



Ref.: RFQ/KOS/618670/2021

## REQUEST FOR QUOTATION

### ‘rovision and Installation of Computer-Assisted Translation Software

The OSCE Mission in Kosovo (hereinafter called “the OSCE”) invites you to submit your quotation as per Terms of References “TOR” (hereinafter called “the Services”) as specified in this Request for Quotation and its attachments (hereinafter called “the RFQ Documents”).

#### NOTE:

- **QUOTATIONS SHOULD BE ADDRESSED TO:** [Tenders.omik@osce.org](mailto:Tenders.omik@osce.org) clearly marked with the RFQ reference number and title. (please do not use email address: [procurement.omik@osce.org](mailto:procurement.omik@osce.org) for submission of quotations)
- **QUERIES FOR CLARIFICATION SHOULD BE ADDRESSED TO:** [procurement.omik@osce.org](mailto:procurement.omik@osce.org) (kindly note that queries and matters for clarification are accepted until 30 September 2021 - CoB). **INTERESTED BIDDERS SHOULD REGULARLY VISIT <https://procurement.osce.org> to get updated with any CLARIFICATION, AMENDMENT, EXTENSION issued on the RFQ, during the process**
- **DEADLINE FOR SUBMISSION OF QUOTATIONS: On or Before 11 October 2021 at 12:00 hrs (CET) LATE QUOTATIONS AND QUOTATIONS SUBMITTED TO OTHER EMAIL/ADDRESS WILL BE REJECTED**
- Upon receipt of this RFQ, you are kindly requested to return the attached **Acknowledgement Letter (Annex F)** as soon as possible to [Procurement.OMiK@osce.org](mailto:Procurement.OMiK@osce.org), advising whether or not your company intends to submit a quotation.

This Request for Quotation (RFQ) consists of the following annexes:

- Annex A:** Qualification Information Form
- Annex B:** Terms of Reference
- Annex C:** Technical Compliance Table
- Annex D:** Pricing Format
- Annex F:** Acknowledgment Form

**Any Contract or Purchase Order will be subject to the OSCE General Conditions of Contract** which can be viewed at <http://www.osce.org/procurement>. Detailed “Instructions to Bidders – Request for Quotation” are also provided on this website.

Service Delivery time: as per TOR  
Payment terms: as per TOR (Multiple)

Validity of offer (60 days minimum): .....

Company name:  
Authorized representative’s name and signature:  
Address:

Email:  
Telephone:

**Annex: A      Qualification Information Form****General Information**

1. Bidder's Full Legal Name:			
2. Street Address:	Postal Code:	City:	Country:
3. P.O. Box and Mailing Address:			
4. Telephone Number:			
5. Fax Number:			
6. E-mail Address:			
7. Web-site Address:			
8a. Contact Name:			
8b. Contact Title:			
9. Corporate Seat:			
10. Type of Business:			
11. Year Established:			
12. Number of Staff Employed:			
13. Parent Company, if any (full legal name):			
14. Principal subsidiaries, associates, and/or representative(s), if any, that are relevant to the Services:			

*-Please provide copy of Business Registration Form*

**Financial Information**

15. For the last three financial years:		
Year	Turnover (EUR)	Working Capital (EUR)

**Experience**

16. Contracts of similar scale/volume during the last three years:				
Customer Name and Contact Details	Value (EUR)	Year	Services Provided	Country

**Signature of Bidder:** \_\_\_\_\_ **Key Personnel**

*Note: Please list the Key Personnel proposed for performing the Services and attach recently signed CV(s).*

Name	Position	Task

### Section 5: Banking details

1. Name of Bank:	
2. Account Number:	
3. Account Name: <i>Must be in the name of the vendor</i>	
4. BIC:	
5. IBAN:	

Signature of Bidder: \_\_\_\_\_

**“Provision and Installation of Computer-Assisted Translation Tool, for the needs of Kosovo Police (KP) and the Ministry of Internal Affairs (MoIA)”**

**1. Background and Objectives**

As one part of its every-day activities, MoIA, and specifically KP, provides sensitive internal reports, awareness raising campaigns regarding COVID -19 restrictive measures, traffic safety campaigns and this is mostly in Albanian and Serbian language. The Office of the Language Commissioner has noted, and addressed mistakes in Serbian language officially to MoIA and KP media office.

The Ministry of Internal Affairs (MoIA) staff, and in particular Kosovo Police (KP) officers are in direct contact with the public, however, the vast number of their employees have some or limited degree of knowledge of both official languages (Albanian and Serbian). These institutions requested the OSCE Mission in Kosovo (OMiK) support in purchasing a computer-assisted translation tool/software, which would assist them in their daily duties, and enable them to produce accurate, professional and timely translations. This business practice entails written translation done by MoIA and KP Translators teams, assisted by hardcopy dictionaries and online sources, while their legal office proofreads the content done by one or several translators in order to ensure consistency in terminology and to perform quality check and assurance.

Types of documents to be translated by MoIA and KP in Albanian, Serbian and English language and proofread include:

- Official internal and external reports;
- MoIA and KP internal sensitive reports and emails;
- Comments to Draft Laws and sub laws;
- Official Correspondence;
- Conference (workshops, trainings, meetings, roundtables) handouts;
- KP Cooperation protocols with their counterparts;
- Awareness raising leaflets targeting all communities addressing different prevention measures from threats

So far MoIA and KP have not been able to make any significant investment in the translation software, and taking into account the necessity for issuing decisions and orders in both official languages, the use of a leading software application to maintain professionalism and confidentiality through Computer-Assisted Translation Tool, is seen as a necessity by MoIA and KP.

**2. Scope of Services**

There have been many applications used that assist and speed up the translation process, and the Computer-assisted translation software is the one used widely in the EU and OSCE, that has shown the best performance. Through this RFQ OMiK seek Purchasing of Computer assisted translation software package which will be used for 2 translation teams, with 6 persons in each team; from MoIA and KP (12 persons in total).

- 2.1 The software should have many innovative features, aiding both translation and editing of the document in three languages (Albanian, Serbian and English), by providing all the necessary information on the document status and deadline, terminology database, auto-suggest and translation memory, integrated dictionary, auto-propagation (identification of identical segments in the same text) and generating term-base from all the texts worked on in this Program;
- 2.2 The Computer-assisted translation software will assist and improve the translation process, aiding both translation and editing of the documents with many innovative features, and it will enhance capacity and efficiency of language services in both institutions.
- 2.3 Within the software, sophisticated track changes technology should allow user to immediately see amendments made to the documents, edit them and accept or reject them. Proof-readers using Studio benefit from display filters to focus on the different parts of the translation.

- 2.4 The Computer assisted translation software user interface must be modern, intuitive and familiar to anyone who works with Microsoft Office. The workspace can be easily arranged for the most effective layout;
- 2.5 At the centre of the software should be a powerful translation memory (TM). It records and stores translated content, which is then available for reuse later, enabling new translation projects to be completed faster. In this way, huge efficiencies can be found, particularly where content includes a lot of repetition.
- 2.6 Computer assisted translation software should have the access point where translation teams can share projects and translation using a collaborative workspace that includes documents, translation memories, terminology databases and reference materials.
- 2.7 The application automatically should create a glossary of all terms used in the documents translated within it for specific source-target language combinations and offers an automatic suggestion during the process of translation.
- 2.8 Installation of the software should be done by the Contractor at the MoIA and KP
- 2.9 Contractor will provide a One –day End user training should be offered by the Contractor in MoIA and KP facilities
- 2.10 The company will train the MoIA and KP officials and the software will be used indefinite. The latest version of the software will be provided to MoIA and KP. They will decide if there will be a need of an update in future which will be covered by their own institutions.
- 2.11 The MoIA and KP will nominate officials that will be trained by company for using the software and they will be responsible for security of the software and for archiving of the sensitive documents translated.

### **3 Expected Outputs / Deliverables / Reports**

- 3.1 Service provider is expected to meet project managers within five (5) days from the date of signing the service agreement, to discuss the modalities of Computer assisted translation software;
- 3.2 Within 10 days after testing, OSCE project team, responsible staff (including IT) from the Ministry of Internal Affairs and the Kosovo Police should provide feedback and recommendations for the software.
- 3.3 From the date of receiving the feedback with recommendations, the service provider shall produce the final version of the Computer assisted translation software inclusive of requested improvements, within fifteen (15) days from the day received with the recommendations from OSCE project team, responsible staff (including IT) from the Ministry of Internal Affairs and the Kosovo Police.
- 3.4 One (1) day will be spent in presenting the Computer assisted translation software to the beneficiaries.
- 3.5 The contractor regularly consults project managers and addresses any requests or recommendations, identified during the testing phase (of 10 days)
- 3.6 The Beta version of Computer assisted translation software is delivered within the timeframe specified in the ToR
- 3.7 The final Computer assisted translation software contains all elements defined in the ToR.

### **4 Key Performance Indicators**

- 4.1 Faster editing, reviewing and proofreading of translations in KP and MoIA
- 4.2 Improved consistency across content of translated documents issued.
- 4.3 The final software contains all elements defined in the ToR.
- 4.4 Responsive support offered by the company within 12 months period;
- 4.5 Quarterly reports by the service provider on the software utilisation;
- 4.6 Regular reports by the counterpart (KP and MoIA) on their satisfaction with the software utilisation.

### **5 Time Frames and Milestones**

- 5.1 The assignment will commence in 2021 and will be concluded in 2021

### **6 Intellectual Property**

6.1 Except to any extent that the Contractor has granted a license to the OSCE, the OSCE shall be entitled to all intellectual property, including without limitation copyrights, patents and trademarks, with regard to any products, documents or other materials related to, produced or collected pursuant to the Contract. The Contractor shall take all necessary steps, prepare and process all necessary documents and assist in securing such property rights and transferring them to the OSCE.

## **7 Liaison Arrangements/ OSCE Data, Services, Personnel or Facilities to be provided**

- 7.1 The Contractor will appoint a focal point who will be available and communicate at all times with the OMiK Activity Manager and the Beneficiaries (KP and MoIA) throughout the implementation period;
- 7.2 The Contractor's focal point will communicate (in-person, phone, email) with the Activity Manager from OMiK and the beneficiaries to ensure effective and timely implementation;
- 7.3 Installation and training activities shall be performed on the premises of the KP and MoIA.

## **8 Minimum Qualifications of Bidder**

- 8.1 Legally registered Company with Minimum 5 years of experience;
- 8.2 The bidder must have all relevant software licenses, including permits to amend and extend the software (as per software). Proof of licenses to be submitted with the quotation.
- 8.3 The focal personnel of the bidder should be familiar with the offered software and be able to provide a one-day training to beneficiaries. *Staff CV's and/or a Certificate/Licence on usage of the software to be provided with the quotation.*
- 8.4 Proven previous experience on installation of the translation software on any organization, would be a distinct asset.

## **9. Evaluation Methodology**

### Administrative Evaluation

#### **9.1 Compliance with the administrative requirements of this RfQ, including but not limited to:**

- a. Proof of business and tax registration in country of operation (If the proposal includes services to be provided also by subcontractor, the consortium agreement needs to be submitted listing the services to be provided by each consortium party and consortium leading party and provide business registration documents for each consortium party listed as subcontractor); and
- b. Completed Annexes:
  - i. Annex A, Qualification Information Form for primary bidder and any subcontractors (if applicable in proposal), including documented references for successfully completed contracts as per section 16. Experience.
  - ii. Annex C, Description of the Approach, Methodology and Work Plan for Performing the Services; and
  - iii. Annex D, Pricing Format.

A quotation shall be rejected at this stage if it fails to meet any or several of the administrative requirements.

### Technical Evaluation

#### Least Cost Selection: (Comply/Fail)

Each quotation will be evaluated on the basis of its responsiveness to the technical requirements contained in the RFQ Documents by applying the "comply/fail" evaluation criteria as per below specified criteria:

- At least five years of experience: *based on the proof presented against the requirement under point 8.1;*
- Compliance with the requirements under the Technical Compliance table –Annex C. *Based on the Annex C "Technical Compliance Table"*
- Proven previous experience in programming of applications for mobile phones. *Based on the proof presented against the requirement under point 8.4 as well as Reference letters from previous related engagements*
- Qualifications and competence of the proposed Key Personnel based on the proof presented against requirement under point 8.3

A quotation shall be rejected at this stage if it fails to meet any or several of the requirements specified in the TOR

The OSCE will select the bidder that submits the lowest priced quotation among those responsive to the technical requirements set out in the Terms of Reference.

## Annex: C

### Technical Compliance Table:

**[Provision of this Annex with bid is mandatory] – Please declare your compliance/deviation and give more information under each listed requirement.**

<b>OSCE REQUIREMENTS</b>	<b><i>Please indicate compliance/deviation under each listed requirement. Please provide additional information on the offered product, as needed</i></b>
Software package with the capacity to be used for 2 translation teams, with 6 persons in each team; (12 persons in total).	
The software should have many innovative features, aiding both translation and editing of the document, by providing all the necessary information on the document status and deadline, terminology database, auto-suggest and translation memory, integrated dictionary, auto-propagation (identification of identical segments in the same text) and generating term-base from all the texts worked on in this Program	
The Computer-assisted translation software will assist and speed up the translation process, aiding both translation and editing of the documents with many innovative features, and it will enhance capacity and efficiency of language services in both institutions	
Within the software, sophisticated track changes technology should allow user to immediately see amendments made to the documents, edit them and accept or reject them. Proof-readers using Studio benefit from display filters to focus on the different parts of the translation	
The Computer assisted translation software user interface must be modern, intuitive and familiar to anyone who works with Microsoft Office. The workspace can be easily arranged for the most effective layout	
At the centre of the software should be a powerful translation memory (TM). It records and stores translated content, which is then available for reuse later, enabling new translation projects to be completed faster. In this way, huge efficiencies can be found, particularly where content includes a lot of repetition	
Computer assisted translation software should have the access point where translation teams can share projects and translation using a collaborative workspace that includes documents, translation memories, terminology databases and reference materials	
The application automatically should create a glossary of all terms used in the documents translated within it for specific source-target language combinations and offers an automatic suggestion during the process of translation	
Installation of the software should be done by the Contractor at the MoIA and KP	
Contractor will provide a One –day End user training should be offered by the Contractor in MoIA and KP facilities	
The company will train the MoIA and KP officials and the software will be used indefinite. The latest version of the software will be provided to MoIA and KP. They will decide if there will be a need of an update in future which will be covered by their own institutions.	
The MoIA and KP will nominate officials that will be trained by company for using the software and they will be responsible for security of the software and for archiving of the sensitive documents translated.	

Signature and Stamp of Bidder: \_\_\_\_\_

**Annex D:**

**PLEASE SUBMIT THE SIGNED/STAMPED FINANCIAL OFFER (ANNEX D) AS A SEPARATE DOCUMENT TO THE TECHNICAL PROPOSAL**

**PRICING FORMAT**

Component	Quantity (if applicable)	Total Price (excluding VAT)
<b>Price Breakdown (Mandatory)</b>		
Provision and installation of software package which will be used for 2 translation teams, with 6 persons in each team; from MoIA and KP (12 persons in total). <i>as per ToR requirements</i>	Lump - sum	
Provision of Relevant Manual/training to the beneficiaries of the software <i>as per ToR requirements</i>	Lump - sum	
<b>Total Quotation Price:</b>		

**NOTE:**

1. It is preferred that quotations are submitted in Euro. Quotations received in other currencies will be converted into Euro, by using the OSCE converting rate of the respective period of RFQ financial evaluation.
2. OSCE Mission in Kosovo will cover only the expenses related to service provision, services required under the Scope of Services of this ToR. Any additional expense, such as travel expenses, accommodation, or other costs encumbered by the service provider under this contract, should be solely covered by the service provider.

Signature and Stamp of Bidder: \_\_\_\_\_



**Annex F: Acknowledgement Letter**

Reference: **RFQ/KOS/618670/2021**



Subject: **‘Provision and Installation of Computer-Assisted Translation Tool, for the needs of Kosovo Police (KP) and the Ministry of Internal Affairs (MoIA)’**

Closing date/Time: **11 October 2021 at 12:00**

Company Name: .....

Contact Points: .....  
(email, phone, fax etc.)

We

/\_/\_ INTEND

/\_/\_ DO NOT INTEND

to submit a bid/proposal in response to the above-mentioned tender.

If you do not intend to submit a bid, please specify the reason:

.....  
.....  
.....  
.....  
.....  
.....

Signature:

Date:

Please return this form to [Procurement.OMiK@osce.org](mailto:Procurement.OMiK@osce.org) by no later than 12:00 hours (CET) on 30 September 2021.