

**REQUEST FOR PROPOSAL (RFP)
FOR DOCUMENT TRANSLATION SERVICES AT INDIAN RED CROSS SOCIETY (IRCS)**

1. Indian Red Cross Society (IRCS) invites bids to undertake Document Translation Services at Indian Red Cross Society.

2. Submission of proposal

- i. Outer envelope for the proposal shall be sealed and super subscribed as "Bids for Document Translation Services at Indian Red Cross Society ". The Name of bidder, contact person, designation and email ID shall be clearly written on the envelop. The outer envelop should contain two separate sealed envelopes of technical proposal and financial bid separately. Last date for the receipt of the bid at Secretary General, IRCS, 1 Red Cross, Road, 5th floor, New Delhi-110001, is **12 December, 2022 by 17.00 hrs**
- ii. First sealed envelope super-scribed "Technical proposal" should contain particulars regarding technical details requested in PART I.
- iii. Second sealed envelope superscribed "Financial Bid" should contain consolidated amount. The Financial bid will contain the financial quote covering total price per word of English document (inclusive of professional fees, cost of undertaking the assignment, travelling allowance, halting allowance, out of pocket expenses and all other expenses not mentioned here). GST / any other applicable taxes should be excluded.
- iv. For any clarification the bidder may write to Mr. N K Singh (Deputy Secretary) at nksingh@indianredcross.org
- v. The format of Technical proposal is as per Part I and Financial Bid in Part II

3. Award of Contract

- i. Final selection would be made based on L1 of technically qualified bidders. Refer PART I for the technical qualification parameters.
- ii. This is a time & materials contract for 12 months from signing of contract, with the option to renew for one year subject to satisfactory performance.
- iii. IRCS reserves the right to accept or reject any quotations, cancel the bidding process, and reject all quotations at any time prior to the award of the contract. Vendors will be re-evaluated on an annual basis. If vendor fails to meet the required needs during re-evaluation, IRCS reserves the right to terminate the contract.
- iv. The bidder shall not disclose contents of serviced document or any component of the serviced document or any information gathered/received during the service period to any third party, outside agencies, partners other than IRCS, NHQ, Delhi, unless authorised appropriately by the IRCS, NHQ. The translated document submitted by the bidder shall be the property of IRCS, NHQ Delhi and shall be eligible for any further action by the IRCS, NHQ.
- v. IRCS will release the payment of the agreed Professional Fees to the selected Bidder after deduction of applicable taxes at source on monthly basis by way of online bank transfer upon the receipt of invoice duly signed by the authorized signatory. The payment will be released upon the receipt of invoice along with the details of work performed which may be further vetted and approved by IRCS competent authority.
- vi. The invoice must contain:
 - a. Clear and accurate word count of English document and price breakdowns.
 - b. The pricing should be based on word count of English document provided by IRCS.
- vii. The decision of the IRCS regarding selection of agency will be final and binding and no communication

in this regard will be entertained.

4. Terms of Reference

i. Background Information

Indian Red Cross Society is a statutory voluntary humanitarian organization having a network of over 1100 branches throughout the country, providing relief in times of disasters/emergencies and promotes health & care of the vulnerable people and communities. IRCS imparts First Aid, Home Nursing and allied courses trainings in the categories of aerodrome staff, community projects, drivers & conductors, armed forces, police, mines & factories, NCC, civil defense, home guard, railway employees, teachers, students and the general public. Apart from First Aid examination teams, there are various other programming teams that may also require similar translations from time to time.

ii. Scope of Work

The bidder must fulfill the following requirements:

- I. Provide document translation services (bi-directional) between English and a variety of Indian languages, including, but not limited to Hindi, Punjabi, Gujarati, Kannad, Tamil, Malayalam, Marathi, Telugu, Odiya, Bangla.
- II. Translate various types of materials on a variety of topics (refer to “deliverables” for more information.)
- III. Submit accurate translations within the agreed timeframe, usually 3-5 business days depending on length.
- IV. Accurately track and bill translation needs of different teams at IRCS. Translation requests may sometimes overlap with multiple teams. Each team should be billed separately per project.
- V. Communicate in a timely and consistent manner with each team.
- VI. Ability to translate documents on various topics that could be technical in nature and may contain medical terminology
- VII. Documents may not necessarily always be available in soft copy in textual format. They could also be available in hard copy or image formats that need to be converted into textual formats.
- VIII. The vetting of translation to be done by the selected bidder. The translator should be different from the person who is vetting the translation
- IX. Translators and those certifying/vetting may be required to visit the office for briefing.

iii. Deliverables

IRCS requires the following deliverables for bidders:

- I. Accurate, formatted translations of submitted materials within timeframes agreed upon between the respective office team and the vendor.
- II. Vetting of translated service
- III. Documents to be translated may include but may not be limited to: First Aid & Home Nursing examinations, annual reports, user manuals, First Aid booklets, AGM minutes of meeting, annual accounts, slideshow presentations, one-page handouts, email correspondence, participant survey responses, etc.
- IV. Turn around translated materials (excluding highly formatted documents such as slideshows or exceptionally long documents) within 3 days.
- V. IRCS commits minimum of 50,000 words of translation of English language into other vernacular languages

Part I: Technical Proposal Format

Sr No	Service Requirement	Response of the Bidder (Applicant should attach documents supporting the service requirements)
1.	The service provider/agency should have minimum 5 years experience	Provide work completion certificate/work orders/any other document certifying the experience of past 5 years
2.	There must be minimum 5 translators in the panel with all the following: 1) Minimum qualification is graduation 2) Minimum 10 projects of translation during past 5 years 3) Each CV should provide information of translation in minimum 3 languages mentioned in scope of work	Provide CVs of at least 5 translators with details of all 3 parameters – qualification, projects accomplished during last 5 years with the languages translated. The CVs should be duly signed and stamped by authorized signatory
3.	All the languages in scope of Work should be covered which include but are not limited to Hindi, Punjabi, Gujarati, Kannad, Tamil, Malayalam, Marathi, Telugu, Odiya, Bangla	Provide the names of translators from requirement 2 as above against each language

Part2: Financial Bid Format

Bidders should quote price in following manner

SNo	Scope of work	All inclusive cost in INR (exclusive of taxes)	
		In figures	In words
1	Total cost of service in INR per word of English document		

Yours faithfully,

Authorized Signatory

Name:

Designation:

Agency's corporate name

Address

Email

Contact number: Mob Landline