Jhpiego Request for Proposal
RFP - 21-012
Translation Services

November 2021

Note: This document contains Jhpiego Business Confidential Information and shall not be distributed outside of your organization without the prior written consent of Jhpiego.
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INTRODUCTION

Through this Request for Proposal (RFP), Jhpiego may establish a vendor (or vendors) as a global preferred vendor for translation services for the next three years. The engagement will be dependent on the vendor’s ability to provide translation services that meet the requirements outlined in the Scope of Work.

Although Jhpiego is entering into this RFP process with the intention of evaluating vendors and possibly selecting a service provider/vendor for translation services, this document in no way commits Jhpiego to make any purchase or make any other legal commitment to enter into a business relationship with any bidder.

Jhpiego thanks you for your participation in this RFP process and looks forward to learning more about your organization.

JHPIEGO

Jhpiego (pronounced "ja-pie-go"), is an international non-profit health organization affiliated with the Johns Hopkins University.

For almost 50 years and in over 155 countries, Jhpiego has empowered front-line health workers by designing and implementing effective, low-cost, hands-on solutions to strengthen the delivery of health care services for women and their families. By putting evidence-based health innovations into everyday practice, Jhpiego works to break down barriers to high-quality health care for the world’s most vulnerable populations. Jhpiego’s focus is on training and support for health care providers—including doctors, nurses, midwives and health educators working in limited-resource settings throughout Africa, Asia, the Middle East, Latin America and the Caribbean.

Jhpiego’s program management strategy recognizes the technical complexity and geographical, cultural, socio-economic and political diversity among our programs. We develop global program initiatives and technical interventions that can be adapted for country-specific applications. In support of this field-driven philosophy, Jhpiego uses a decentralized organizational structure that consists of a global "delivery system" designed to implement the entire portfolio of Jhpiego awards with assistance from key technical, programmatic and administrative staff.
SCHEDULE

The following is the planned schedule for this RFP process. All dates are listed in the local time for Baltimore, MD, USA (EDT - UTC/GMT-5). We will update you if circumstances dictate a change to this schedule.

- Distribution of the RFP: **November 23, 2021 (10:00 AM ET)**
- Bidder Questions Due: **December 6, 2021 (5:00 PM ET)**
- Answers to Questions Published: **December 8, 2021 (5:00 PM ET)**
- Proposals Due: **December 14, 2021 (5:00 PM ET)**

**Note:** Failure to comply with any of the above deadlines will be interpreted as your intention to not participate in this RFP

CONTACT DETAILS

Please direct all questions and RFP responses to the following primary contact. Include RFP Number in the Subject line of the email:

**Nawid Atayee**
Jhpiego.sourcing@jhpiego.org

**NOTE:** All formal responses and questions must be submitted by email to the contact listed above. Questions will not be answered over the phone.

LOCATIONS

Jhpiego’s headquarters is located at the below address, from where this effort will be managed:

1615 Thames Street
Baltimore, MD 21231, USA

SCOPE OF WORK

This RFP is for translation services to be used by Jhpiego’s Global Engagement and Communications Office (GECO) to support translation needs of the department, as well as any requests received from Jhpiego staff outside of GECO and country offices globally.

**Services**
Complete translation services include:

- Translation
Languages
The selected vendor(s) will provide complete translation services to and from English for the following languages:

- French
- Spanish
- Portuguese
- Other languages, as requested

Content
The following content areas will require translation:

- Technical translations
- Contractual translations
- Audio and visual translations
  - Audio may require voice over work or transcription and then translation
  - Visual refers to text in a graphic requiring translation, specifically when the text is not editable. In these cases, the vendor will provide Jhpiego translated equivalents in a document or table
- Website translations
- Media and marketing translations

Timelines and specific services for each project will vary, and will be managed on a project-by-project basis with the selected vendor(s).

EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- Specification Requirements - Vendor must provide a proposal for translation services with the exact or similar specifications outlined in the Scope of Work.
- Price - Vendor must provide a proposal for translation services, based on their capabilities, at the lowest price and technically acceptable.

References may be considered as an evaluation factor if you are selected as a finalist. The references will not be contacted unless Jhpiego informs you in advance.
DIRECTIONS FOR RESPONSE

All responses to this RFP must be submitted through the Answer Sheet (save in “Excel Workbook” format). All calculated formulas should remain visible (i.e. unhidden and unlocked) so that Jhpiego can review if desired. If any vendors encounter issues with the software version template accompanying the RFP document, please email the primary contact to discuss alternate versions.

Complete and submit the following component in your proposal:

ANSWER SHEET (EXCEL FILE)

- General – First tab – Provide your company’s contact information for this RFP process and provide responses to the background and scope of work questions.
- Pricing – Second tab – Please identify the cost per word for each language you identify, and provide details and pricing for any additional services and/or discounts your company offers.
- References – Third tab – Please provide at least three customer references Jhpiego may contact.

TECHNICAL PROPOSAL (PDF FILE)

- Overview of company – Provide a general overview of your company and services offered.
- Translation process – Provide details on how your translation process is managed, from receiving a request to providing the final deliverable. Include roles/responsibilities of both your company and your customer.
- Service Level Agreements (SLAs) – Please provide and describe your company’s standard SLAs.
- Pricing – Provide rates for all languages you are capable of translating, and pricing for additional services offered. Please address any discounts offered and/or premium charges. Note, that this does not replace the requirement to complete the Pricing tab in the Answer Sheet.
- Past work examples – Provide examples of printed deliverables or links for
online content that your company has completed for customers.

If you have any questions related to completing the answer sheet, please email them to the primary contact for this RFP.

Direct all responses to the primary contact (see “Contact Details” section) via e-mail by the time indicated (EST - UTC/GMT-5) on the day indicated in the schedule.

Under no circumstance should any bidder attempt to circumvent this RFP process by contacting Jhpiego directly, submitting any proposals, offering discounts outside of the parameters of this process. Please submit all proposals and ask all questions according to the provided timelines and through the channels designated in this document and any other tender documents that may follow. Please direct all questions, information, or concerns to the designated primary contact only.

Questions to the designated primary contact are entirely welcome. However, any violation of these directions will be considered an attempt to gain an unfair advantage over the other competitors, and will result in disqualification of the violating bidder. Any disqualified bidders will be removed from the process and any further submissions by that bidder will not be accepted.

Jhpiego reserves the right to reject any and all proposals and bears no responsibility for any costs of preparing any proposal.

QUESTIONS FROM BIDDERS

In the interest of fairness and completeness of answers, all questions from all bidders will be aggregated, answered and sent to all bidders on the date and time indicated in the schedule. Please submit your questions to the primary contact identified above via email by the day they are due (see “Schedule” section). Include RFP number in the subject line. Jhpiego will not respond to questions over the phone because it becomes difficult to share those same answers with the other firms. Jhpiego will respond to all bidders simultaneously, including all bidders’ questions and their corresponding responses.

PROPOSAL VALIDITY

Vendor shall submit a proposal that is valid for 120 days after the proposal due date per the “Schedule” section above.
AWARD OF CONTRACT

The firm(s) that, in the opinion of Jhpiego, have submitted the proposal providing the best value for Jhpiego based on the evaluation criteria will be established as Global Preferred Vendor for three years. A purchase order may be issued per transaction.

CONTRACT TERMS

Any resulting agreement will be conditional upon the vendor’s acceptance of the Johns Hopkins University Terms and Conditions (http://ssc.jhmi.edu/supplychain/terms-jhu.html) and must be approved by Jhpiego’s Executive Office. Jhpiego’s standard payment terms are Net 30. It is anticipated that any resulting contract will include fixed rates as proposed as part of this RFP.