

**CRDF GLOBAL**  
**REQUEST FOR PROPOSAL**

**RFP-11-2023** *Translation and Interpretation services*  
**Deadline: 5:00 PM EST Tuesday | November 16<sup>th</sup>, 2023**

**Summary:**

CRDF Global is seeking *contractors to provide quality language translation and Interpretation services. CRDF Global's work involves distribution of highly technical material to government and industry audiences around the world.*

**Scope:**

*The Contractor will provide translation & Interpretation services for technical and administrative materials/topics that will be utilized for CRDF Global programming; most of these documents, contain highly technical content for government, scientific, and financial professionals.*

*Subject areas for translation & Interpretation may include but are not limited to cybersecurity, counterproliferation, global health, chemical security, biosecurity, financial sanctions.*

*Materials include PowerPoint presentations, technical reports, event materials (agendas, registration websites), official letters, and video files for transcription. Interpretation services could take the form of direct interpretation or consecutive interpretation.*

*CRDF Global may request translation & Interpretation services into any language.*

*Presently, most of our requests involve particularly English Arabic and French.*

*CRDF Global also frequently requires Turkish and Indonesian translation services.*

*As the work in our Europe & Eurasia regional hub expands, there may be increased translation requests involving the following languages:*

*Slavic Languages, such as:*

*Ukrainian, Belarusian, Macedonian, Bosnian, Montenegrin, Serbian, Croatian*

*Indo-European Languages, such as:*

*Albanian, Armenian, Romanian*

*Georgian*

**Tasks and Deliverables:**

The Contractor will provide translation and Interpretation services.

Document translation services will be required on an on-going, as-needed basis and will not be limited to a specific quantity or frequency. CRDF Global may prequalify a vendor for a specific period time, requiring a general services agreement with a fixed pricing schedule during the period of performance.

Translated materials should undergo a multi-step translation and review process. Per industry standards, translated materials must be edited and proofread insuring alignment with source text format. Experience with localization will be considered an added value.

The Contractor will provide transcription services, as needed.

The Contractor will provide voice-over services, as needed.

The Contractor will provide flexible turnaround times and work with CRDF Global staff to meet program deadlines.

Close communication & coordination with CRDF Global staff is expected. This includes periodic check-ins to discuss performance and high-level issues, as well as responding to requests for remediation and/or revisions as necessary.

The Contractor must accommodate customized billing requirements:

CRDF Global expects invoices to be submitted monthly. Monthly invoices should include all the work that was completed that month.

CRDF Global may request a customized invoice template in excel/table format,

Invoices must include certain key information that will be provided by CRDF Global staff at the time of request (e.g. charge codes, identifier numbers).

CRDF Global expects the Contractor to have a working bank account that can receive wires in USD.

**Contractor Requirements:**

- Certifications or trade association memberships that the Contractor or its individual freelancers hold
- Quality Assurance Certifications including but not limited to:
  - ISO 17100: Translation Services (preferred)
  - ISO 9001: Quality Management Systems (preferred)
  - ISO 27001: Information Security Management (preferred)
  - ISO 18587: Post-editing of Machine Translation Output (preferred)
  - ISO 20228: Legal Interpretation (preferred)

- Domain Expertise: The Contractor must have experience in translating content in chemical, biological, radiological, nuclear, cyber security, and other technical fields relevant to CRDF Global.
- Contractor’s policy regarding non-conforming deliverables and remediation.
- Bilingual Experts: Translators must be proficient in both source and target languages, with a preference for native speakers.
- Terminology Management: the contractor is required to establish and maintain a Terminology Database specific to CRDF Global needs. The Terminology Database shall include specialized terms, phrases, and their approved translations. This database should be continually updated and maintained throughout the duration of the contract.
- Usage of CAT Tools: The contractor shall utilize an efficient and industry-recognized Computer-Assisted Translation (CAT) tool for all translation tasks under this contract. Approved CAT tools for use include, but are not limited to, MemoQ, SDL Trados Studio, and Wordfast.
- Translation Memory Management: the contractor shall also use a Translation Memory (TM) system, integrated within the chosen CAT tool, to store translated segments of text. The purpose of the Translation Memory is to improve translation efficiency, ensure consistency, and adhere to quality benchmarks set forth in the contract.
  
- Quick Turnaround: Capacity to handle quick turnarounds without compromising on quality.
- Time-Zone Alignment: Availability of services that align with CRDF Global’s working hours 24/7.
- Data Protection: Strict measures for protecting sensitive and confidential information.
- Non-Disclosure Agreement: Willingness to sign NDAs and other legal frameworks to ensure security and confidentiality.
- Clear and prompt communication channels for project management and issue resolution.
- Capability to handle projects of varying sizes and complexities.
- OCR Capabilities Preferred: Vendors with proven OCR technology for handling scanned and image-based documents are highly desirable.

**Proposal Requirements:**

Each proposal must include:

1. Statement of Interest and Technical Capabilities which, at a minimum, must include:
  - Description of the services offered (i.e. document translation, Powerpoint translation, video transcription, video voice-overs)
  - List of languages for which translation, Interpretation, transcription, and voice-over services are offered
  - List of recent experiences in subject areas as described in the Scope and applicable past performance with samples.

- Document to show overview about company quality Control Process including relevant ISO certification and translation memberships
- Review Process: A robust review and editing process to ensure the highest accuracy.

## 2. Cost Proposal

- Translation Services
  - List of languages for which translation services are offered; for a language to be listed, services must include both \*Language\* to English and English to \*Language\* translations
  - Normal and rush job rate per word for each language (if different), including the contractor's definition of normal and rush jobs in terms of quantity and time
  - Outline of cost structure (please indicate how charges are calculated; based on the time it takes to perform the translation, the complexity of the documents being translated, quantitatively, per word/page, and/or other factors)
  - Number of complementary revisions CRDF Global will be permitted before additional fees apply
- Transcription & Voice-Over Services
  - List of languages for which transcription & voice-over services are offered
  - Normal and rush job rates for each language (if different)
  - Additional considerations, factors, and fees as requested under Translation Service
- Interpretation services :  
Cost per factor (pricing rate including per hour and/or per half day ( 4 hours) per day ( 8 hours ).
- Unique vs Repeated Words: A tiered pricing model that differentiates between unique and repeated words.
- Volume Discounts: Options for reduced rates for high-volume projects.
- Any other fees or costs not described above

## 3. List of three references (Name, email, phone number)

## 4. Translation Sample – English to Arabic

*(samples will be requested later from shortlisted )*

[Required for US-based orgs only]:

- Any Small or Disadvantaged Business Designations (Veteran Owned, HUB Zone, Women Owned, Disadvantaged Businesses)
- [NAICS Codes:](#)
  - 541620 Environmental Consulting Services- Small Business Threshold \$15 million
  - 541690 Other Scientific and Technical Consulting Services – \$15 million

**Timetable:**

7<sup>st</sup> Nov 2023: RFP Questions due  
10<sup>th</sup> Nov 2023: RFP Questions & Answers released.  
16<sup>th</sup> Nov 2023: RFP submissions due  
10<sup>th</sup> Dec 2023: Expected Contract start date

**Contractor Selection Criteria:**

CRDF Global will select the contractor that provides the best value in terms of overall price and experience. The contractor should have proven experience working with Translation and Interpretation Services.

*CRDF Global will select contractor(s) based on scoring system for The quality of services based on industry best practices ; The Contractor's experience working with programs involving the U.S. government, United Nations, and/or similar organizations , and the Overall cost as detailed below :*

- Domain Expertise
- Use of CAT Tools
- Overall Cost Competitiveness
- Unique vs Repeated Words Pricing
- Volume Discounts
- Certifications
- Past Performance
- Proven Terminology Data Base and Translation Memory Handover Capabilities
- Review Process
- Sample Quality
- Bilingual Experts
- Terminology Database
- Speed
- Time-Zone Alignment
- Data Protection
- Client References

*Contractor(s) that meet the above criteria and standards may be placed on a General Services Agreement with a fixed pricing schedule during the period of performance.*

CRDF Global prioritizes a safe and collaborative work environment in which diversity, equity, and inclusion is championed and discussed. CRDF Global provides equal employment opportunities to all qualified individuals without regard to age, race, color, religion, sex, sexual orientation, and gender identity, national origin, protected veteran, or disabled status. We are dedicated to creating and maintaining a respectful work environment that is safe, engaging, and comfortable for all.

CRDF Global pledges to prioritize sponsorship of diverse events and panels of experts whenever possible.

**Submission:**

Proposals should be submitted to [procurement@crdfglobal.org](mailto:procurement@crdfglobal.org) & [habusaoud@crdfglobal.org](mailto:habusaoud@crdfglobal.org) , no later than *16<sup>th</sup> Nov 2023 , 5:00 PM EST* Proposals should be submitted as electronic documents in PDF, Word or Excel format.

**Background:**

CRDF Global is an independent nonprofit organization founded in 1995 in response to the collapse of the Soviet Union and the threat of large-scale proliferation of weapons technology from the region. With support authorized by the Nunn-Lugar Act of 1991 and the Freedom Support Act of 1992, as well private foundation contributions, CRDF Global embarked on bolstering the global scientific community and fostering alternatives to weapons research.

In the past 25 years, our work has expanded to address ever-changing global concerns, but our commitment to ensuring the success of our partners remains the same. We are a leading provider of flexible logistical support, program design and management, and strategic capacity building programs in the areas of higher education, CBRNE security and nonproliferation, border security, cybersecurity, global health, technology entrepreneurship, and international professional exchanges.

With offices in Arlington, VA; Kyiv, Ukraine; and Amman, Jordan, CRDF Global’s diverse staff and networks of local community and government stakeholders deliver tailored programs that meet specific regional needs in over 100 countries across the globe.

Vision Statement:

Our world, healthy, safe, and sustainable.

Mission Statement:

Safety, security, and sustainability through science, innovation, and collaboration.

Values:

We do the right thing.

We care about each other and the people we work with.

We work together to deliver excellence.

CRDF Global provides equal opportunities to all qualified individuals without regard to age, race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran, or disabled status. We are committed to prioritizing an inclusive and collaborative space in which diversity and equity is discussed, championed, and supported. We acknowledge and honor the fundamental value and dignity of all individuals. We pledge ourselves to creating and maintaining an environment that respects diverse traditions, heritages, and experiences.

More information is available at [www.crdfglobal.org](http://www.crdfglobal.org).

**Solicitation Terms & Conditions:**

Right to Select Suppliers. CRDF Global reserves the right to negotiate with and select all qualified suppliers at its own discretion and is not obligated to inform suppliers of the methods used in the selection process. CRDF Global reserves the right to dismiss any and/or all suppliers from the bid process and reject any and/or all proposals.

Obligation. This **RFP-11-2023** does not bind nor obligate CRDF Global in any way. CRDF Global makes no representation, either expressed or implied, that it will accept or approve in whole or in part any proposal submitted in response to this RFP. CRDF Global may reward, in whole or in part, the proposal at its sole discretion.

Notification. CRDF Global will notify bidders following completion of the evaluation process, as to whether or not bidders have been awarded the contract. The only information regarding the status of the evaluation of proposals that will be provided to any inquiring bidder shall be whether or not the inquiring bidder has been awarded the contract. CRDF Global may, at its sole discretion, inform any inquiring bidder of the reason(s) as to why it was not awarded the contract

Binding Period. Following the due date of submission of this Proposal, the pricing included in this RFP shall be binding upon the supplier for the duration of the contract.

Hold Harmless. By submitting a response to the **RFP-11-2023**, bidder agrees that CRDF Global has sole discretion to select any and/or all suppliers. During or following the conclusion of this process, bidders waive their rights to damages whatsoever attributable to the selection process, materials provided, supplier selection, or any communication associated with the RFP process and supplier selection.

Transfer to Final Contract. The terms and conditions of the **RFP-11-2023**, including the specifications and the completed proposal, will become at CRDF Global's sole discretion, part of the final contract (the "Agreement") between CRDF Global and the selected bidder. In the event that responses to the terms and conditions will materially impair a bidder's ability to respond to the **RFP-11-2023** bidder should notify CRDF Global in writing of the impairment. If bidder fails to object to any condition(s) incorporated herein, it shall mean that bidder agrees with, and will comply with the conditions set forth herein.

Exceptions. Any exceptions to the terms and conditions or any additions, which bidder may wish to include in the **RFP-11-2023**, should be made in writing and included in the form of an addendum to the applicable Section in the **RFP-11-2023**.

CRDF Global Proprietary Information. Supplier agrees that all non-public information contained in this document and communicated verbally in reference to this **RFP-11-2023** by CRDF Global shall be received for the sole discretion and purpose of enabling the supplier to submit an accurate response to this **RFP-11-2023**. The information contained in this RFP and disclosed during the course of negotiations and communications are proprietary in nature and under no circumstances to be disclosed to a third party without prior written consent from CRDF Global.

Supplier Proprietary Information. Information contained in the response to this **RFP-11-2023** will be considered proprietary in nature if marked "confidential" or "proprietary". Such marked documents will not be disclosed to third parties outside CRDF Global with the exception of retained consultants under contractual confidentiality agreements.