



**International Rescue Committee UK**

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27.12.2023

Dear Sir / Madam

We kindly request you to submit your quotation for interpreting and translation services for the International Rescue Committee's Refugee Employability Programme in the South-West of England.

If you are interested in submitting a quotation in response to this RFP, please prepare your quotation in accordance with the requirements and process as set out in this RFP and submit it to International Rescue Committee UK (IRC-UK) by the deadline for quotation submission set out in the Section 1: RFP Particulars.

Please take note of the following requirements and conditions pertaining to the provision of the quotation requested.

The RFP consists of the following:

- This RFP Invitation Letter
- Intent to bid form
- Section 1: RFP Particulars
- Section II: Instructions to Bidders
- Section III: Schedule of Requirements
- Section IV: Returnable Bidding Forms
  1. Form A: Vendor information Form
  2. Form B: IRC Conflict of Interest and Supplier Code of Conduct Form
  3. A copy of valid company registration certificate (Bidder to Supply)

IRC-UK is committed to equality of opportunity and seeks to ensure we achieve diversity in our supply chain. We are dedicated to creating an accessible experience for everyone, including people living with disabilities. If you require support with an adjusted tender process, please contact us at [supply.chainuk@rescue.org](mailto:supply.chainuk@rescue.org)

Yours Faithfully

A handwritten signature in blue ink, appearing to read 'Mike Gray', with a horizontal line underneath.

Mike Gray

**Workspace and Procurement Manager**

## Introduction

### The International Rescue Committee UK

The International Rescue Committee UK, hereinafter referred to as “IRC-UK”, is a non-profit, humanitarian agency that provides relief, rehabilitation, protection, resettlement services, and advocacy for refugees, displaced persons and victims of oppression and violent conflict.

### The Purpose of this Request for Proposal (RFP)

It is the intent of this RFP to secure competitive proposals to select a supplier for interpreting and translation services for IRC-UK’s Refugee Employability Programme in the South West of England. All eligible Suppliers that qualify and are technically competent for the supply of the services are invited to submit their proposals.

## Section I: RFP Particulars

Scope of Quotation	This RFP refers to interpreting and translation services as further described in Section III: Schedule of Requirements.
Contact person for correspondence, notifications, and requests for clarifications	All correspondence, notifications, and requests for clarifications in relation to this RFP shall be sent to: <b>Cara Marsh</b> <b>Supply Chain Assistant, RAI-UK</b> <b><a href="mailto:supply.chainuk@rescue.org">supply.chainuk@rescue.org</a></b>  <b><u>ATTENTION:</u> quotations shall not be submitted to the above address but to the address for quotation submission as set out below.</b>
Bidder Eligibility	All.
Clarifications	Requests for clarification from bidders will not be accepted by any later than <b>5pm, 12<sup>th</sup> January 2024</b> Responses to requests for clarification will be communicated to bidders' email
Quotation validity period	Quotations shall remain valid for acceptance by IRC-UK for <b>45 days</b> from the Deadline for Quotation Submission.
Quotation Currenc(ies)	Quotations shall be quoted in Great British Pounds (GBP)
Duties and Taxes	All quotations shall be submitted inclusive of VAT
Language of quotations	All quotations, information, documents, and correspondence exchanged between IRC-UK and the Bidders in relation to this RFP process shall be in English.
Deadline for Quotation Submission	All quotations must be submitted by <b>5pm, 24<sup>th</sup> January 2024</b>
Quotation submission	Quotations must be received at the e-mail: <a href="mailto:supply.chainuk@rescue.org">supply.chainuk@rescue.org</a>

Evaluation method and criteria	<p>Quotations shall be evaluated to determine the lowest price most technically acceptable offer. Evaluation shall be conducted as follows:</p> <ol style="list-style-type: none"> <li>1. <b>Preliminary Examination.</b> The following eligibility and formal criteria will be reviewed for compliance: <ul style="list-style-type: none"> <li>• Bidder is eligible as defined in Instructions to Bidders, Article 3</li> <li>• Completeness of the Quotation. All Returnable Bidding Forms and other documentation requested have been provided and are complete.</li> <li>• Bidder accepts IRC Conflict of Interest and Supplier Code of Conduct</li> <li>• <b>Qualifications of the Bidder</b> will be assessed as per below qualification criteria: Bidder should be in continuous business of supplying similar services for the last one (1) year.</li> </ul> </li> <li>2. <b>Technical compliance of the offered goods/services.</b> The following technical criteria will be reviewed for compliance compared to IRC-UK requirements: <ul style="list-style-type: none"> <li>• Goods/services offered in the quotation are compliant compared to the requirements in Section III: Schedule of Requirements.</li> </ul> </li> <li>3. <b>Financial evaluation.</b> Quotations that are found to be technically acceptable shall be evaluated based on price and IRC-UK will award the contract as per the lowest priced and most technically acceptable offer.</li> </ol> <p>At any time during the evaluation process IRC-UK may request clarification or further information in writing from Bidders. The Bidder's responses shall not contain any changes regarding the substance, including the technical and financial part of their quotation. IRC-UK may use such information in interpreting and evaluating the relevant quotation.</p>
Partial quotations	Partial quotations shall not be allowed. Bidders must quote prices for the total goods and/or services for the total requirement requested under Section III: Schedule of Requirements. Evaluation will be done for the total requirement.
Alternative quotations	Alternative quotations are not accepted.
Documents comprising the Quotation	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> <li>• Form A: Vendor information Form</li> <li>• Form B: IRC Conflict of Interest and Supplier Code of Conduct Form</li> <li>• A copy of valid company registration certificate</li> </ul>
Contract term to be awarded	IRC-UK will sign a Two (2) years (24 month) agreement with a break clause after one (1) year (12 Month).
Award of Contract	IRC-UK plans to award the Contract by <b>2<sup>nd</sup> February 2024</b> subject to agreeable terms.

## Section II: Instructions to Bidders

### 1. SCOPE OF QUOTATION

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Bidders are invited to submit a quotation for the goods and/or services specified in Section III: Schedule of Requirements, in accordance with this RFP.

### 2. INTERPRETATION OF THE RFP

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This RFP is an invitation to treat and shall not be construed as an offer capable of being accepted or as creating any contractual, other legal or restitutionary rights.

### 3. BIDDER ELIGIBILITY

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Bidders may be a private, public or government-owned legal entity or any association with legal capacity to enter into a binding Contract with IRC-UK

A Bidder shall not have a conflict of interest. A bidder shall be considered to have a conflict of interest if:

- A Bidder has a close business or family relationship with a IRC personnel who: (i) are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract;
- A Bidder is associated, or has been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by IRC-UK to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods, services or works required in the present procurement process.
- A Bidder has an interest in other bidders, including when they have common ownership and/or management. Bidders shall not submit more than one bid, except for alternative offers, if permitted. This will result in the disqualification of all bids in which the Bidder is involved. This includes situations where a firm is the Bidder in one bid and a sub-contractor on another; however, this does not limit the inclusion of a firm as a sub-contractor in more than one bid

Bidders must disclose any actual or potential conflict of interest in their submission and they shall be deemed ineligible for this procurement process unless such conflict of interest is resolved in a manner acceptable to IRC-UK. Failure to disclose any actual or potential conflict of interest may lead to the Bidder being disqualified from providing bids on future programs.

A Bidder shall not be eligible to submit a quotation when at the time of quotation submission, the Bidder:

- is included in the Ineligibility list,
- is currently suspended from doing business with IRC-UK and removed from its vendor database(s),

All Bidders are expected to embrace the principles of the [IRC Conflict of Interest and Supplier Code of Conduct](#), given that it originates from the core values of the International Rescue Committee. IRC-UK also expects all its suppliers' sub- contractors to adhere to the code of conduct.

### 4. CLARIFICATION OF THE RFP

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Bidders may request clarification in relation to the RFP by submitting a written request to the contact stated in the **Section I: RFP Particulars**, until the time stated in **Section I: RFP Particulars**. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official.

### 5. REMUNERATION FOR AND COSTS OF QUOTATIONS

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Bidders shall not be entitled to any remuneration or compensation for the preparation and submission of their quotation.

### 6. QUOTATION CURRENCY(IES)

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The quotation shall be made in the currency(ies) stated in **Section I: RFP Particulars**.

## 7. DUTIES AND TAXES

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All quotations shall be submitted inclusive of any direct taxes and any other taxes and duties, unless otherwise specified in **Section I: RFP Particulars**.

## 8. PAYMENT TERMS

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IRC-UK will ordinarily effect payment within 30 days after receipt of the goods/services and on submission of payment documentation.

## 9. ETHICS

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IRC-UK requires that all Bidders observe the highest standard of ethics during the entire RFP process, as well as the duration of any Contract that may be signed as a result of this process. Therefore, all Bidders shall represent and warrant that they:

- (i) have not unduly obtained, or attempted to unduly obtain, any confidential information in connection with the RFP process and any Contract that may be signed as a result of this RFP process.
- (ii) have no conflict of interest that would prevent them from entering into a Contract with IRC-UK and shall have no interest in other parties involved in this RFP process or in the project underlying this RFP process.
- (iii) have not engaged, or attempted to engage corrupt practice, fraudulent practice, coercive practice, collusive practice, unethical practice, and obstruction.

## Section III: Schedule of Requirements

### BACKGROUND

#### International Rescue Committee

Over the past 90 years, the IRC has developed unparalleled expertise in responding to emergencies and helping uprooted communities to rebuild. Founded in 1933 at the request of Albert Einstein, the IRC offers lifesaving care and life-changing assistance to refugees forced to flee from war or disaster.

The International Rescue Committee UK is part of the IRC global network, which has its headquarters in New York and London. The IRC is on the ground in more than 40 countries, providing emergency relief, relocating refugees and rebuilding lives in the wake of disaster. Through 22 regional offices in cities across the United States, the IRC also helps refugees resettle in the US and become self-sufficient.

The IRC is committed to a culture of bold leadership, innovation in all aspects of our work, creative partnerships and, most crucially, accountability to those we serve. The IRC is a tireless advocate for the most vulnerable.

#### IRC-UK

IRC-UK was established in London in 1997 to support the organisation's global activities and particularly to diversify its donor base and to better advocate with European policy-makers on behalf of the people we serve. Since its establishment IRC-UK has grown rapidly and is now acknowledged for its high-quality project management, technical expertise in governance and rights and economic recovery, and innovative thinking on early recovery and gender based violence. The IRC also has offices in Berlin, Bonn, Brussels, Geneva and Stockholm.

#### RAI-UK

In 2021, IRC UK began providing support to resettled refugees in the Southeast of England through the Refugee Integration Services in England (RISE) project funded by the EU. Today, the Resettlement Asylum and Integration (RAI) team supports refugees by providing integration services in partnership with local councils and NGOs. UK Programmes focus on achieving long-term integration through five outcome areas: economic well-being, education, health, power, safety.

REP (Refugee Employability Programme) South-West began in September 2023, to provide employment and integration support to refugees in the South-West of England.

### SERVICES DESCRIPTION AND REQUIREMENTS

IRC-UK is looking for an interpreting and translation company which can meet the needs of our Refugee Employability Program.

<b>Contract Value</b>	£70,000
<b>Primary Languages</b>	We may require interpreting and translation services for all languages, but the most common languages include Arabic, Dari, Pashto, Kurdish Sorani, Swahili, Tigrinya, Turkish, Amharic, Latin American Spanish, Ukrainian, Portuguese, Russian
<b>Interpreting</b>	Phone calls – unscheduled/on demand

	Video calls – scheduled
<b>Translation</b>	Infrequent translations of programme material, e.g., slides, welcome pack, referral forms, website content; outreach material, e.g., flyers; , documents for client communications, e.g., email templates. This list is not exhaustive
<b>Additional Notes</b>	<p>We require on call interpreting to be readily available and responsive, ensuring prompt assistance without any delays</p> <p>Ability for us to request an immediate change of interpreter as and if needed</p> <p>A clear feedback policy/mechanism is desirable</p> <p>On demand interpreting availability over holiday periods is desirable</p> <p>Ability to provide interpreters for occasional in-person events is desirable, but not required</p>

Please quote for the below:

Interpreting	On-demand phone calls – cost per minute Scheduled video calls – cost per minute
Translation	Cost per word per language

The top three bidders will be asked to have a test call with an IRC staff member and to translate a one-page document.

### **Accessibility**

The International Rescue Committee is committed to engaging with SME, local, and refugee-led businesses. If you fit these categories of business but do not feel this RFP is accessible to you, please reach out to us and we can discuss potential adaptations to the process.

As a program working with refugees in the South-West, we would be particularly interested in working with businesses local to the South-West and/or owned by refugees, however this is not a prerequisite for submitting a bid for this RFP.

## Section IV: Returnable Bidding Forms

The following returnable forms are part of this RFP and must be completed and returned by bidders as part of their Quotation.

## Form A:



## INTERNATIONAL RESCUE COMMITTEE

## Supplier Information Form

***The information provided will be used to evaluate the Company before contracting with the IRC.***

***Please complete all fields.***

**Fields marked (\*) are mandatory.**

### Vendor Information

*Company\Organization Name *For individual consultants, provide legal first and last name		
*Any other names company is operating under (Acronyms, Abbreviations, Aliases) if any		
*Previous names of the company		
*Address		
*Website		
*Company Number		
*Phone/Fax Numbers	Phone:	Fax:
*Primary Contact	First Name:	Last Name:
	Phone Number:	Email Address:
*Email address of Accounts Receivable person or team		
*Number of Staff		
Number of Locations		
Avg. £ Value of Stock on Hand if applicable		



* Name(s), nationality and dates of birth of company owner(s), board of directors or CEO	
*Parent companies if any	
*Subsidiary or affiliate companies if any	

### **Financial Information**

*Bank Name and Address	
*Name under which company is registered at bank	<u>This field is mandatory if Wire Transfer is the selected payment method</u>
*Specify Standard Payment Terms (Net, 15, 30 days etc.)	
*Payment Method (select all that applies)	Payment By: <u>Cheque</u> Yes   No <u>Wire Transfer</u> Yes   No <u>Cash</u> Yes   No
*Name under which company is registered at bank	
*Bank account number	<u>This field is to be completed upon notification of awarding of order\contract</u>
Routing Number	<u>This field is to be completed upon notification of awarding of order\contract</u>
Swift code (if applicable)	<u>This field is to be completed upon notification of awarding of order\contract</u>

### **Product/Service Information**

List Range of Products/Services Offered	
Basis for Pricing (Catalog, List, etc.)	

### **Documentations as applicable:**

*Registration	Provided _____ Not provided: _____ Reasons: _____
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*Tax ID (W9, Tax exempt certificate. etc.)	Provided _____
US Vendors only *Do you require a Form 1099?	Yes_____ No_____

### **References (optional)**

Client Name:	<u>Contact Name, Phone, Email Address:</u>
Client Name:	<u>Contact Name, Phone, Email Address:</u>
Client Name:	<u>Contact Name, Phone, Email Address:</u>

### **Vendor Self-Certification of Eligibility**

Company certifies that:

1. They are not debarred, suspended, or otherwise precluded from participating in major donor (e.g., European Union, UK, European and United States Government, United Nations) competitive bid opportunities.
2. They are not bankrupt or being wound up, are having their affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
3. They have not been convicted of an offense concerning their professional conduct.
4. They have not been guilty of grave professional misconduct proven by any means that the contracting authority can justify or been declared to be in serious breach of contract for failure to comply with their contractual obligations towards any contracts awarded in the normal course of business.
5. They have fulfilled obligations related to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country where the contract is to be performed.
6. They have not been the subject of a judgment for fraud, corruption, involvement in a criminal organization or any other illegal activity.
7. They maintain high ethical and social operating standards, including:
  - Working conditions and social rights: Avoidance of Child Labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and the IRC's beneficiaries.
  - Environmental aspects: Provision of goods and services with the least negative impact on the environment.
  - Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack or bring unintended advantage to any military actors or other combatants.
  - Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

8. Company warrants that, to the best of its knowledge, no IRC employee, officer, consultant, or other party related to IRC has a financial interest in the Company's business activities, nor is any IRC employee related to principals or owners of the company. Discovery of an undisclosed Conflict of Interest situation will result in immediate revocation of the Company's Authorized Vendor status and disqualification of Company from participation in future IRC procurement.
9. Vendor hereby confirms that the organization is not conducting business under other names or alias's that have not been declared to IRC.
10. Vendor hereby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

By signing the Vendor Information Form you certify that your Company is eligible to supply goods and services to major donor funded organizations and that all of the above statements are accurate and factual.

<b>Vendor Name:</b>
<b>Signature:</b>
<b>Title:</b>
<b>Print Name:</b>
<b>Date:</b>

## Form B:



# IRC Conflict of Interest and Supplier Code of Conduct

Supplier hereby agrees that Supplier and Supplier's employees and subcontractors, if any, shall abide by and follow all established written policies of IRC related to work conduct, including, but not limited to, The IRC Way: Standards for Professional Conduct ("The IRC Way"), the IRC's code of conduct, and IRC's Combating Trafficking in Persons Policy. The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings. Supplier acknowledges that all IRC employees and independent contractors are expected to apply these core values and follow these undertakings in carrying out work on behalf of IRC. It is a point of pride for IRC to apply these behavioural standards in IRC's everyday operations.

**Integrity** - At IRC, we are open, honest and trustworthy in dealing with beneficiaries, partners, co-workers, donors, funders, and the communities we affect.

- We work to build the trust of the communities in which we work and sustain the trust earned by our reputation in serving our beneficiaries.
- We recognize that our talented and dedicated staff are our greatest asset and we conduct ourselves in ways that reflect the highest standards of organizational and individual conduct.
- Throughout our work, IRC respects the dignity, values, history, religion, and culture of those we serve.
- We respect equally the rights of women and men and we do not support practices that undermine the human rights of anyone.
- We refrain from all practices that undermine the integrity of the organization including any form of exploitation, discrimination, harassment, retaliation or abuse of colleagues, beneficiaries, and the communities in which we work.
- We do not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.
- We accept funds and donations only from sources whose aims are consistent with our mission, objectives, and capacity, and which do not undermine our independence and identity.
- We support human rights consistent with the UN Universal Declaration of Human Rights and The Convention on the Rights of the Child.
- We rigorously enforce the UN Secretary General's Bulletin on the Protection from Sexual Exploitation and Abuse of Beneficiaries.
- IRC recognizes its obligation of care for all IRC staff and assumes their loyalty and cooperation.

**Service** - At IRC, our primary responsibility is to the people we serve.

- As a guiding principle of our work, IRC encourages self-reliance and supports the right of people to fully participate in decisions that affect their lives.
- We create durable solutions and conditions that foster peace, stability and social, economic, and political development in communities where we work.
- We design programs to respond to beneficiaries' needs including emergency relief, rehabilitation, and protection of human rights, post-conflict development, resettlement, and advocacy on their behalf.
- We seek to adopt best practices and evidence-based indicators that demonstrate the quality of our work.
- We endorse the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief.

**Accountability** - At IRC, we are accountable – individually and collectively – for our behaviours, actions and results.

- We are accountable and transparent in our dealings with colleagues, beneficiaries, partners, donors, and the communities we affect.
- We strive to comply with the laws of the governing institutions where we work.
- We maintain and disseminate accurate financial information and information on our goals and activities to interested parties.
- We are responsible stewards of funds entrusted to our use.

- We integrate individual accountability of staff through the use of performance evaluations.
- We utilize the resources available to our organization in order to pursue our mission and strategic objectives in cost effective ways.
- We strive to eliminate waste and unnecessary expense, and to direct all possible resources to the people we serve

**Conflict of Interest**

- Supplier hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Supplier's business activities.
- Supplier hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a family relationship with the supplier's owners.
- Discovery of an undisclosed conflict of interest will result in immediate termination of any Agreement and disqualification of Supplier from participation in current and future IRC activities.
- Supplier hereby confirms that the organization is not conducting business under other names or alias's that have not been declared to IRC.
- Supplier hereby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

**Supplier hereby agrees to maintain high ethical and social standards:**

- Working conditions and social rights: Avoidance of child labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and IRC's beneficiaries; prohibition of trafficking in persons.
- Environmental aspects: Provision of goods and services with the least negative impact on the environment.
- Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack or bring unintended advantage to any military actors or other combatants.
- Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

If you believe that any IRC employee, volunteer, or intern is acting in a manner that is inconsistent with these Standards, please notify a supervisor or the confidential helpline Ethicspoint, [www.ethicspoint.com](http://www.ethicspoint.com) or call Ethicspoint toll-free (866) 654-6461 in the U.S./call collect (503) 352-8177 outside the U.S. There will be no retaliation against any person who raises concerns that are based on good faith belief of improper conduct. An intentionally false report or a failure to report conduct that is known to violate these standards may result in disciplinary action.

By signing this statement supplier acknowledges any violation of the above IRC policies will result in immediate termination of any agreement in place and disqualification from participation in future IRC activities.

<b>Supplier Name:</b>
<b>Signature:</b>
<b>Title:</b>
<b>Print Name:</b>
<b>Date:</b>