

Annex I

INSTRUCTION FOR BIDDERS

Selection and Appointment Process

The selection and appointment of the successful bidder for the provision of translation and interpretation services shall follow the process outlined in this Annex and in the attached Terms of Reference (Annex II).

Invitation

ICCROM invites qualified service providers with documented experience in professional translation and interpretation services to submit proposals in accordance with this ITB and Annex II (Terms of Reference).

Receipt of Proposals

Proposals must be submitted to ICCROM by **5:00 PM CEST, 20 March 2026**. Submissions can be made electronically in pdf format to the email address specified below.

Proposals must be submitted by email as two separate attachments:

- One document containing the **technical proposal only**;
- One document containing the **economic proposal only**;

Both documents must be attached in the same email, but kept as separate files. Proposals combining both offers in a single document **will be automatically excluded** from the selection process.

Upon receipt, the designated Tender Opening Committee (TOC) will record the time of submission (timestamp of the email will be used).

Proposals received after the deadline will not be considered.

The ICCROM TOC will open all proposals in the presence of a Procurement Official.

Once the offers have been received, the Procurement Official will contact the companies that submitted valid proposals to invite them to undertake the Preliminary Examination, which consists of translating a short (two page) sample translation from English into Arabic, French, Spanish and Italian and one page from French into English document. If deemed necessary by the Evaluation Committee, an interpretation test may also be requested from bidders who submitted a valid offer by the deadline.

Afterward the Procurement Official will coordinate with the appointed Evaluation Committee to assess the proposals and the examination based on pre-defined evaluation criteria.

Minimum Qualifications

The bid may be submitted by any organization (company, consortium or equivalent legal entity) that complies with all of the following minimum qualification requirements:

- Proven experience in professional translation and interpretation services related to cultural heritage and its preservation, including areas such as risk management, materials technology, World Heritage, community-based heritage approaches, and regional cooperation.
- ISO 17100:2015 and ISO 18841:2018 certifications (ISO 9001 considered an asset).
- Experience working with international organizations, research institutions, and/or UN agencies
- Familiarity with themes covered in intergovernmental organizations' reporting documents, results-based management, and general administrative and management documentation.
- Availability of qualified translators and interpreters for the requested language combinations.

Evaluation of Proposals

All proposals received within the stipulated timeframe and meeting the minimum qualification requirements will be evaluated according to the criteria and weights outlined below.

Criteria	Weight
Economic Proposal	30
Technical Proposal	70

The overall evaluation will be based on a weighted scoring method.

Technical Proposal

The total weight related to the technical proposal, as stated above, is **70**. The total score obtainable (1000 points) in the evaluation of the technical proposal is summarized below:

Summary of Technical Proposal Evaluation		Points Obtainable
1.	Company profile <ul style="list-style-type: none"> Clarity of company profile Team qualification and experience 	200 120 80
2.	Relevant experience and references <ul style="list-style-type: none"> Documented experience in translation and interpretation References from institutional or international clients 	200 150 50
3.	Quality assurance <ul style="list-style-type: none"> Description of quality assurance processes List of relevant certifications 	200 150 50
4.	Language capacity and resources <ul style="list-style-type: none"> Available language combinations Translation and interpretation capacity 	100 80 20
5.	Preliminary examination <ul style="list-style-type: none"> Accuracy, language style, and appropriateness 	300 300
Maximum Total Points Obtainable		1000

All proposals must follow the indications mentioned in the attached Terms of Reference (Annex II).

Bidders must include the following information in their Technical Proposal:

1. Company profile (200 points):

Bidders shall provide:

- Provide a clear and concise overview of the company.
- Detail the qualifications and experience of the proposed team, including key roles. Provide the curriculum vitae of one or more translators and one or more interpreters per language combination, as part of the proposed team.

2. Relevant experience and references (200 points)

Bidders shall provide:

- Document experience in translation and interpretation projects, with emphasis on cultural heritage if applicable.

- Provide references from institutional or international clients, including project scope, complexity, and outcomes.

3. Quality assurance (200 points)

Bidders shall provide:

- Describe the internal quality assurance processes for translation and interpretation.
- List relevant certifications.

4. Language capacity and resources (100 points)

Bidders shall provide:

- Specify available language combinations for translation and interpretation.
- Describe capacity to deliver translation and interpretation services, including team size, modalities (remote/on-site), and scalability.

5. Preliminary examination (300 points)

Only bidders who submit a valid offer by the deadline will be required to complete this examination. Bidders will be evaluated based on the accuracy, language style, and appropriateness of a short (two page) sample translation from English into Arabic, French, Spanish and Italian and one page from French into English. If deemed necessary by the Evaluation Committee, an interpretation test may also be requested from bidders who submitted a valid offer by the deadline.

Economic Proposal

The Economic Proposal carries a total weight of **30%** of the overall evaluation.

The financial score will be calculated by comparing the total evaluated price of each compliant proposal.

The proposal with the lowest evaluated price will receive the maximum economic score, while other proposals will be scored proportionally.

Bidders shall include the following information in their Economic Proposal:

- Ordinary translation rates per language (per word and/or page).
- Urgent translation rates per language.
- Interpretation rates, specifying modality (hourly/daily, on-site/remote).

- Commercial conditions, including delivery timelines, payment terms and overtime policies.
- VAT, clearly indicated where applicable.
- Validity of the financial offer.

Bidders are encouraged to demonstrate cost-effective and sustainable pricing models consistent with the scope and duration defined in the Terms of Reference.

Appointment

Following the evaluation process, the successful bidder will be notified in writing and requested to proceed with contract finalization.

The contract will include a six-month trial period. If the trial is successfully completed, the contract will automatically continue for the remainder of the agreed term.

The services covered by the contract shall commence on 1 April 2026 and run until 31 December 2027, in accordance with the Terms of Reference.

ICCROM reserves the right, subject to satisfactory performance and budget availability, to negotiate a direct biannual extension with the successful bidder.

Each potential supplier, by participating in this Invitation to Bid, agrees to ICCROM's terms and conditions (Annex III).

Address and Contact Information

Electronic Format – Email

Electronic proposals should be submitted through email with the subject "Translation and interpretation services" and should be addressed to:

tender@iccrom.org

The Organization regrets that it is not possible to provide information by telephone regarding the selection and appointment procedure.

Requests for technical clarifications regarding any of the points above and for scheduling a site visit should be directed in writing by email, **no later than 13 March 2026**, to:

Procurement office

ICCROM

E-mail: [**procurement@iccrom.org**](mailto:procurement@iccrom.org)

Please note that any request for clarification and the corresponding responses will be made available to all bidders on the website.