

Request for Proposals (RFP)

TRANSLATION SERVICES REQUIRED (ENGLISH, ALBANIAN, SERBIAN)

HELNETAS Kosovo invites interested companies registered in the Republic of Kosovo to submit offers for a framework contract to provide translation services as described below. The services will be required on-demand basis and have to be delivered mainly throughout Kosovo.

1. Contract description

Helvetas in Kosovo is part of Helvetas Swiss Intercooperation, an international development organization dedicated to promoting sustainable development and humanitarian response. In Kosovo, Helvetas works closely with local communities, institutions, and stakeholders to strengthen democratic governance, enhance public services, and foster inclusive economic development. Through projects in areas like local government, agriculture, vocational training, and community development, Helvetas has been helping over the years build stronger communities and create fair opportunities for everyone.

The required services are listed in the article **20** in this document.

2. Timetable

	DATE	TIME - CET
Tender announcement via project website/other recruitment online portals	09.08.2025	-
Deadline for written enquiries to procurement.kosovo@helvetas.org	18.09.2025	16:00
Last date for Helvetas Kosovo to issue clarifications (clarifications can be found in the same link where the tender dossier was posted in Helvetas website)	22.09.2025	16:00
Deadline for submitting offers to procurement.kosovo@helvetas.org account ¹	29.09.2025	14:00

3. Nature of the contract

Service contract.

4. Negotiations

Helvetas Kosovo reserves the right to enter into negotiations with all or part of eligible organizations in order to amend and/or complete their original offers. Negotiations may concern the technical, financial, legal and other aspects of the contract.

5. Eligibility

Participation is open to all companies, excluding public authorities, registered in the Republic of Kosovo.

¹ Any application received after this deadline will not be considered.

Translators/proof-readers included in an offer cannot be part of other bidders' offer. Any such translator/proof-readers will be excluded from the procedure without further evaluation.

Civil servants and persons elected or appointed in a public function are ineligible to participate in the tender procedure for this contract. Any offer containing any of such persons will be excluded from the procedure without further evaluation.

All eligible entities or groupings of such entities (consortia) may apply.

A consortium may be a permanent, legally established grouping or a grouping which has been constituted informally for a specific tender procedure. All members of a consortium (i.e. the leader and all other members) are liable to Helvetas Kosovo, while the leader takes the lead responsibility.

6. Costs for preparing offers

No costs incurred by the organization in preparing and submitting the offers are reimbursable. Such costs fall under the responsibility of the company/organization, including the costs incurred during negotiating and interviewing process.

7. Sub-contracting

Sub-contracting to another legal entity is not allowed.

8. Provisional commencement date of the contract

October 2025.

9. Initial period of execution and possible extension of the contract

Services are to be provided between October 2025 - October 2026, with possible annual extensions.

10. Evaluation of offers

Each offer will be evaluated in accordance with the criteria and the weighting as detailed below. In the case of offers submitted by a consortium, these criteria will be applied to the consortium as a whole. The criteria for evaluation of services will be examined in accordance with the requirements indicated in this RfP.

The entire evaluation procedure is confidential. The Purchasing Panel (PP) decisions are collective and its deliberations are held in evaluation session. The members of the PP are bound to confidentiality. The evaluation reports and written records are for official use only and may be communicated neither to the bidders nor to any party other than Helvetas Kosovo.

Eligibility criteria

Only the organisations that provide signed Eligibility Documentation Form (**See ELIGIBILITY DOCUMENTATION part below**) will be processed for evaluation.

Evaluation criteria of eligible offers
Criteria for evaluation of the technical offer

Requirements	Documentary evidence
The bidder has carried out in the course of the past 5 years (2020, 2021, 2022, 2023 and 2024) at least 3 projects in fields specified in the ToR	List of projects according to ToR ² . And sample work portfolio.
Translators'/proof-readers' CVs as required in the ToR	CVs of proposed translators/proof-readers, along with documentary evidence and as per PART 1 –Technical Offer. (References are required for 3 most relevant experiences, proving the substantial work of the translator/proof-readers). References will be accepted only if they are issued by the employer and/or the client that received the services. Only references found to be relevant for the tender's thematic fields will be considered.
Methodology for provision of services	According to ToR

The companies that do not pass the technical evaluation (min 50% of technical evaluation scoring) may not be processed for further evaluation.

Criteria for evaluation of the financial offer:

Requirements	Documentary evidence
Financial offer provided by the organization	Financial offer in EUR (without VAT)

The weighting of the criteria for evaluation of technical and financial offers are as follows:

Criteria	Max points
Technical offer	60
Experience of the bidder (experience in the last 5 years, references and sample work)	25
Methodology	10
Translators (CVs with documentary evidence)	15
Proof-readers (CVs with documentary evidence)	10
Financial offer	40
Written translation per word	10
Simultaneous translation per day	5
Consecutive translation per day	5
Proof reading per page	3

² The preselected bidder will be asked to submit documentary evidence to prove the experience. Failure to provide documentary evidence will result in disqualification of preselected bidder. By documentary evidence, this refers to contracts, references or other documentary evidence issued by a contracting authority. Only documentary evidence found to be relevant for the invitation's thematic fields will be considered.

Translation equipment (microphones, amplifiers and headsets for 30 persons)	7
Translation equipment (microphones, amplifiers and headsets for 60 persons)	5
Translation equipment (microphones, amplifiers and headsets for 100 persons)	5
Total maximum score	100

After evaluation of offers, Helvetas Kosovo reserves the right to enter into negotiations with all or part of eligible bidders in order to amend and/or complete their original offers.

Contract will be awarded to the economically most advantageous offer. The economically most advantageous offer is established by weighing technical quality against price on a 60/40 basis. Helvetas reserves the right to contract only part of required services or cancel this tender procedure should it not be satisfied with the quality of offers.

11. Submission of offers

Offers must be submitted via email in electronic format only, in two separate files.

File 1: The Technical Offer file shall contain:

1. **Signed Eligibility Documentation Form**³ – as per ELIGIBILITY DOCUMENTATION part below.
2. **Signed Application Form** – as per application package (page 12).
3. **Technical offer** – accompanied by the following documentation:
 - i. Company portfolio – references and sample work for at least 3 projects carried out in the last 5 years as specified in the ToR
 - ii. Updated CV of the proposed team with the documentary evidence
 - iii. Methodology

The name of File 1 should have the bidder's name, Reference No: NT-xxx and the text '**Technical offer documents**' (for example **My Company NT-xxxx technical offer documents**). And

File 2: The Financial Offer file shall contain:

1. **Financial offer** – as per Criteria for evaluation of the financial offer table above.

The Financial offer must be presented in Euros. Helvetas Kosovo is exempt from VAT, thus the fees offered should be without VAT. The contractor is responsible for all other taxes and duties in compliance with the legislation of the Republic of Kosovo.

The name of File 2 should have the bidder's name, Reference **No: NT - xxxxx** and the text

'Financial offer documents' (for example **My Company NT-HSI-xxxx financial offer documents**).

The financial offer should be password protected⁴. The bidders will be informed in advance once the evaluation date is confirmed so they can stay reachable on that date in order to provide the passwords.

³ Electronic copies of eligibility documentation should be provided only by the winning bidder prior to contract signing (page11).

⁴ The financial offer received without password will not be considered for evaluation.

During the evaluation process the entitled purchasing panel member will call the bidder and ask for the passwords at the spot⁵.

The subject of email should contain only the RFP reference number (for example NT-xxxxxx)

The body of the email should contain bidder's official name, address and telephone number.

Offers must be submitted in English language exclusively to the following email address: procurement.kosovo@helvetas.org. Offers submitted after the deadline mentioned under point 2 Timetable of this RFQ will not be considered. The counted official receipt time is the time showing on the email received from the bidder to procurement.kosovo@helvetas.org.

12. Alteration or withdrawal of applications

Company's may alter or withdraw their offers by written notification prior to the deadline for submission of tenders. No offer may be altered after this deadline. Helvetas Kosovo retains ownership of all offers, which have not been withdrawn. Consequently, companies/organisations do not have the right to have their offers returned to them.

13. Validity of offers

Companies are **bound by their offers for 90 days after** the deadline for submitting them. In exceptional cases, before the period of validity expires, Helvetas Kosovo may ask bidders to extend the period of validity for a specific number of days, which may not exceed 40.

14. Signature of the contract(s)

Within 5 days of receipt of the contract already signed by the Helvetas Kosovo, the selected company shall sign and date the contract. Failure of the selected organisation to comply with this requirement may constitute grounds for annulling the decision to award the contract. In this event, Helvetas Kosovo may award the RFP to another bidder or cancel the RFP procedure.

15. Terms of payments

Helvetas Kosovo is not a payer of value added tax (VAT). Prices in the application must be submitted, taking into account all expenses. The payment will be made via bank account transfer to the winner of the tender in EUR within a maximum of 30 working days from the date of acceptance of execution of services. Cases of non-performance of obligation and their legal consequences will be separately indicated in the contract.

16. Terms of cooperation

In the case of a contracting, the parties will have to perform according to the established time and in accordance with Helvetas Kosovo – Supplier purchase order or Helvetas Kosovo – Service provider contract. Helvetas Kosovo has the right to increase or decrease the number of ordered items. Helvetas Kosovo has the right to choose a supplier/ implementer on the given offer according to its own discretion. Helvetas Kosovo has the right to re-formulate the Request for Quotation (RFQ), Invitation to Bid (ITB) or Request for Proposal (RFP) to its own discretion, if any additional items are needed. In case of failure or

⁵ If the bidder is not reachable on the phone during the evaluation process, the offers will not be considered for evaluation.

non-compliance with contractual obligations, Helvetas Kosovo has a unilateral right to terminate the contract without incurring any legal obligation.

The Applicant has to be familiar with all instructions, forms and requirements mentioned in the RFP documents. The responsibility for the submission of the offer in accordance to these requirements lies entirely with the Applicant.

Helvetas Kosovo signs a contract with the winning bidder. The contract will come into force upon signature by both parties.

17. Ethics clauses/Corruptive practices

Bidders making false declarations may be subject to financial penalties representing 10% of the total value of the contract being awarded. This rate may be increased to 20% in the event of a repeated offence.

Any attempt by a company/organisation to obtain confidential information, enter into unlawful agreements with competitors or influence the PP or the Helvetas Kosovo during the process of examining, clarifying, evaluating and comparing offers will lead to the rejection of its offer and may result in penalties as described above. Companies/organisations must not be affected by any conflict of interest with other bidders or parties involved in the project. Helvetas Kosovo reserves the right to suspend or cancel the RFP procedure and contract if corrupt practices of any kind are discovered at any stage of the award process or during the execution of a contract.

Organisations will be rejected, or contracts terminated if it emerges that the award or execution of a contract has given rise to unusual commercial expenses. Such unusual commercial expenses are commissions not mentioned in the main contract or not stemming from a properly concluded contract referring to the main contract, commissions not paid in return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a payee who is not clearly identified, or commissions paid to a company which has every appearance of being a front company. Contractors found to have paid unusual commercial expenses related to this project are liable, depending on the seriousness of the facts observed, to have their contracts terminated and/or be penalised.

Helvetas Kosovo reserves the right to suspend or cancel the procedure, where the award procedure proves to have been subject to substantial errors, irregularities or fraud. If substantial errors, irregularities or fraud are discovered after the award of the contract, Helvetas Kosovo may refrain from concluding the contract and/or terminate the contract.

18. Operational language

All written communications for this RFQ procedure and purchase order/ contract must be in English.

19. Additional information

The conclusion of the RFP and the award of any contract are subject to the availability of funds.

Helvetas Kosovo reserves the right to annul this RFP procedure at any time, without any liability on its side.

20. Annexes

TERMS OF REFERENCES (TOR)

Part 1: Terms of Reference (ToR)

Duration: October 2025 – October 2026

Expected Start Date: October 2026

BACKGROUND

Helvetas in Kosovo is part of Helvetas Swiss Intercooperation, an international development organization dedicated to promoting sustainable development and humanitarian response. In Kosovo, Helvetas works closely with local communities, institutions, and stakeholders to strengthen democratic governance, enhance public services, and foster inclusive economic development. Through projects in areas like local government, agriculture, vocational training, and community development, Helvetas has been helping over the years build stronger communities and create fair opportunities for everyone.

DUTIES AND RESPONSIBILITIES

The successful bidder will have to deliver services under this framework contract in supporting HELLETAS with translation/proof-reading services.

More specifically, but not limited to, services are required for proof reading, written, consecutive and simultaneous translation for English, Albanian and Serbian languages, as well as provision of translation equipment.

The detailed services need to be specified in methodology, as described below:

Translation

- Quality control mechanisms of the bidder to ensure:
 - The quality of written, consecutive and simultaneous translation, including attention to details, punctuality, etc
 - Discretion and confidentiality of received information from the project, especially for sensitive issues
 - Translation capacity
 - maximum number of pages that can be translated per working day (8 hours) per translator
 - maximum number of pages that can be translated per working day (8 hours) by the bidder
 - minimum time required to submit requests for translation of documents
 - minimum time required to submit requests for translators
 - minimum time required to submit requests for translation equipment
 - maximum number of translation equipment sets that can be provided simultaneously in a single day for different locations

Proofreading

- Quality control mechanisms of the bidder to ensure:
 - The quality of proofread materials, including attention to details, punctuality, etc

- Discretion and confidentiality of received information from the project, especially for sensitive issues
- Proofreading capacity
 - maximum number of pages that can be proofread per working day (8 hours) per proof-reader
 - maximum number of pages that can be proofread per working day (8 hours) by the bidder
 - minimum time required to submit requests for proofreading of documents

The duties and responsibilities described above are defined largely in generic terms only. This might be extended and adjusted based on the needs deriving from the field.

PROFILE OF TRANSLATORS AND PROOF-READERS

The following translators and proof-readers are required to be included in the proposals for this tender:

Translators

- 3 CVs of translators with Albanian mother tongue translating to Serbian and English
- 3 CVs of translators with Serbian mother tongue translating to Albanian and English

Qualifications and skills for translator

- English language university degree or equivalent certificates
- Proficiency in at least two languages (Albanian and English, or Serbian and English)
- 8 years of professional translation experience
- Previous experience with donor funded projects is an advantage

Proof-readers

- 1 CV with Albanian language academic qualification, native speaker
- 1 CV with Serbian language academic qualification, native speaker
- 1 CV with English language academic qualification, native speakers advantage

Qualifications and skills for proofreaders

- Academic qualification for the respective language (Albanian, Serbian or English)
- A high level of skills in written English/Albanian/Serbian including spelling, grammar and punctuation
- 8 years of professional proof-reading experience
- Previous experience with local government is an advantage

METHODOLOGY¹³

1.1 General approach to deliver services as required in Terms of Reference

TRANSLATORS¹⁴

- **CVs OF PROPOSED TRANSLATORS/PROOF-READERS**

SERVICES

i. Translations

- quality control mechanisms of the bidder to ensure:
 - The quality of written, consecutive and simultaneous translation, including attention to details, punctuality, etc
 - Discretion and confidentiality of received information from the project, especially for sensitive issues
- maximum number of pages that can be translated per working day (8 hours) per translator
- maximum number of pages that can be translated per working day (8 hours) by the bidder
- minimum time required to submit requests for translation of documents
- minimum time required to submit requests for translators
- minimum time required to submit requests for translation equipment
- maximum number of translation equipment sets that can be provided simultaneously in a single day for different locations

ii. Proofreading

- quality control mechanisms of the bidder to ensure:
 - The quality of proofread materials, including attention to details, punctuality, etc
 - Discretion and confidentiality of received information from the project, especially for sensitive issues
- maximum number of pages that can be proofread per working day (8 hours) per proof-reader
- maximum number of pages that can be proofread per working day (8 hours) by the bidder
- minimum time required to submit requests for proofreading of documents

¹³ Please present the methodology how will you identify and deploy consultants for this contract, along with a brief description on the approach to deliver technical assistance as stipulated in the ToR.

The following information is required (max. 3 pages):

- a.** A brief description on the general approach to deliver technical assistance to municipalities, as described in the ToR;
- b.** The recruitment strategy (with reference to consultants);
 - The maximum time required (in calendar days) to propose consultants to Helvetas;
 - The maximum time required (in calendar days) to deploy the approved consultants.

¹⁴ Please provide CVs of consultants proposed for this tender. Each CV should be no longer than 3 pages and only one CV must be provided per expert

STATEMENT OF EXCLUSIVITY OF THE PROPOSED TRANSLATORS STATEMENT OF EXCLUSIVITY AND AVAILABILITY¹⁵

I, the undersigned, hereby declare that I agree to participate exclusively with the bidder [bidder name] in the tender procedure for **Translation services (English, Albanian, Serbian)** as per the rules and conditions specified in this RfP. This includes, but is not limited to, that I will not be proposed as a replacement translator in this tender procedure. I declare that I am able and willing to work for the period(s) set for the position for which my CV has been included if this tender is successful, namely:

From	To	Availability
October 2025	October 2026	Part time

I confirm that I do not have a confirmed engagement as a translator in any other professional activity incompatible in terms of capacity and timing with the above engagements.

By making this declaration, I understand that I am not allowed to offer my services as a translator to any other bidder participating in this tender procedure. I am fully aware that if I do so, I will be excluded from this tender procedure, and penalties may be applied.

I also declare that I am not in a situation of conflict of interest or unavailability and commit to inform the bidder(s) of any change in my situation.

Name	
Signature	
Date	

HELVETAS Kosovo provides equal employment opportunities for all candidates and encourages proposals for female translators and translators from non-majority communities in Kosovo.

¹⁵ To be completed and signed by all proposed translator.

ELIGIBILITY DOCUMENTATION FORM
LIST OF REQUIRED DOCUMENTS and SPECIFICATIONS

Eligibility criteria

Requirements	Documentary evidence
1. <i>The company/organisation is registered in Kosovo</i>	The full Registration certificate
2. VAT number	VAT certificate
3. Fiscal number	Fiscal number certificate
4. The total turnover over the past 3 years (2022, 2023 and 2024) must be equal to or exceed € 150,000	Financial statements or Annual Tax Statements on income tax (TAK)
5. The bidder has no open case of a dispute, an execution procedure, reorganisation, bankruptcy or insolvency procedure	A valid proof issued by a competent judicial or administrative authority (not older than 6 months)
6. All taxes paid	A valid tax administration certificate or a valid agreement signed with the Tax Administration of Kosovo to repay the outstanding debts

STATEMENT

I, the undersigned hereby declare that we have in possession all documents I as well as the products I am offering contain the technical details listed above. All documents and the technical offer are valid as requested in the table above and hard copies or electronic copies can be distributed as/when needed.

Signed on behalf of the bidder:

Name	
Signature	
Date	

PART 1 – APPLICATION PACKAGE
APPLICATION FORM
1 SUBMITTED by (i.e. the identity of the bidder)

	Name(s) of entity(ies) making this application	Nationality
Leader		
Member 2		
Member 3 ...		

2 CONTACT PERSON (for this application)

Name	
Organisation	
Address	
Telephone	
e-mail	

3 STATEMENT

I, the undersigned, the authorised signatory of the above bidder (for consortiums, **every consortium member should sign a separate statement as part of this application**), hereby declare that we have examined the tender dossier for the contract referred to above. We hereby accept its provisions in their entirety, without reservation or restriction.

We agree to become one of the parties of the framework contract and to submit an offer whenever requested by the Helvetas Kosovo in accordance with the terms of the tender dossier and the conditions laid down, without reservation or restriction.

We are making this application for this tender in our own right. We confirm that we are not tendering for the same contract in any other form. We understand that our consultants may be excluded if we propose consultants who have been involved in offers of other bidders.

We are fully aware that, for consortiums, the composition of the consortium cannot be changed in the course of the tender procedure, unless Helvetas Kosovo has given its prior approval in writing. We are also aware that the consortium members have joint and several liabilities towards Helvetas Kosovo concerning participation in the above tender procedure and any contract awarded to us as a result of it.



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We will inform Helvetas Kosovo immediately if there is any change in the above circumstances at any stage during the implementation of the contract. We also fully recognise and accept that any inaccurate or incomplete information deliberately provided in this application may result in our exclusion from this and other contracts funded and/or managed by Helvetas Kosovo and that penalties may be applied as specified in the tender dossier.

We note that the Helvetas Kosovo is not bound to proceed with this tender and that it reserves the right to award only part of the contract and that it will incur no liability towards us should it do so.

Signed on behalf of the bidder

Name	
Signature	
Date	