



Terms of reference for "Translation to French and/or Spanish of online course Conflict Sensitivity"

1 Terms and abbreviations

- FOPP : Federal Ordinance of 11 December 1995 on Public Procurement
- CSPM: Conflict Sensitive Program Management
- CHR: Conflict & Human Rights
- CS: Conflict Sensitivity
- SDC: Swiss Agency for Development and Cooperation

2 Summary

Offer Number	7F-02728.12.31
Title	Translation to French and/or Spanish of online course Conflict Sensitivity
Party issuing the invitation to bid	Swiss Agency for Development and Cooperation South Asia/Conflict & Human Rights Division
Division into lots	The mandate is divided into two lots. 1) Translation to French of online course Conflict Sensitivity 2) Translation to Spanish of online course Conflict Sensitivity It is possible to apply to both lots or to one of them only.
Partial Offers, versions	Not allowed
Total Number of Days	40 days for lot one. 60 days for lot two. 100 days for both lots together.
Period of assignment	1 st of February 2016 – latest 30 st of June 2016 (depending on lot/s)
Duty Station	Home-based
Language	Language of the Terms of Reference is English. The offer is to be submitted in English.
Validity of the Tender	90 days
Questions	Please send your questions by email only until the 15.12.2015 to mirijam.winzeler@eda.admin.ch A collective response with a list of the questions will be sent out to all bidders that confirmed their participation by latest 22.12.2015.
Deadlines and Email for Submission of Offer	Expression of Interest: 04.12.2015 Submission of Offer: 11.01.2016 southasia.sekretariat@eda.admin.ch

3 Purpose of this document

This document contains the requirements relating to the mandate “Translation to French and/or Spanish of online course Conflict Sensitivity”. It serves as a template for the bidder to submit his or her offer. Contracts are awarded according to the invitation to tender procedure according to Art. 35 of the FOPP.

4 Goal and content of the mandate

4.1 Background

Conflict sensitivity (CS) is an overall term to describe different efforts, methods and tools for working in conflict-prone and conflict-affected areas, with the aim of:

- reducing the risk that aid unintentionally contributes to the escalation or sustaining of violent conflict (“Do no harm”) and
- contributing to de-escalation of existing conflicts instead.

CS is looking at how donors and NGOs work but also at what they are doing and whether this is making a contribution to conflict prevention, state- and peacebuilding.

Conflict Sensitive Programme Management (CSPM) is comprised of country strategies, sound context/conflict analysis, development of future scenarios, an Aid for Peace relevance assessment identifying entry points for change out of fragility, strategic results frameworks, Monitoring (MERV), enlarging and protecting the space for development and humanitarian aid, comprehensive risk management, geographic cluster and a psychosocial approach. CSPM is applied on policy, strategic, management, program and project level.

CSPM is SDC’s principal working modality in fragile and conflict affected contexts. This new and different way on how SDC works in fragile contexts was defined in the fragility and conflict implementation plan 2012–2016 of the SDC directorate (2012).

CSPM is a core competence for SDC staff. The SDC Conflict & Human Rights Focal Point is charged with providing the necessary training and coaching as well as an enabling environment within SDC’s Conflict & Human Rights Network for exchange about best practice and necessary tools for practitioners.

On an international level, the relevance of CS is universally accepted by development actors. However, the integration into development and peacebuilding practice is lagging behind. To this end, SDC under the stewardship of swisspeace KOFF and together with Civil Society Organizations and Project Implementing Partners developed an online course in CSPM. The training was developed collaboratively based on a joint learning and regular exchange process in the framework of a Working Group (WG) which was created between the Conflict Sensitivity Focal Points of Caritas Switzerland, HEKS, Helvetas Swiss Intercooperation, SDC and swisspeace KOFF.

The course’s target groups are management, programme or thematic focal points as well as support staff at HQ levels, and country directors, line management, programme officers, logistics and administration staff and implementation partners at field level.

The course is a hands-on introduction to the fundamentals of conflict sensitivity and is centered on three modules:

- Module 1 introduces the basic definitions relevant for CS. It highlights the relevance of CS for an individual but also for an organization, as well as the different levels within an organization where CS plays a role. (Duration: 60-90 minutes)

- Module 2 offers a wide range of exercises where the participants can learn how to apply the 3-Step Conflict Sensitivity Cycle on fictitious projects in a fictive fragile and conflict-affected country Mabebuni. (Duration: 3-4 hours)
- Module 3 contains a short summary of module 1 and 2, and focuses then on applying conflict sensitivity at the strategic level. (Duration: 60 minutes)
- Final Assessment consists of multiple choice and open questions which lead to a certificate after completing successfully the CS Online Course.



The aim of this course is to equip development, humanitarian aid and peacebuilding practitioners with usable concepts and tools for creative and effective application of CS. By the end of the course, participants will:

- Understand the fundamental and underlying concepts of CS.
- Know the different dimensions where CS is relevant (module 1).
- Be prepared to apply CS at the programmatic and project level (module 2).
- Be prepared to apply CS at the strategic level (module 3).

The e-learning modules have different media types integrated such as interactive text elements, clickable images, audio files, videos, tables and evaluations. The course contains also short tests consisting of "True/False", "Multiple Choice", "Multiple response", "Fill in the blank" or "Essay" type questions.

This online course is currently available in English and is still in a test version until the 15.12.2015. After this, the course will be officially launched with all the feedbacks integrated. So far, feedbacks from the course were positive. However, it has been highlighted that it would be of great value to also have the course in French and Spanish in order for it to be of use for partner organizations and local employees in the regions. Furthermore, it was noted that the fictive scenario in module 2 doesn't suit the Latin American reality as it reminds a lot of an African context. It became evident that there is a need to elaborate a fictive scenario which reflects specifically Latin American challenges such as youth violence, organized crime, drug trafficking, rights of indigenous communities, corruption and business and human rights.

a. Objectives

- Module 1, 2, 3 and the Final Assessment are available in French on "EasyProf".
- Module 1, 2, 3 and the Final Assessment are available in Spanish on "EasyProf" with a fictive scenario and 3 suitable fictive projects integrated into module 2 reflecting Latin American challenges.

b. Content of the mandate, terms of reference

Against this background, there is now a pressing need to have the CSPM online course available in French and Spanish. The mandate consists of the translation of the online training with its handouts into French and Spanish, adapt the content if needed, integrate the texts into the programme "EasyProf" and adapt the design of the pages, including some of the handouts. The online course is set up in a way that the participant is accompanied through the training with interactive text elements, clickable images, audio files, videos, access to handouts and links to specific reports. Additionally, native French and/or Spanish voices will have to be recorded and integrated into the videos on "EasyProf".

The mandate holder will be provided with the programme "EasyProf" and access to the existing online training files in English that need to be adapted. The current CSPM training course (English version) can be accessed with Username: *Koff*; Password: *ffoK* on the following link:
<http://www.swisspeace.ch/e-learning/CS-INFO/index.html>

Bidders can apply to lot 1 or lot 2 only or to both lots together. In case the application is for both lots, separate offers need to be handed in for lot 1 and lot 2.

Mandat:

Lot 1: French online Training:

Translation and proofreading

- Translate and proofread module 1 "Introduction to Conflict Sensitivity", module 2 "Application of the 3-Step Conflict Sensitivity Cycle at the project level", module 3 "Application of Conflict Sensitivity at the strategic level" and the final assessment which amounts to of around 650'000 characters with spacesⁱ, including the handouts which amount to around 380'000 characters with spaces.

Audio and recording:

- Record native French voices (total amount of around 30 minutes) and cut them into the videos.
- Record native French voices (around 120 short audio files).

Technical integration:

- Integrate the course content to the corresponding pages in "EasyProf" and adapt their design.
- Adapt and Integrate the content and handouts in "EasyProf" and - if not available, but necessary - identify suitable handouts to the corresponding pages.
- Integrate videos and audio files to the corresponding pages in "EasyProf".

The total time effort is estimated of up to 40 working-days.

Lot 2: Spanish online Training.

For the Spanish version, a fictive scenario with three fictive projects reflecting the Latin American reality will have to be designed and included as an interactive learning experience into module 2.

Translate and proofreading:

- Translate and proofread module 1 "Introduction to Conflict Sensitivity", the part of module 2 "Application of the 3-Step Conflict Sensitivity Cycle at the project level" which doesn't relate to the fictive scenario and the fictive projects, module 3 "Application of Conflict Sensitivity at the strategic level" and the final assessment which amounts to of around 300'000 characters with spacesⁱⁱ, including the handouts which amount to around 250'000 characters with spaces.

Audio and recording:

- Record native Spanish voices (total amount of around 30 minutes) and cut them into the videos.
- Record native Spanish voices (around short 120 audio files).
- Record audio voices and a video suitable to the fictive scenario and the fictive projects supporting the interactive learning experience in module 2.

Scenario building:

- Build a fictive scenario reflecting Latin American challenges and 3 suitable projects for module 2.

The fictive scenario should contain:

- A story board with a 6 page document of information on the political crisis, the conflict, history, geography, politics and government, economy, education, health, religion and tradition and culture of the fictive scenario.
- Maps concerning the ethnic groups, economic resources, conflicts and armed actors.
- Questions (True/False”, “Multiple Choice”, “Multiple response”, “Fill in the blank” or “Essay” type questions) that make the participant practice the tools learnt (such as the identification of connecting and dividing elements in society and key issues and dynamics of conflict) with the fictive scenario and the fictive projects.

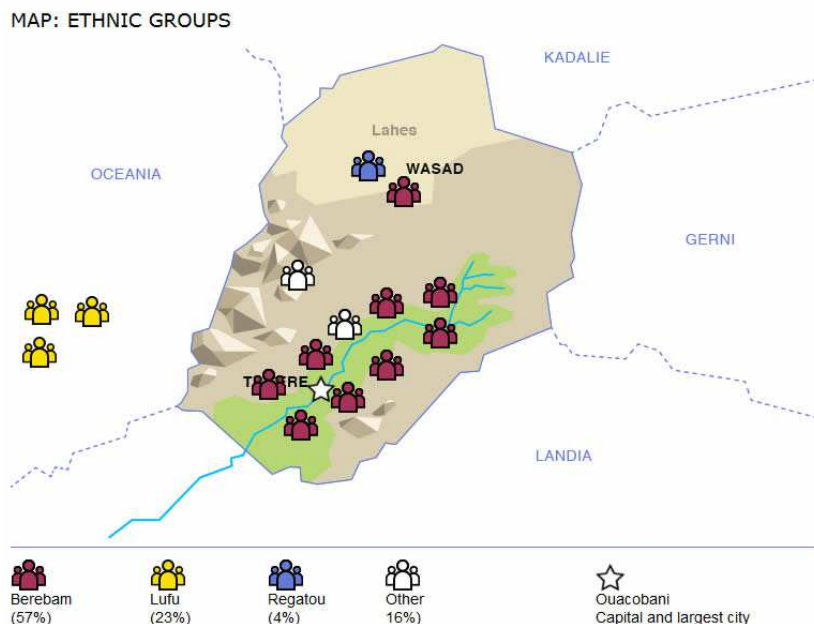
The 3 fictive projects should contain:

- A story board with a 2-3 page project description including objectives, activities, beneficiaries, staff, implementing partners & stakeholders and a map.
- Simulation exercises that make the participant apply the tools presented through the course (actors mapping, Three Steps Conflict Sensitivity Cycle) in the fictive projects and scenario.
- Suitable pictures which match the scenario and the projects.

Technical integration:

- Integrate the course content to the corresponding pages in “EasyProf” and adapt their design.
- Adapt and integrate the content and handouts in “EasyProf” and - if not available, but necessary - identify suitable handouts to the corresponding pages.
- Integrate videos and audio files to the corresponding pages in “EasyProf”.
- Integrate the fictive scenario, three projects, pictures, simulation exercises and short tests as interactive elements in “EasyProf”.

The total time effort is estimated of up to 60 working-days.



Deadline	Activity
25.11.2015	Publication of the mandate on: www.eda.admin.ch
04.12.2015	Expression of interest by e-mail to southasia.sekretariat@eda.admin.ch
15.12.2015	Deadline for submitting questions by email
22.12.2015	A collective response with a list of questions will be sent out to all bidders that confirmed their participation.
11.01.2016	Deadline for submitting offer
End of January 2016	Awarding of mandate and notice to unsuccessful bidders
End of January 2016	Signing of contract
Beginning of February 2016	Mandate begins

5 Formal aspects of the invitation to tender

a. Contracting authority

SDC South Asia / conflict & Human Rights Division manages the award procedure and is also the direct mandating party for the bidder.

b. Type of procedure

Procurement in the invitation to tender is in accordance with the Federal Ordinance of 11 December 1995 on Public Procurement, FOPP, SR 172.056.11.

The award of contract **cannot** be contested.

c. Composition and content of the offer

Chapter	Contents
1	Cover Letter maximum numbers of pages: 1, indicating clearly for which lot(s) bidder applies.
2	Details of how bidder meets the suitability criteria (part 6) . Maximum number of pages: 5
3	CVs of expert/s who will carry out mandates. Maximum number of pages: 12
4	A description of the bidder's understanding of the Mandate , including a detailed proposal of the bidder for fulfilling the requests of the Mandate. Maximum number of pages 4.
5	Financial proposal: Please submit the financial proposal in accordance with Annex 2 Budget form in in Swiss Francs (CHF) with the following hourly wages per activity: <ul style="list-style-type: none"> - Proofreading - Technical integration - Audio and recording - Scenario building

d. Budget

Please present two separate budgets in case you apply for both lots.

The financial proposal for the mandate needs to be declared in accordance with the budget form in Annex 2, including a declaration of hourly rates per activity (proofreading, technical integration, audio and recording and scenario building). The financial proposal needs to be submitted in Swiss Francs and indicate clearly to which lot it belongs to.

Other costs, charges, and expenses need to be included in the financial proposal. No reimbursement can be made for the bidder's work in preparing and submitting his or her offer.

e. Contractual terms

The contract to be concluded is subject to the general terms and conditions of business (/GTC) of the Swiss Federal Department of Foreign Affairs (FDFA) for Mandates (Type A and B). The general terms and conditions are considered to be accepted when an offer is submitted. Please find a copy of the general terms and conditions in the annex.

6 Suitability criteria

The bidder can verify his or her ability to fulfil the mandate in technical, financial and commercial terms, resp. shall confirm this with a self-declaration.

Suitability criteria for whole Lot 1 and Part 1 of Lot 2:

No.	Suitability criterion	Verification
SC 1	Economic and financial suitability The bidder disposes of sufficient economic and financial capacity to undertake and complete these mandate/s.	Excerpt of commercial registry and debt collection registry (copy or original not older than three months). For bidders outside of Switzerland: please submit equivalent documents.
SC 2	Proof employment as independent consultant (to be submitted only by independent consultants)	Documentation that consultant is registered as self-employed with relevant social insurance providers.
SC 3	Experience The bidder has sufficient experience in the field of peacebuilding, CS, CSPM and the development of interactive online trainings. The bidder attests of this experience by submitting the contacts of 2 reference persons who can support the bidder's claim.	Written proof of 2 references giving at least the following data: - Type and scope of the mandates conducted; - Coordinates of company and contact person(s) who can be referred to; - Period, place and theme of the mandates

		conducted. The contracting authority reserves the right to contact the contact persons indicated.
SC 4	Language requirements The bidder confirms the availability of staff having sufficient experience in English - French and/or English - Spanish translation and proofreading.	Written confirmation by the bidder and submission of CVs with relevant information for key staff.

Additional Suitability criteria “Los 2: Spanish online Training”:

SC 5- only Lot 2	Experience The bidder has sufficient relevant experience in Latin America and knowledge about the context with its challenges. The bidder attests of this experience by submitting the contacts of 2 reference persons who can support the bidder’s claim.	Written proof of references giving data on CS, CSPM and peacebuilding work implemented in Latin America including information on. - Type and scope of the mandates conducted; - Coordinates of company and contact person(s) who can be referred to; - Period, place and theme of the mandates conducted. The contracting authority reserves the right to contact the contact persons indicated.
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7 Award criteria

Of the valid offers submitted, the contract will be awarded to the economically most favorable bid.

Offers will be assessed according to the following award criteria and weighting:

Lot 1: French online Training:

No.	Award criterion	Weighting
Quality criteria		60%
1	Experience of key persons in English - French translation and proofreading.	33%
2	Experience of key persons in the development of interactive online trainings, including with “EasyProf” and audio and video recording/cutting.	33%
3	Experience of key persons in the field of peacebuilding, conflict	33%

	sensitive programme management	
Price criteria		40 %
	<p>The Formula for the evaluation of the amount of the financial proposal for the mandates is the following.</p> $\text{Score} = \left(\frac{\text{Pmin} \times \text{max.Points}}{\text{P}} \right)^n$ <p>P= Price of the proposals to be assessed Pmin= Price of the lowest proposal n = 1</p>	100%

Lot 2: Spanish online Training:

No.	Award criterion	Weighting
Quality criteria		60%
1	Experience of key persons in English - Spanish translation and proofreading.	25%
2	Experience of key persons in the development of interactive online trainings, including with "EasyProf" and audio and video recording/cutting.	25%
3	Experience of key persons in the field of peacebuilding, conflict sensitive programme management	25%
4	Experience of key persons in and knowledge about the context in Latin America.	25%
Price criteria		40 %
	<p>The Formula for the evaluation of the amount of the financial proposal for the mandates is the following.</p> $\text{Score} = \left(\frac{\text{Pmin} \times \text{max.Points}}{\text{P}} \right)^n$ <p>P= Price of the proposals to be assessed Pmin= Price of the lowest proposal n = 1</p>	100%

Award criteria are evaluated on a scale of 0 to 5.

Score	Fulfilment and quality of the criteria	
0	Cannot be established	<ul style="list-style-type: none"> Information not available
1	Very bad fulfilment	<ul style="list-style-type: none"> Information is incomplete Data quality is very poor
2	Bad fulfilment	<ul style="list-style-type: none"> Information relates inadequately to the requirements Data quality is poor
3	Average fulfilment	<ul style="list-style-type: none"> Information globally responds inadequately to the requirements

		<ul style="list-style-type: none"> • Data quality is adequate
4	Good fulfilment	<ul style="list-style-type: none"> • Information focuses well on requirements • Data quality is good
5	Very good fulfilment	<ul style="list-style-type: none"> • Information clearly relates to the achievement of outputs • Data quality is excellent

8 Additional points to be noted by the bidder

a. Address for submission of offers

Southasia.sekretariat@eda.admin.ch

b. Language of documents, language of bids

The bid can be submitted in English or French. The documents are available in English.

c. Expression of interest in submitting an offer and receiving documents

Interested bidders can express their interest in submitting an offer by email and will receive the General Terms and Conditions for Mandates Type A and B and the financial template by email in return. Emails stating an expression of interest in submitting an offer shall be sent to southasia.sekretariat@eda.admin.ch no later than 03.12.2015.

d. Answering questions

Questions concerning the awarding of the mandate in question can be sent by email to Ms. Mirjam Winzeler (southasia.sekretariat@eda.admin.ch). The answers will be made available by email to all bidders who have expressed an interest in submitting an offer.

e. Deadline for submitting a bid and validity

The bid must be sent to Ms. Mirjam Winzeler (southasia.sekretariat@eda.admin.ch) by 11.01.2016 (date of postal stamp) at the latest with the following subject line: CSPM Online Training.

The bid is valid for up to 90 days after the aforementioned date for submission.

Please submit the financial proposal in Swiss Francs (CHF).

f. Negotiations

Remain reserved.

g. Confidentiality

All information of any kind that comes to the attention of the bidder in connection with the tendered mandate of the awarding authority is to be treated as confidential. The content of the present tender may only be made available to persons taking part in the preparation of the bid.

The tender documentation may not be used for any other purposes than preparation of the bid, even in extracts.

Bidders treat facts as confidential that are not public knowledge or publicly available. In cases of doubt, facts are to be treated as confidential. This obligation to secrecy remains valid even after conclusion of the tender procedure.

The awarding authority undertakes to maintain confidentiality about this bid towards third parties subject to the reserve of statutory publication requirements.

h. Integrity clause

Bidders undertake to take all necessary measures to avoid corruption, especially not to offer or accept payments or other advantages.

Bidders who violate the integrity clause are required to pay a contractual penalty to the contracting authority amounting to 10% of the contract sum or at least CHF 3,000 per violation.

The bidder notes that a violation of the integrity clause leads as a rule to the cancellation of the award or to early termination of the contract by the contracting authority for important reasons.

The Parties shall inform each other in case of any well-founded suspicions of corruption.

i. Protected rights

All protected rights that arise from executing the mandate shall be transferred to the contracting authority.

9 Annex

Bidders receive the following annexes by e-mail after their Declaration of Interest (see point 8.3)

8.1. General Terms and Conditions for Mandates Type A and B.

8.2. Financial Template

ⁱ The current version is still in a testing phase. Therefore, the mentioned lengths are indicative.

ⁱⁱ Idem.