

LOCALIZATION, INCLUSION, AND SUSTAINABILITY ACTIVITY (LISA)

REQUEST FOR PROPOSALS (RFP)

RFP NO. 008/2024

TRANSLATION AND TRANSCRIPTION SERVICES.

ISSUE DATE MAY 31, 2024



RFP No. 008/2024

Dear Potential Offeror,

SoCha LLC is pleased to announce this Request for Proposals (RFQ) under its Localization, Inclusion, and Sustainability Activity (LISA) RFP NO. 008/2024 – Translation and Transcription Services.

This document contains:

- A *Synopsis of the RFP* that lists deadlines and contact information;
- Section 1 that contains the Statement of Work, including technical requirements, deliverables and responses expected.
- Section 2 provides important information about this bid, including submission instructions.

We appreciate your firm's interest in working with SoCha and look forward to receiving a proposal. Thank you.

LISA Procurement Team

Localization, Inclusion and Sustainability Activity (LISA)

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Synopsis of the RFP

RFP No.	RFP No. 008/2024
Issue Date	May 31, 2024
Title	RFP NO. 008/2024 - Localization, Inclusion, and Sustainability Activity (LISA)_ Translation and Transcription Services.
Site visit	NA
Email Address for Submission of Proposal	To: lisa_procurement@socha.net Email Subject- RFP NO. 008/2024 - Localization, Inclusion, and Sustainability Activity (LISA) Translation and Transcription Services .
Deadline for Receipt of questions	17:30 (5:30 PM) East Africa Time on Tuesday 4 th June 2024 to: lisa_procurement@socha.net
Deadline for Receipt of proposals	17:00 (5.00 PM) East Africa Time on Friday 7 th June 2024 Bids received after the specified deadline will not be considered.
Anticipated Award Type	Firm Fixed Price Subcontract
Anticipated Period of Performance	June 2024 – August 2024
Evaluation Criteria	<p><u>Stage 1: Mandatory eligibility evaluation:</u> The contractor must comply with the eligibility requirements mentioned below:</p> <ol style="list-style-type: none"> 1. The contractor must have experience of at least Five (5) years industry experience. 2. The Contractor must provide audited financial statements for last two years. 3. The Contract must provide Certificate of registration, Tax Compliance certificate. 4. The contractor must provide 3 references and contact information. <p><u>Stage 2: Technical Evaluation</u> The contractor must obtain a technical score of 50 per cent or more to qualify for the financial evaluation stage. Failing to secure minimum marks will lead to technical rejection of bid. Therefore, Contractors who achieve this score or higher will proceed to the financial bid evaluation.</p> <p><u>Stage 3: Cost Evaluation</u> After the technical scores have been determined, the financial bid evaluation will be ranked. In the final evaluation, proposals will be ranked according to their combined technical and financial scores using the weights given to the technical proposal and the weight given to the financial score. The bidders achieving the highest combined technical and financial score will be invited for negotiations.</p>

Information Concerning this Procurement:

SECTION I:

TRANSLATION AND TRANSCRIPTION SERVICES

Scope of Work

Background

SoCha is contracted to deliver the USAID/Kenya and East Africa (KEA) Localization, Inclusion, and Sustainability Activity (LISA) with the aim of assisting USAID staff and stakeholders to be more efficient, effective, transparent, inclusive, and skilled in achieving development outcomes. LISA utilizes local expertise and seeks to partner with local entities with in-depth knowledge and networks in Kenya. The utilization of local expertise focuses on close collaboration and interaction with local actors, including local indigenous organizations, counties, companies, institutions, and government.

Introduction

SoCha is developing an AI Analysis Model and will be leveraging AI modeling techniques to analyze data from an upcoming assessment of community perception on Preventing Conflict and Violent Extremism (PCVE) efforts in selected counties in Kenya. The aim of the AI Analysis Model is to uncover hidden patterns, trends, and correlations that traditional analytical methods may overlook. This AI analysis is expected to provide a more nuanced understanding of community dynamics and perceptions on PCVE. SoCha is therefore seeking providing translation and transcription services to support the Prevention and Countering Violent Extremism (PCVE) initiatives. The service should leverage advanced AI technology to transcribe voice recordings in any of the Kenyan local languages and translate them into English, ensuring the preservation of nuanced meaning. The organization's system should also integrate local transcribers' expertise to enhance accuracy.

Roles and Responsibilities

1. Transcribe voice recordings in Swahili or any other Kenyan local language using advanced AI models to ensure high accuracy and context retention.
2. Manually review, proofread and validate transcriptions.
3. Automatically translate transcriptions into English, ensuring the process is verifiable to preserve nuances and contextual meanings.
4. Manually review, proofread and validate English translations.
5. Seamlessly integrate the service with existing data collection tools such as KoboToolbox, TaroWorks, and others, enabling continuous processing of transcriptions as data is recorded.
6. Support qualitative data to ensure that all narrative data is accurately captured and translated.
7. Delivery of transcribed and translated texts in Excel/CSV format.
8. Ensures high accuracy through advanced AI models and local transcriber verification.

Qualification of the Firm

1. Demonstrated experience in developing and utilizing advanced models for high-accuracy transcription, translations, and context retention in various spoken languages.
2. Proven track record of providing automatic and verifiable translations that preserve nuances and contextual meanings, specifically translating into English.
3. Established network of skilled local transcribers to ensure transcription and translation accuracy.
4. Experience in integrating transcription and translation services with data collection tools such as KoboToolbox, TaroWorks, and similar platforms,

5. Proficiency in automating transcription and translation processes, demonstrating a significant reduction in time and resource requirements compared to traditional methods.
6. Capability to handle volumes of qualitative data, ensuring comprehensive capture and accurate translation of narrative information.
7. Robust quality assurance processes involving both advanced AI models and human verification by local transcribers to ensure the highest accuracy of transcriptions and translations.

Evaluation Criteria

The **Evaluation** comprises of two sections:

1. Technical component will be evaluated at a total of 80% split as follows:
 - a. Organization Capacity and Past Experience – 30%
 - b. Research Capacity – 20%
 - c. Technical Approach – 30%
2. **Cost** will be evaluated at a total of 20%

Proposed Scoring Rubric

0-4 points: Below Average

5-7 points: Average Standard:

8-10 points: Exceeds Expectations/Excellent

Organization Capacity and Past Experience (30%)	Score
Demonstrated experience in developing and utilizing advanced models for high-accuracy transcription, translations, and context retention in various spoken languages. (10)	
Proven track record of providing automatic and verifiable translations that preserve nuances and contextual meanings, specifically translating into English. (10)	
Qualifications and expertise of key personnel involved in the project: Including experience in transcription, translation, and integration with data collection platforms (10)	
Research Capacity 20%	
Clarity and coherence of the proposed approach for transcription and translation with comprehensive understanding of the transcription process and translation verification (10 points)	
Appropriateness and effectiveness of the methodology and tools proposed for rapid assessments (10)	
Proposed Methodology (30%)	
Track record of integrating transcription services with existing data collection such as KoboToolbox, TaroWorks, and others (10)	
Sound strategy for automating transcription and translation processes and demonstrated efficiency in reducing time and resources required (10)	

Robust plan for supporting qualitative data management and ensuring accuracy and data protection (10)	
Cost (20%)	
Transparency and reasonable pricing, including any overhead costs, travel expenses, and personnel fees.(10)	
Consideration of value for money and the ability to deliver high-quality results within the proposed budget and timelines (10)	
Total Score	xxx/100

SECTION 2: SUBMISSION INSTRUCTIONS

Electronic proposals are due no later than **17:00 (5.00 PM) East Africa Time on 7th June 2024**, to be submitted electronically via email to:

Email Address: lisa_procurement@socha.net.

Email Subject: RFP NO. 008/2024 - Localization, Inclusion, and Sustainability Activity (LISA) Translation and Transcription Services.

Submit the following items on Organization letterhead to make a proposal.

- 2.1.1 A brief cover letter (1-page maximum) that bears the signature of an authorized officer who can negotiate the quote, if necessary. The cover letter will:
 - 2.1.1.1 Confirm that the proposal is valid for 90 calendar days from the due date of the response.
 - 2.1.1.2 Acknowledge the solicitation and any amendments received; and
 - 2.1.1.3 State any conditions or stipulations that the offeror wants to specify regarding the proposal.
 - 2.1.1.4 How the offeror will execute the tasks outline in the *Statement of Work*
 - 2.1.1.5 The name and brief biography of the proposed technical leader or manager of this activity and other personnel proposed (a resume or CV may be attached as an annex that does not count against the 3-page limit).
- 2.1.1.6 A budget that prices the deliverables requested. ***(use the templates below in Appendix A to populate your budget and submit your budget in the same format)***

Quality Assurance and Deliverable Approval

LISA's Communications Advisor will review and approve deliverables along with USAID's designated point of contact. Once approval is given, the offeror can invoice for the deliverables as agreed.

Key Points of Contact

The offeror point of contact will work closely with LISA's Communications Advisor to carry out the outlined activities.

Purpose

LISA Office Translation and Transcription Services.

Place of Performance / Geographical Focus

National

APPENDIX A:

Financial Proposal Format

This section provides Financial Proposal formatting guidance to the Offeror. Please find below the areas required for proposal submission.

Summary of Costs

Item	Units	Price Per Unit	Total Cost in KES
Transcription (audio minutes)	21,000		
Translation (Words)	1,575,000		
Volume Discounts <i>(if any)</i>			
<i>(indicate volume discounts for words)</i>			
<i>(indicate volume discounts for minutes)</i>			
Total Cost			