and after all comments and inputs from UNFPA have been addressed by UNFPA CO

This firm/consultant will:



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- Work closely with the UNFPA Gender Program Analyst and team
- Provide simultaneous translation/interpretation service provided with equipment for One-two day meetings with CPA, MSSSI and SEI (exact dates to be confirmed)
- Submit translated versions of the documents and inform UNFPA Program team for any adjustment on the content where applicable
- submit deliverables in time, within the consultancy period, for UNFPA to review and provide comments.

B. Duration of Work

The engagement shall commence immediately upon awarding of the contract until 10 August 2024.

C. Qualifications of the Successful Contractor

The company must have at least two (2) years’ experience in translation and interpretation service¹.

Team leader requirements are as follows:

- An advanced degree in Public Health, Medicine, Social Sciences, or related field, with at least 5 years of relevant demonstrated experience; or Bachelor’s degree in Public Health, social sciences, or related field, with at least 7 years of relevant experience;
- Work experience with Government, private sector or CSOs on translation and interpretation of various topics related to development including health sector and emergency response in health sector
- Relevant experience in translating documents from English to Tetun and vice versa;
- Experience with utilizing microsoft word, excel and power power presentations and able adjust documents in those formats;
- Previous experience in conducting similar service on the required topic of Health sector is an advantage;
- Good knowledge of UNFPA’s mandate and the Health sector in Timor-Leste is an advantage;
- Excellent ability to work autonomously, in a challenging and changing environment, around



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sensitive issues; flexible and positive collaborative attitude;

- Good communication, presentation and analytical skills, ability to work efficiently with governmental and non-governmental institutions;
- Able to translate or interpret from Tetun to English, both oral and written, is required.

D. Scope of Bid Price and Schedule of Payments

The bidder is expected to submit realistic and competitive itemized cost estimates in undertaking the project, including professional/talent fees if needed, logistics and production.

Schedule of payment shall be as follows:

- 20% lump sum payment upon delivery of the simultaneous/interpretation services (include the translation equipment) - Non provision of translation equipment will be subject to 10% deduction of the total consultancy fee.
- 60% lump sum payment upon submission of document translation of GBVie SOP
- 20% lump sum payment upon submission of document translation of GBV Registry Form

E. Criteria for Evaluation of the Technical and Financial Proposal.

The technical proposal shall be evaluated based on the following criteria:

Evaluation Criteria	Scoring Percentage
1. Project Management	20
a) Staffing, including proposed members of the team	10
b) Availability to handle project and finish on schedule to be agreed upon	10
2. Technical Expertise	40
a) Experience in Translation and interpretation service	20



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b) Experience in working with customers from government and nonprofit organizations	20
3. Approach in methodology	10%
a) Likelihood of achieving expected outputs within the given timeframe and budget	5%
b) Appropriateness of approaches and strategies to deliver expected outputs	2.5%
c) Overall clarity of proposal	2.5%
Total Technical	70%
Financial Proposal (reasonableness of the bid to produce quality outputs, comparability with other bids)	30%
TOTAL	100

G. Recommended Presentation of the Proposal

Interested parties are requested to submit a detailed proposal with the following information:

- Implementation plan reflecting all items under item A (Scope of Work) of this Terms of Reference
- Cost proposal
- Company profile
- Top three clients with similar project engagement with contact person’s details, Name & Date of the projects handled, and brief scope of work of the project

II. Questions

Questions or requests for further clarifications should be submitted in writing to the contact person below:



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Name of contact person at UNFPA:	<i>Mr. Jordao Estelvidio, Procurement Assistant</i>
Tel N°:	+67078186508
Fax N°:	-
Email address of contact person:	estelvidio@unfpa.org

The deadline for submission of questions is *Thursday, 25 July 2024, at 17.00hrs, Dili* time. Questions will be answered in writing and shared with all parties as soon as possible.

III. Content of quotations

Quotations should be submitted in a single email whenever possible depending on file size or sent in a sealed envelope. Quotations must contain:

- a) Technical proposal, in response to the requirements outlined in the specifications should comply
- b) Price quotation, to be submitted strictly in accordance with Price Quotation Form.

Both parts of the quotation must be signed by the company's relevant authority and submitted in PDF format.

IV. Instructions for submission

Request for Quotation should be prepared based on the guidelines set forth in this Section mentioned below, along with a properly filled out and signed price quotation form, are to be sent by e-mail depending on file size or send it in a sealed envelope to the contact person indicated below no later than: *Tuesday, 30 July, 2024 at 16.00hrs, Dili* time.

Name of contact person at UNFPA:	Mr. Jose A. d. S. Soares, Admin & Finance Associate
Email address:	timor-leste.office@unfpa.org
Address of contact person:	<i>UN House, Caicoli, Dili / HP. 78186523</i>

Please note the following guidelines for electronic or hard copy submissions:

- The following reference must be included in the email or hard copy subject line: **RFQ N° UNFPA/TLS/RFQ/2024/007**. Proposals that do not contain the correct email or hard copy on subject line may be overlooked by the procurement officer and therefore not considered.
- The total e-mail size may not exceed **20 MB (including e-mail body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.

V. Overview of Evaluation Process

Quotations will be evaluated based on the compliance with the technical specifications and the total cost of the goods (price quote).



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The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes.

VI. Award

UNFPA shall award a Purchase Order to the lowest priced bidder whose bid has been determined to be substantially compliant with the bidding documents.

VII. Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award of Contract to increase or decrease by up to 20% the volume of goods specified in this RFQ without any change in unit prices or other terms and conditions.

VIII. Payment Terms

UNFPA payment terms are net 30 days upon receipt of shipping documents, invoice and other documentation required by the contract.

IX. Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's Policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representative's agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

X. Zero Tolerance

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).



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XI. RFQ Protest

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit Mr. Bruce Campbell, UNFPA Representative a.i, TLS at campbell@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at procurement@unfpa.org.

XII. Disclaimer

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).



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PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/TLS/RFQ /2024/007
Currency of quotation:	
Validity of quotation: <i>(The quotation shall be valid for a period of at least 3 months after the submission deadline.)</i>	

Price Quotation Form					
Item	Product Name & Description	UOM	Unit Price	Number of Units	Total (USD)
1					
2					
3					
4					
5					

Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/TLS/RFQ/2024/007 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	Click here to enter a date.
Name and title	Date and place



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**ANNEX I:
General Conditions of Contracts:
De Minimis Contracts**

This Request for Quotation is subject to UNFPA’s General Conditions of Contract: De Minimis Contracts, which are available in: [English](#), [Spanish](#) and [French](#)