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**TERMS OF REFERENCE**

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Contract-no:

Project/mandate no:

Project/mandate name/country:

Education for Employment in North Macedonia Phase 2,  
Reconomy and Country Office MKD

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**Employer:**

HELLETAS North Macedonia  
VMRO Blvd, No. 1  
1000 Skopje



+389 2 316 5403

E-mail:

[e4equotations@helvetas.org](mailto:e4equotations@helvetas.org)

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**Contractor:**



E-mail:

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Contract duration:

**20.05.2024-30.06.2026**

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## **1. Background**

Helvetas Country Coordination Office serves as the pivotal hub for operational support, fostering an ecosystem where impactful projects and initiatives flourish across the region. Operating within the framework of Helvetas, our structure delineates three hierarchical levels: the central office in Switzerland, the regional team, and the country teams, collectively forming the 'Helvetas Eastern and South-Eastern Europe regional program'. At the heart of our endeavours lie the diverse activities undertaken within the countries of the region. Ranging from expansive projects to focused initiatives, these endeavours form the organizational scaffold through which individuals engage with our mission. Our vision is twofold: to cultivate dynamic collaboration among countries, and to diversify engagement across projects and initiatives. By fostering knowledge exchange, synergistic partnerships, and a multi-project involvement approach, we fortify our capacity to retain expertise and ensure sustainable employment. Central to this vision is the establishment of branch offices in each country, acting as vibrant hubs for collaboration and shared culture. These offices, designed as social destinations and innovation hubs, facilitate spontaneous team formation and self-organized initiatives that transcend individual projects. Led by a Country Manager, they serve as the nexus for coordination, external relations, and financial sustainability, with the overarching goal of providing a conducive eco-system in which people can thrive and lead on impactful projects and initiatives.

Teams within projects and initiatives are organized under thematic portfolios, facilitating alignment and knowledge exchange across borders. While autonomy is paramount at the country level, a robust support structure spanning country, regional, and central offices ensure accountability and coherence.

Our approach emphasizes visibility, collaboration, and adaptability, ensuring that the Country Coordination Office serves as the cornerstone of a thriving ecosystem where individuals can lead and innovate on impactful projects and initiatives.

## **2. Objectives, purpose and expected results**

The overall objective of the contract is to ensure that the project receives comprehensive and effective support in the provision of language services and technical equipment.

The purpose of the contract is to offer professional, flexible, and responsive management of interpretation and translation services for the project according to its needs.

The expected results from the contractor include delivering professional interpretation and translation services between English and the following languages: Macedonian and Albanian.

Additionally, the contract aims to provide professional, flexible, and responsive management of technical equipment for events.

## **3. Scope of Contract**

### ***3.1 Description of Services***

In order to minimize or eliminate language barriers in implementing its activities, Helvetas country office and the projects and intends to ensure interpretation and translation services for its beneficiaries. Therefore, Helvetas intends to conclude a service contract (hereinafter "the Contract") with an economic

operator or consortium of economic operators (hereinafter “the Contractor”) for the delivery of the following categories of services (hereinafter the “Services”):

1. a) Management and provision of interpretation services; and/or  
b) Management and provision of translation services and proofreading
  
2. a) Management and provision of technical equipment for events

This tender is organized in two lots.

**Lot 1:**

- a) Management and provision of interpretation services consisting of on-site and on-line simultaneous or consecutive interpretation during conferences, meetings, seminars, training, networking events, conference calls, and any other event organized by Helvetas (hereinafter “Events”).
- b) Management and provision of translation services for written, printed, and electronic documents and texts.

Such Services shall be provided on-demand, based on written request submitted by Helvetas, in compliance with the Terms and Conditions herein provided.

The content of the Events and written texts will be in line with project activities and will require mainly, but not exclusively, vocabulary in the following fields: education, employment, employment policy, public administration, legal and justice, politics, public and or private sector management (engagement), governance, finance and economy, international relations, green economy etc.

For the purpose of implementing the Contract, the Contractor will be required to use specific tools (e.g. hardware and software, headphones, microphones, etc.), which are standard in the Services industry. The Contractor will also be required to pay due care to confidentiality and the lawful transfer of intellectual property rights.

**Languages**

Services shall be provided by the Contractor upon order by Helvetas in the following languages (referred to as “Core Languages”):

- a) Interpretation services consisting of on-site or on-line simultaneous or consecutive interpretation during Events:
  - English to Macedonian and vice versa
  - English to Albanian and vice versa
  
- b) Translation services for written, printed, and electronic documents:
  - English to Macedonian and vice versa
  - English to Albanian and vice versa
  - Proofreading of English Macedonian and Albanian texts

**Lot 2:**

a) Management and provision of technical equipment for events (including on-line events)

Management and provision of technical equipment for events, including, but not limited to, the supply, setup, and operation of audio-visual equipment, microphones, projectors, translation booths, sound systems, and other related tools and technologies as needed for conferences, meetings, seminars, training sessions, and networking events. The contractor shall ensure the equipment is in good working order, provide technical support during the events, and handle any necessary troubleshooting and maintenance.

#### 4. Duration of the Contract

The contract is anticipated to be implemented from May 2024 until the end of the project phase in June 2026, with the possibility of extension.

#### 5. Place of assignment (Event locations, travel, and costs)

**LOT1:**

All events held outside of Skopje, Helvetas shall cover the costs of travel and accommodation for interpreters in accordance with Helvetas travel rules and procedures.

**LOT2:**

Place of the assignment is Skopje and surrounding (up to 25 km). For all events held outside of Skopje in the distance greater than 25 km, bidders will be asked to provide pricing for their services. Pricing for services outside of Skopje should account for the distance from the city and include all related expenses.

If unforeseen additional travel is requested by the Project and not required by the Terms of References (ToR), such travel shall be organized and covered by the Project in line with applicable rules and regulations and upon prior written agreement.

#### 6. Eligibility criteria

**LOT 1:**

**Professional capacity**

- Minimum 10 years of demonstrated experience in providing interpretation/translation services
- Track record of successful projects with similar scope and scale (minimum 5 references)
- Minimum 3 reference letters from clients proving the experience (from international organisations)

**Financial capacity**

- Annual turnover related to interpretation/translation services of minimum 6 million MKD

**Technical capacity**

- ISO Certification for Translation/Interpretation Services:

Bidders must hold a current ISO certification specifically related to translation and interpretation services (such as ISO 17100 or ISO 18841). To be considered for this bid, bidders must provide a copy of their valid ISO certification with their proposal. The certification must be issued by a recognized accreditation body. Proposals that do not include this documentation will not be considered.

- ISO 9001 Certification Requirement:

Bidders must hold a current ISO 9001 certification, demonstrating their adherence to the standard for quality management systems. To be considered for this bid, bidders must provide a copy of their valid ISO 9001 certification with their proposal. The certification must be issued by a recognized accreditation body. Proposals that do not include this documentation will not be considered.

**LOT 2:*****Professional capacity***

- 5 to 10 years of experience in providing technical equipment for different types of events, including conferences, meetings, and seminars
- Track record of successful projects with similar scope and scale (minimum 5 references)
- Minimum 3 reference letters from clients proving the experience (from international organisations)
- Familiarity with industry standards and best practices in audio-visual technology and event management.

***Financial capacity***

- Annual turnover related to providing technical equipment for events of minimum 500.000 (five hundred thousand) MKD

***Technical capacity***

- ISO 9001 Certification Requirement:

Bidders must hold a current ISO 9001 certification, demonstrating their adherence to the standard for quality management systems. To be considered for this bid, bidders must provide a copy of their valid ISO 9001 certification with their proposal. The certification must be issued by a recognized accreditation body. Proposals that do not include this documentation will not be considered.

**Bidders who fail to meet the eligibility criteria outlined in this tender document will be disqualified from consideration and their proposals will not be evaluated.**

**7. Quality Requirements LOT 1**

The quality of interpretation services delivered by interpreters engaged and managed by the contractor must meet the highest professional standards.

To this end, the contractor shall guarantee that the interpreters are experienced and capable of providing professional and high-quality interpretation to the target language. The interpreters must ensure accurate interpretations, consistent rendering of the source language, and eliminate any discrepancies between the source and target language(s).

The contractor must guarantee that services provided by interpreters adhere to the following minimum standards:

- The delivered interpretation in the target language is appropriate in terminology, fully comprehensible, and complete (no omissions or additions to the source language are permitted).

- The interpretation in the target language is faithful, accurate, and there is consistent rendering of the source language.
- Sufficient attention is paid to the clarity and register of the target language.
- Any specific instructions given by the client are followed.

Delivered target language interpretation that does not comply with the quality and technical requirements outlined above may not be accepted by the client. Each interpreter must introduce themselves by stating their name and whether they are interpreter 1 or interpreter 2 for participant evaluation. If an interpreter receives a rating below 3 out of 5 from participants, a complaint will be sent to the company. If the interpreter receives low score for a second time, their fee will be reduced by 50%. The contractor must replace the interpreter with another from the list of non-key experts or provide a new interpreter for the same language combination.

In such cases, the client must first approve the CV of the newly proposed interpreter, whose name will be added to the list of non-key experts.

## **8. Level of effort LOT 1**

### ***8.1 Timeframe for Interpretation Services***

The expected duration of the interpretation service for each interpreter and each event shall be indicated by the client in the written request.

One working day is defined as six (6) working hours, in addition to up to 1.5 hours for a lunch break and two coffee breaks during an event day. During break times, interpreters will not be engaged in any interpretation.

The interpreters shall maintain timesheets that must be approved by the client's representative at the end of the period for which the interpreter was engaged, or at the end of the event. Timesheets should be expressed in working hours or days, as defined above.

### ***8.2 Payment Calculation for Interpretation Services***

Interpretation services will be provided at the hourly and daily rates indicated by the contractor in the financial offer.

The hourly working rate is defined as one-sixth (1/6) of the daily rate provided by the contractor in the financial offer.

### ***8.3 Payment of Interpretation Services***

Payments for the service(s) shall be made only after the delivery of the service, its acceptance (hereinafter "Acceptance"), and upon issuance of a valid invoice by the contractor, compliant with Helvetas rules and procedures.

Helvetas may raise an objection, reject an invoice, and/or suspend payment at any time within thirty (30) calendar days of receiving the invoice in the following cases:

- If the service or interpretation was not properly delivered in accordance with the conditions provided in these Terms of Reference.
- If the invoice is not correct.
- If further checks or corrections are needed (e.g., in the case of discrepancies between the invoice details and the order).

- If time sheets are not signed, contain errors, are non-compliant with the purchase order, or are missing.

Helvetas may cancel a required service at any time. In such a case, the contractor shall cancel the engagement as soon as possible and may charge only the actual direct costs supported by proof of payment for the engagement up to the point of cancellation.

The contractor may not charge Helvetas any fee for the non-usage of interpretation services.

#### **8.4 Translation Services**

A standard translation page (hereinafter referred to as a 'Standard Page') is defined as having the following characteristics: 1,800 characters in the source language, including spaces, counted using MS Office 365.

While translating, the following must be adhered to:

- Use translation memory software.
- Read, amend, save, and deliver files generated with Microsoft Office 365 and later versions of Microsoft Office without altering their formatting.
- Ensure appropriate backup of translations during and after contract execution.
- Translate up to 35 standard pages per workday (1 page = 1,800 characters with spaces).

The translations delivered must be of such quality that they can be used as they stand upon delivery, without any further revision, review, or correction.

To this end, the Translator shall thoroughly revise and review in its entirety each translation produced. The Translator must ensure, inter alia, that:

- The translated text is complete (no omissions or additions are permitted);
- The translated text is a faithful, accurate and consistent rendering of the source text;
- References to documents already published have been checked and quoted correctly;
- The terminology and lexis used are consistent throughout the translated text and with any relevant reference material;
- Sufficient attention has been paid to the clarity and register of the translated text;
- The translated text contains no syntactical, spelling, punctuation, typographical or other grammatical errors;
- The formatting of the source text has been maintained (including codes and tags if applicable);
- Any specific instructions given are followed and the agreed deadline is scrupulously respected.

#### **8.5 Payment of Translation Services**

Translation rates will be based on standard page rates as outlined in the Contractor's Financial Offer. Standard Translation Services may include translating and/or revising texts, documents, or publications.

Helvetas shall pay the Contractor a sum equal to the number of Standard Pages multiplied by the applicable Page rates. The minimum invoicing price will be one (1) Standard Page per Translation Service.

Where a Source Language text delivered in electronic file format includes graphics (e.g. tables, graphs,

diagrams, maps, etc.) in editable format containing text to be translated, only the number of characters to be translated shall be counted, and the translation shall be incorporated in the graphic at no extra cost. Helvetas may cancel a request at any time. In such case, the Contractor shall cancel the work of a translator at the earliest opportunity and may charge for the actual work completed up to that point. The Contractor may not charge Helvetas any fee for the non-usage of Translation Services.

## **9 Requirements LOT 1**

The Technical Offer should describe Organisation and methodology which should be prepared in line with the attached format.

Please provide the following information:

### **9.1 Rationale LOT 1**

Comments on the terms of reference for successful execution of activities, particularly regarding objectives and expected outcomes, demonstrating understanding of the contract. Explanation of risks and assumptions affecting contract execution.

The rationale section should outline the methods and quality management procedures to be employed in delivering the services, particularly concerning the objectives, and expected outcomes. This demonstrates a thorough understanding of the contract. The methodology should be elucidated by drawing from past experiences in similar assignments with international organizations within the past five years. The provided table format for organization and methodology should be utilized to furnish information on past experiences. The explanation should be structured according to the following headings:

- Methods for assessing, accepting, and assigning interpretation/translation tasks.
- Means of ensuring the accuracy of interpretation/translation and adherence to the topics
- Data security and confidentiality measures.
- Management of deadlines and strategies for ensuring compliance with the contract, even in unforeseen circumstances.

### **9.2 Strategy LOT 1**

**A list of Key experts (designated staff for coordination)**, i.e., managers of interpretation and/or translation services.

Each Key Expert shall have at least five years of experience in management of interpretation and/or translation services. The list will be accompanied by a CV. The proposed Key Experts must submit a copy of employer certificates or references proving the professional experience indicated on their CVs.

#### **A list of non-key experts (interpreters)**

The Bidder must submit in its Technical Offer:

- An outline of the approach proposed for contract implementation



- A list of the proposed tasks you consider necessary to achieve the contract objectives
- A list of 6 interpreters (non-key experts) with the expertise related to topics mentioned in this ToR as follows:
  - 4 (four) interpreters for English to Macedonian and vice versa (**Full-time employed**)
  - 2 (two) interpreters for English to Albanian and vice versa

Qualifications and professional experience of non-key experts (interpreters): University degree (at least Bachelor of Arts - BA).

#### **List of non-key experts (translators)**

The Bidder shall submit in its Technical Offer:

- An outline of the approach proposed for contract implementation
- A list of the proposed tasks you consider necessary to achieve the contract objectives
- A list of minimum two (2) translators with the expertise related to topics mentioned in this ToR as follows:
  - 2 translators for English to Macedonian and vice versa (**Full time employed**)
  - 2 translators for English to Albanian and vice versa

Qualifications and professional experience of non-key experts (translators): University degree (at least Bachelor of Arts - BA). Specific professional experience: Experience in translation of at least 200 pages in the last 2 years. The Contractor must ensure that the translators involved in the translation work under this Contract have the experience required and keep proof thereof available for possible checks by Helvetas. Proof of the professional experience required may be requested by Helvetas at any time.

#### **List of non-key experts (Proofreader).**

An outline of the approach proposed for contract implementation

- An outline of the approach proposed for contract implementation
- A list of the proposed tasks you consider necessary to achieve the contract objectives
- A list of minimum 2 (two) proofreaders with the expertise related to topics mentioned in this ToR as follows:
  - 1 proofreader for English language
  - 1 proofreader for Albanian language

#### ***The CVs are to be in tabular form and should cover the following points in the given order:***

- Name, date of birth, nationality, professional training /higher education, language skills with an indication of the level, professional experience specifying the employer, duration of employment, scope of duties and periods of employment, relevant experience (Development and Cooperation Sector)

Documents submitted by Bidders will be treated as confidential and will not be disclosed by Helvetas to any third party.

## **10 Requirements LOT 2**

Bidders who meet the eligibility criteria outlined in section 6. (LOT 2) are encouraged to submit their financial proposals. Additionally, bidders should present documents proving their eligibility.

## 11 Selection Criteria LOT 1 & LOT 2

The contract will be awarded to the most advantageous bidder. The best quality/price ratio is established by weighing technical quality against price on an 70/30 basis.

### **Quality of the Services:**

The quality of the services proposed will be evaluated on the basis of the technical offer submitted.

### **Prices:**

The reference prices are the prices quoted by the bidder for the services in its financial offer. Prices must be expressed in Macedonian Denars. The offered prices shall be inclusive of all costs relating to the performance of the contract, where not differently provided for in the present terms of reference.

Prices for LOT 1:

For interpretation/translation/Lecturing services, the prices shall be quoted as requested in Annex 1

Prices for LOT 2:

For equipment services, the prices shall be quoted for as requested in Annex 1

### **Structure of Proposal**

Proposals offering services for both LOT's will be considered favorably, with potential efficiency gains and streamlined coordination.

Only bidders who attain a minimum of 49 points (70%) in the technical evaluation will be considered for the financial evaluation.

During the financial evaluation, only the lowest-priced offer will receive 30 points. Other offers will receive points relative to the lowest offer, using the following formula:  $\frac{\text{Lowest bid}}{\text{Proposedbid}} \times 30$

Selection criteria LOT 1	Maximum points (70)
<b>Rationale</b> <ul style="list-style-type: none"> <li>• Methods for assessing, accepting, and assigning interpretation/translation tasks.</li> <li>• Means of ensuring the accuracy of interpretation/translation and adherence to the topics</li> <li>• Data security and confidentiality measures.</li> <li>• Management of deadlines and strategies for ensuring compliance with the contract, even in unforeseen circumstances.</li> </ul>	Total 30
<b>Strategy</b> Qualifications and Experience of Key and Non-key Experts	Total 30
<b>Structure of Proposal</b> Proposals offering services for both LOT's will be considered favorably, with potential efficiency gains and streamlined coordination.	Total 10

**Required documents to be submitted:**

Interested offerors are invited to submit the following documents:

1. Technical offer in accordance with the Terms of Reference (ToR),
2. Financial offer (using Annex 1 and/or Annex 2) expressed in Macedonian Denars (MKD)

**Technical and financial offers should be submitted not later than May 15<sup>th</sup>, 2024, COB, in one sealed envelope clearly labelled with "Tender for Interpretation/Translation Services" or "Tender for Technical Equipment" or both, to the following address:**

HELVETAS Swiss Intercooperation – Skopje  
Project: Education for employment in Macedonia, Phase 2  
Str: VMRO no. 1  
1000, Skopje, Republic of N. Macedonia

**ANNEX 1**

**1. Interpretation Services (Consecutive):**

**MKD \_\_\_\_\_ per interpreter/day \***

**2. Interpretation Services (Simultaneous):**

**MKD \_\_\_\_\_ per interpreter/day\***

**3. Translation services:**

**MKD \_\_\_\_\_ per standard page\***

**4. Proofreading services:**

**MKD \_\_\_\_\_ per standard page\***

*\*As specified in Terms of Reference - Section 8.2- Payment Calculation for Interpretation Services*

**ANNEX 2**

Audio-Visual Technical Equipment as defined point 2.1.1 of the technical specifications	UNIT	NET PRICE PER UNIT IN MKD
Data Video Projector with additional bulb	1 Full Day	
Flip Chart with Flip Chart Paper and at least 2 different colored Markers	1 Full Day	
Headset and Receiver compatible with the Interpretation system in use in the Conference Hall	1 Full Day	
Interpretation Booth meeting ISO standards ISO 2603-2016 (for built-in booths) and ISO 4043-2016 (for mobile booths)	1 Full Day	
Interpreters' Console, Radiator and Transmitter and any other equipment to provide interpretation	1 Full Day	
Lapel Microphone	1 Full Day	
Laptop with Windows 10 or 11	1 Full Day	
LCD or Plasma Screen - 40" or larger	1 Full Day	
Podium with Microphone	1 Full Day	
Public Address System including a Central Unit with amplifier and loudspeakers to cover adequately the area of the Meeting Hall with the possibility of being connected to another sound source for the amplification of the volume of a video cli	1 Full Day	
Projection Screen (at least 3m x 2m for Front and Rear Projection)	1 Full Day	
Projection Screen (at least 4m x 3m for Front and Rear Projection)	1 Full Day	
Recording of Proceedings (only Audio)	1 Full Day	
Cordless Handheld Microphone with Additional Batteries	1 Full Day	
Table Microphone (for Speakers and Participants)	1 Full Day	
<b><u>TABLE 2 - EVENT PERSONNEL (FIXED PRICES):</u></b>		
<u>Technician Services</u>	UNIT	NET PRICE PER Technician IN MKD
Technicians shall assist with and guarantee the smooth functioning of all the ICT, audio-visual and multimedia equipment requested for the Event by the Agency. This will include supervising the setup and checking the functioning of all equipment prior to the commencement of the event.	1 Person /Hour	

