

BID SOLICITATION

Grand Challenges Canada / Grands Défis Canada

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Grand Challenges Canada[®]
Grands Défis Canada

BOLD IDEAS WITH BIG IMPACT[®]

Bid Submission Translation and Interpretation Services

**Submission Deadline:
September 5, 2024 – 11:59 p.m.**

EDT RFP Reference Number: RFP-12-08-2024

Introduction

OBJECTIVE

GRAND CHALLENGES CANADA/ GRANDS DÉFIS CANADA (“**Grand Challenges Canada**”) is seeking a service provider to support Grand Challenges Canada for a year-long contract, with the possibility of renewal.

The service provider will be responsible for professional translation and interpretation services to facilitate effective communication across multiple languages. The service provider will provide accurate, timely, high-quality translation and interpretation services for the following languages:

- French (Canada, Africa)
- Arabic
- Spanish (Latin America)
- Swahili

The objective of this “**Bid Solicitation**” is to select a candidate to enter into a contract with Grand Challenges Canada to provide the services described in the “Statement of Work”, attached hereto as Appendix A. All applicants or bidders (“**Bidders**”) are invited to submit a proposal or bid (“**Bid**”) for consideration by Grand Challenges Canada in accordance with the terms of this Bid Solicitation

Part 1: General Information

1.1 Objective

- a. The objective of this Bid Solicitation is to select a vendor to enter into a contract with Grand Challenges Canada to provide the services described in the Statement of Work in a manner that will provide the best value for Grand Challenges Canada's funds, attached herein as Appendix A.

1.2 Period of Contract

- a. The resulting contract will be in effect from approximately October 2024 to October 2025 with the possibility of renewal or extension for successive one (1)-year term(s) up to a maximum of three (3) years, depending on the needs of the organization.

1.3 About Grand Challenges Canada

Grand Challenges Canada is dedicated to supporting Bold Ideas with Big Impact® in global health. Funded by the Government of Canada and other partners, Grand Challenges Canada is driven by the mission to catalyze innovation that saves and improves the lives of the most vulnerable in Canada and low- and middle-income countries. GCC invests in global health, humanitarian and Indigenous innovations in low- and middle-income countries and Canada. The bold ideas we support bring together science and technology, social and business innovation— known as Integrated Innovation®.

As one of the largest impact-first investors in Canada, Grand Challenges Canada has supported a pipeline of over 1,700 innovations in more than 100 countries, with the potential to improve up to 64 million lives by 2030.

For more information, please see: www.grandchallenges.ca, including our latest Annual Report under “Who We Are”.

Part 2: Standard Instructions, Clauses and Conditions

2.1 Submission of Proposal

- a. Grand Challenges Canada requests that each Bidder to **submit a Bid** using our online form, as early as possible between **August 13, 2024** and **no later than September 5, 2024 at 11:59 p.m. EDT** (the “Closing Date”). **For greater certainty, Bids will only be accepted from August 13 at 9:00a.m. EDT until September 5, 2024 at 11:59 p.m. EDT (bid solicitation period).**
- b. The Bid must include the Bidder’s firm or vendor’s name, a contact name, address, telephone and fax numbers, and email address.
- c. Grand Challenges Canada requests that each Bid contain a covering letter signed by the Bidder or by an authorized representative of the Bidder. The covering letter should reference the Request for Proposal (RFP) Reference Number. The Bidder’s signature indicates acceptance of the terms and conditions set out and/or referenced herein. The signatory must have authority to commit the organization by making such a proposal. A contract will not be awarded until a signed covering letter from the Bidder is received by Grand Challenges Canada. If the Bidder fails to provide a signed covering letter when requested to do so by Grand Challenges Canada, then the Bidder shall be disqualified from the bidding process and be declared non-compliant.
- d. It is the Bidder's responsibility to:
 - i. Obtain clarification of the requirements contained in the Bid Solicitation, if necessary, prior to submitting a Bid
 - ii. Prepare its Bid in accordance with the instructions contained in the Bid Solicitation
 - iii. Submit its Bid by closing time
 - iv. Send its Bid only to the “Contracting Authority” named in Paragraph 2.2 below
 - v. Provide a contact name, address, telephone number and email address in its Bid, as indicated in 2.1b above
 - vi. Provide a comprehensible and sufficiently detailed Bid, including all requested pricing details that will permit a complete evaluation, in accordance with the criteria set out in this Bid Solicitation.
- e. Bids will remain **open for acceptance** for a period of not less than twenty-one (21) calendar days from the Closing Date of the Bid Solicitation. Upon notification to the responsive Bidders, Grand Challenges Canada reserves the right in its sole discretion to extend the bid solicitation period at any time for up to twenty-one (21) calendar days.
- f. Bids and/or amendments thereto will only be accepted by Grand Challenges Canada if they are received at the email address indicated below in Paragraph 2.2, on or before the Closing Date specified herein.

- g. Bids received will become the property of Grand Challenges Canada and will not be returned.
- h. All information within this Bid Solicitation is to be held in confidence.
- i. Except as specifically provided otherwise in the Bid Solicitation, Grand Challenges Canada will evaluate a Bidder's Bid only on the documentation provided as part of its Bid. Grand Challenges Canada will not evaluate information not submitted with the Bid, such as references to website addresses where additional information can be found, or technical manuals or brochures not submitted with the Bid.

2.2 Contracting Authority

Grand Challenges Canada
661 University Avenue, Suite 1720
MaRS Centre, West Tower
Toronto, Ontario, M5G 1M1

Attention: Gillian Mathurin
Director, Strategic and Corporate Communications

Please submit bids using our online form.

If you have questions about how to submit, contact communications@grandchallenges.ca. Please do not email your bid.

3.1 Late Bids

- a. The Bidder has sole responsibility for the timely receipt of a Bid by Grand Challenges Canada and cannot transfer this responsibility to Grand Challenges Canada.
- b. Grand Challenges Canada will return Bids delivered after the stipulated bid solicitation Closing Date and time referred to in Paragraph 2, Sub-paragraph 1a, unless they qualify as a "delayed bid" (see below).
- c. A Bid received after the Closing Date but before the contract award date may be considered, provided the delay can be proven by the Bidder to have been due solely to a delay in delivery that can be attributed to incorrect handling by Grand Challenges Canada (a "delayed bid").
- d. Misrouting, traffic volume, weather disturbances, labour disputes or any other causes for the late delivery of Bids are not acceptable reasons for the Bid to be accepted by Grand Challenges Canada.

4.1 Legal Capacity

- a. The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by the Contracting Authority, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated, together with the registered or corporate name and place of business. This also applies to Bidders submitting a Bid as a joint venture.

5.1 Rights of Grand Challenges Canada

- a. Grand Challenges Canada reserves the right, in its sole discretion, to:
 - i. Reject any or all Bids received in response to the Bid Solicitation
 - ii. Enter into negotiations with bidders on any or all aspects of their bids
 - iii. Accept any Bid in whole or in part without negotiations
 - iv. During the evaluation, members of the evaluation team may, at their discretion, submit questions to or conduct interviews with Bidders, at Bidders' cost, upon forty-eight (48) hours' notice, to seek clarification and/or verify any or all information provided by the Bidder with respect to this Bid Solicitation
 - v. To award one or more contracts, if applicable
 - vi. Not to accept any deviations from the stated terms and conditions
 - vii. Conduct a survey of Bidders' facilities and/or examine their technical, managerial and financial capabilities to determine if they are adequate to meet the requirements of the Bid Solicitation
 - viii. Contact any or all references supplied by Bidders to verify and validate any information submitted in their Bid, if applicable
 - ix. Correct any mathematical errors in the extended pricing of financial bids by using unit pricing and the quantities stated in the Bid Solicitation
 - x. Verify any information provided by Bidders through independent research, use of any government resources or by contacting third parties deemed reliable by Grand Challenges Canada
 - xi. Incorporate all or any portion of the Statement of Work, Bid Solicitation and the successful Bid in any resulting contract
 - xii. Cancel the Bid Solicitation at any time without liability
 - xiii. Reissue the Bid Solicitation without liability
 - xiv. Extend the Bid Solicitation deadline without liability
 - xv. If no compliant Bids are received and the requirement is not substantially modified, re-tender the requirement by inviting only the Bidders who bid to re-submit Bids within a period designated by Grand Challenges Canada
 - xvi. Not to award a contract in part or at all.
- b. Bidders will have the number of days specified in the request by the Contracting Authority to comply with any request related to any of the above items. Failure to comply with the request may result in the bid being declared non-responsive.

6.1 Communications – Solicitation Period

- a. To ensure the integrity of the competitive bid process, all enquiries and other communications regarding the Bid Solicitation must be directed, by email, only to the Contracting Authority identified in this Bid Solicitation. Failure to comply can, for that reason alone, result in the disqualification of the Bid.
- b. To ensure consistency and quality of information provided to Bidders, significant enquiries received and the replies to such enquiries will be provided to all Bidders, without revealing the sources of the enquiries.

7.1 Costs

- a. No payment will be made for costs incurred in the preparation and submission of a Bid in response to the Bid Solicitation. Costs associated with preparing and submitting a Bid, as well as any other costs incurred by the Bidder associated with the evaluation of the Bid, are the sole responsibility of the Bidder.
- b. No costs incurred relating to the work before the receipt of a signed contract or specified written authorization from the Contracting Authority can be charged to any resulting contract. In addition, the Contractor is not to perform work in excess of or outside the scope of any resulting contract based on verbal or written requests or instructions from any Grand Challenges Canada personnel other than the Contracting Authority. The Contracting Authority is the only authority that can commit Grand Challenges Canada to the expenditure of the funds for this requirement.

7.2 Governing Law

This Bid Solicitation is governed by the laws of the Province of Ontario and Canada as applicable therein. A Bidder and Grand Challenges Canada shall attempt to resolve any disputes, differences or claims arising under the Bid Solicitation in good faith. Any action or proceeding relating to this Bid Solicitation may (but need not) be brought in a court of competent jurisdiction in the Province of Ontario, and for that purpose now irrevocably and unconditionally attorns and submits to the jurisdiction of such Ontario court.

Part 3: Bid Preparation Instructions and Evaluation Procedures

1.0 Format of Bid

Section 1: Technical Bid

In its technical bid, the Bidder must demonstrate its understanding of the requirements described in the bid solicitation, as well as demonstrate how the Bidder will meet the requirements of Evaluation Criteria and Basis of Selection, as described in Appendix B. The technical bid must not exceed 10 pages excluding the cover sheet and any appendices.

Section 2: Financial Bid

The Bidder must submit its financial bid in accordance with the Basis of Fees, attached herein as Appendix C. The total amount of any taxes (e.g., the Harmonized Sales Tax (HST), Goods and Services Tax (GST), etc.) is to be shown separately, if applicable.

Proposal Format

Please submit a proposal in Word or PDF format that outlines the following:

- Company experience, tenure and descriptions of the team. (Please include CVs of translators, interpreters and other team members that would be working with this account as an appendix to the bid). The company must currently have at least 2 qualified translators/interpreters in the team proposed that cover the languages specified.
- Languages available for translation and interpretation (including any regional dialects)
- Methodology/approach, including quality assurance processes
- Estimated cost breakdown per service
- Statement of capability
- Three examples of your translation & interpretation work in each language (French, Arabic, Spanish, Swahili)
- Three client references.

Submissions should be made via our online form. If you have questions about how to submit, please contact communications@grandchallenges.ca.

2.0 Evaluation Procedures

- a. Bids will be assessed against all mandatory and rated requirements identified herein and evaluated in accordance with the evaluation criteria specified in Appendix B.
- b. Any firm currently providing audit services to Grand Challenges Canada cannot be considered for this Bid Solicitation, due to the need for independence and perception of independence.



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Appendix A: Statement of Work

A. Title

This Bid Solicitation seeks to engage an individual for hire in the role of:

Translation and Interpretation Services for Grand Challenges Canada

B. Scope of Work

The service provider will be responsible for providing the following services.

Project Summary

Grand Challenges Canada is seeking proposals for professional translation and interpretation services to facilitate effective communication across multiple languages.

The service provider shall provide translation services that reflect the best practices in:

- Diversity, equity, and inclusion: we seek to create an environment that is respectful of the lived experiences of others, that considers diverse perspectives, and that fosters meaningful relationships within the community.
- Accessibility: GCC pursues an accessible environment as defined in the [Accessible Canada Act](#);

Languages Requested

The selected vendor(s) shall provide accurate, timely, high-quality translation and interpretation services for the following languages:

- Canadian French (GCC follows the [Official Languages Act](#))
- French (Canada, Africa)
- Arabic
- Spanish (Latin America)
- Swahili

If vendors have experience providing translation and interpretation services in Vietnamese, Indonesian, Romanian, Hindi, Urdu and/or additional languages, please indicate so in your submission.

C. Deliverables

The service provider will be expected to meet the following expectations and deliverables:

Translation Requirements

Translators should have experience with translating RFPs, legal agreements and other technical documents, as well as blogs, stories, videos and social media posts.

Under the supervision of the Communications team, the service provider will be requested to deliver the following services on an “as and when” required basis:

Translation Services

We expect that we will be submitting multiple translation requests each month. The majority of the translations will be from English to French, although we will periodically require translations into Arabic, Spanish, Swahili, and possibly also additional languages (subject to availability).

Translators will:

- Produce timely and accurate translations of documents into French, Arabic, Spanish and Swahili (note: the majority of written translation work will be from English to French).
 - Documents requiring translation will include (but are not limited to): Requests for Proposals, various legal documents, policies, annual reports, brochures, fact sheets, project descriptions, website content, press releases, newsletters, blogs, social media content, etc., as assigned by Grand Challenges Canada;
- Use the appropriate terminology considering the style and nuances of the original text.
 - Areas frequently covered by such documents include global health innovation, Indigenous innovation, and humanitarian innovation.
 - Translators should remain politically neutral in language and tone, using the preferred terminology chosen by Grand Challenges Canada, where applicable. (Examples of such terminology include those used in GCC style guides, the Government of Canada’s Termium Plus portal and similar resources);
- Ensure that texts meet high-quality standards, are free of errors, and will not need further editing after completion of translation;
- Make necessary corrections or edits required by Grand Challenges Canada or its partners and re-submit corrected text within the agreed time frame (as needed);
- Deliver the translated documents as per the plan developed by the Communications or Program staff for each specific assignment, in Microsoft

Word (.docx) format, unless otherwise indicated.

Proofreading / Editing:

- Review and edit texts written in French, Arabic, Spanish and Swahili.
- Ensure documents are technically, linguistically, and grammatically correct and consistent, drawing on GCC's style guides and the [Government of Canada's Termium](#) database for key terminology, as well as and/or any preferred translation equivalents communicated by the GCC team requesting the edits.
- Ensure that texts meet high-quality standards, are free of errors, and will not need further editing after completion of translation.
- Deliver the edited documents as requested by GCC staff for each specific assignment in Word (.docx) format, unless otherwise indicated.

Interpretation Requirements

Under the supervision of GCC staff, the service provider will be requested to deliver the following services on an “as and when” required basis in the following languages:

- French (Canada, Africa)
- Spanish (Latin America)
- Arabic
- Swahili

Nice to have: If vendors have experience providing interpretation services in Vietnamese, Indonesian, Romanian, Hindi, Urdu and/or additional languages, please indicate so in your submission.

Consecutive Interpretation Services:

- Provide consecutive interpretation into French, Arabic, Spanish and/or Swahili for the following types of events, meetings and workshops, either virtually or in person:
 - Webinars
 - Trainings
 - Conferences
 - Meetings (technical working groups meetings, meetings between international advisors/experts, or GCC representatives with innovators or other local counterparts, etc.)
- Interpreters should remain politically neutral in language and tone, using the preferred terminology chosen by Grand Challenges Canada, where applicable.

Simultaneous Interpretation Services:

- Provide simultaneous interpretation into French, Arabic, Spanish and/or Swahili for the following types of events, meetings and workshops, either virtually or in person:
 - Webinars
 - Trainings
 - Conferences
 - Meetings (technical working groups meetings, meetings between international advisors/experts, or GCC representatives with innovators or other local counterparts, etc.)
- Interpreters should remain politically neutral in language and tone, using the preferred terminology chosen by Grand Challenges Canada, where applicable.
- A team of two translators must be present at each event.

The list of interpreters and other team members and their CVs (including dialects spoken) must be provided as per the requirements of this invitation to submit a proposal. The selected provider must have at least two qualified interpreters available for interpretation in the team proposed.

Account Management & Service Level Agreement

Successful supplier(s) will be expected to coordinate and manage GCC's account seamlessly across multiple touchpoints, provide clear and itemized invoicing for all translation and interpretation services, be responsive to feedback on quality, and provide services in a timely manner.

In addition to requirements listed above, GCC is looking for a partner that will help administer this work, including:

- Transparent and itemized invoicing (including translator name), submitted on a regular basis
- Centralized point person or intake process to facilitate and prioritize requests
- Ability to track progress or project status (online if possible)
- Guaranteed turnaround times by document/project type, to be mutually agreed upon as part of the final contract.

D. Overview of Support

The selected service provider will report to the Contracting Authority and will define the process and implement the infrastructure needed to provide the contracted services.

Contract Award

Grand Challenges Canada reserves the right to negotiate contract terms and award one or multiple contracts based on the evaluation of proposals. Please see Grand Challenges Canada's contracting and procurement policy for additional information.



Grand Challenges Canada may include additional legal terms as may be required by its funder(s) in the final contract.

Inquiries

For inquiries or clarification regarding this RFP, please contact **communications@grandchallenges.ca**.

Appendix B: Evaluation Criteria and Basis of Selection

Evaluation Criteria and Process

Only those Bids that meet all mandatory requirements identified in this Bid Solicitation will be further evaluated, based on the criteria listed below.

The Bid should be concise and should address, at a minimum, all mandatory criteria identified below. It is suggested that the Bidder address these criteria in sufficient depth in the Bid.

The Bid must identify the qualifications and experience of the personnel who will carry out the tasks, by systematically addressing each of the experience criteria as detailed below.

The firm's profile and resume for each proposed resource must be included in the Bid.

For each resume submitted, the Bidder should ensure that:

- i. The name of the individual is clearly indicated
- ii. The resume clearly demonstrates where, when and how the stated qualifications/experience of the individual were acquired.

For evaluation purposes:

- **Where** means the name of the institution, as well as the position/title held
- **When** means the start date and end date (e.g., from January 2000 to March 2002) of the period during which the individual acquired the qualifications/experience
- **How** means a clear description of activities performed and the responsibilities assigned to the individual in this position and during this period.

Listing experience without providing any supporting data will not be considered to be "demonstrated" for the purpose of this evaluation. Full details should be included that describe the number of projects completed and in progress, the period of the work performed in number of months and years in past and present employment, etc.

Mandatory Criteria for Technical and Financial Bid

In addition to those elements described above, the Bidder shall also provide:

1. **Basis of fees**, which will be evaluated separately, as described in Appendix C
2. **History of the firm and location**, affiliation with any relevant partners or networks, size, etc.
3. **Description of support team**, including bios, relevant experience, tenure and specific expertise that they will bring to this role – this section should demonstrate the ability of the firm to deliver on the specific items outlined in **Deliverables** in Appendix A.
4. **Description of support process**, including specifics regarding the level of responsiveness that Grand Challenges Canada can expect on a regular basis –

- this section should include details about measures in place for when the primary contact/support staff are not available.
5. **Three (3) client references ONLY**, for whom you have provided the services described in the statement of work – any Bidder who provides less or more than (3) references will be automatically disqualified from the bidding process and be given no further consideration.
 6. **Value-added services**, including whatever the Bidder may want to add to its proposal.

Scoring Rubric for Evaluation

1. Experience (60%)

- a. Does the Bidder have the:
 - i. Experience with translation / interpretation in similar contexts. Does the bidder have the functional, technical or sectoral expertise needed to accomplish their proposed deliverables?
 - ii. Do they have deep geographic / location-specific expertise? Have they shown proficiency in each of the requested languages and a proven ability to handle a wide range of dialects?
 - iii. Do they have the operational and administrative systems in place to successfully manage the account?
 - iv. Can they handle complex projects, tight deadlines and multiple requests?
 - v. Does the Bidder demonstrate translations and interpretations that are culturally relevant and sensitive, with a deep understanding of cultural nuances?
 - vi. Does the bidder have a track record of producing accurate translations and interpretations, with precise language and faithful representation of the original context?
 - vii. Do they have a dedicated team for translation and interpretation? Is there clarity on who would take the lead on this contract and provide day-to-day support?
 - viii. Have they provided strong client references that show that they have successfully delivered on their objectives?

2. Fees (40%)

- a. Are the scope of the proposed work and the funds requested reasonable and commensurate with the proposed goals?
- b. Does the proposal represent a particularly thoughtful and efficient use of resources?

Evaluation of Bids will also be guided by the Objective and Principles of Grand Challenges Canada's Contracting & Procurement Policy, found at www.grandchallenges.ca/funding-opportunities/resources/.

Based on the evaluation of the criteria described above, competitive Bids could be invited for an interview. The purpose of the interview would be to further assess the capacity of the Bidders to best deliver the scope of work.

Appendix C: Fees

Bidders are required to provide their estimated fees in Canadian dollars, excluding applicable taxes, for each deliverable listed in Appendix A. Bidders are requested to provide the hourly fee for personnel involved in delivering the proposed deliverables.