Jhpiego Request for Proposal
RFP - 22-025
Simultaneous Interpretation Services

August 2022

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(s) for Simultaneous Interpretation Services for the next three years. Potential countries that the service is required would be the following countries.

- Burkina Faso
- Cameroon
- Chad
- Cote d’Ivoire
- DRC
- Guinea
- Madagascar
- Mali
- Niger
- Togo

The engagement will be dependent on the vendor’s ability to provide Simultaneous Interpretation 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 Simultaneous Interpretation 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: **August 1, 2022 (11:00 AM ET)**
- Bidder Questions Due: **August 7, 2022 (5:00 PM ET)**
- Answers to Questions Published: **August 10, 2022 (5:00 PM ET)**
- Proposals Due: **August 15, 2022 (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

The RFP for Simultaneous Interpretation Services will be used by Jhpiego’s West and Central Africa countries and time zones except for Madagascar. It would frequently be for East Coast time zone (Baltimore, MD, USA) as well.

**Services**
- Provide simultaneous translation for virtual meetings from French to English and English to French.
We will use zoom conference calls and set up the translation. Only interpreters service is required.

- Interpreters should be familiar and have technological proficiency using zoom, have the required tools to provide the simultaneous interpretations.
- Interpreter(s) should Communicate clearly in both written and verbal capacities.
- Provide quote for simultaneous interpretation per hour.

Content

Jhpiego’s service delivery and focus is on training and support for health care providers. The content area and meeting topics will include the following, but are not limited to:

- Technical Interpretations
- Contractual and program discussions
- Media and marketing interpretations.

EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- Specification Requirements - Vendor must provide a proposal for simultaneous interpretation as outlined in the Scope of Work.
- Price - Vendor must provide a proposal for simultaneous interpretation, based on their capabilities, deemed best value for money for Jhpiego.
- Relevant Experience – Please provide reference to relevant experience.

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 provide hourly service fee, 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.
- Simultaneous Interpretation process – Provide details on how your interpretations process is managed, from receiving a meeting request to providing the service. Include roles/responsibilities of both your company and your customer.
- Pricing – Provide rates for simultaneous translation by hour for virtual meetings from French to English and English to French 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 experience – Provide reference for the similar work performed with other 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 90 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. https://finance.jhu.edu/depts/procurement/other/terms.htm
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.