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12 September 2019

# TERMS OF REFERENCE

WRITING, EDITING SERVICES

LONG TERM ARRANGEMENT FOR SERVICES (LTAS) FOR 3 YEARS

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## THE MISSION OF UNICEF

UNICEF is mandated by the United Nations General Assembly to advocate for the protection of children's rights, to help meet their basic needs and to expand their opportunities to reach their full potential.

UNICEF is guided by the Convention on the Rights of the Child and strives to establish children's rights and enduring ethical principles and international standards of behaviour towards children.

UNICEF insists that the survival, protection and development of children are universal development imperatives that are integral to human progress.

UNICEF mobilizes political will and material resources to help countries, particularly developing countries, ensure a "first call for children" and to build their capacity to form appropriate policies and deliver services for children and their families.

UNICEF is committed to ensuring special protection for the most disadvantaged children—victims of war, disasters, extreme poverty, all forms of violence and exploitation and those with disabilities.

UNICEF responds in emergencies to protect the rights of children, in coordination with United Nations partners and humanitarian agencies.

UNICEF makes its unique facilities for rapid response available to its partners to relieve the suffering of children and those who provide their care.

UNICEF is non-partisan and its cooperation is free of discrimination. In everything it does, the most disadvantaged children and the countries in greatest need have priority.

UNICEF aims, through its country programmes, to promote the equal rights of women and girls and to support their full participation in the political, social and economic development of their communities.

UNICEF works with all its partners towards the attainment of the sustainable human development goals adopted by the world community and the realization of the vision of peace and social progress enshrined in the Charter of the United Nations.

# I- PROGRAMME DETAILS

**RFPS-2019-9152154**

## General introduction

### A – Editing services in UNICEF – background

The purpose of this Request for Proposal (RFP) is to enter into a non-exclusive Long-Term Agreement (LTA) with up to six (6) successful bidders for an initial period of two years, with one potential extension of one year each subject to acceptable performance and evaluation of needs of UNICEF to provide a range of editorial services, including editing and proofreading English.

UNICEF is an organization that is dependent on the budgetary and extra-budgetary contributions it receives for the implementation of its activities. Bidders are therefore requested to propose the best and most cost-effective solution to meet UNICEF requirements, while ensuring a high level of service.

By editing we mean that the contractor will critically review, edit and revise documents in order that they express ideas clearly, are of a consistently high standard of quality and adhere to UNICEF style and presentation. The contractor will be responsible for proofreading the layout of documents that the contractor works on.

## **B - Programme Goals**

The objective of this Request for proposal for services (RFPS) is to establish a long-term Arrangement/s for providing services Editing. Through this RFPS process, UNICEF will establish a non-exclusive Long-Term Arrangement/s (LTAs) with one or multiple companies for the initial term of two (2) years with an option to extend for one (1) more additional one-year period at the discretion of UNICEF, subject to satisfactory performance by the service provider. Contracts will be issued for specific projects as and when required against the LTA.

The LTAs will be available for use by other United Nations Agencies upon request and approval by both UNICEF and the LTA holder based on the same terms and conditions of this RFPS and LTA, including the price.

## **C – Geographic Area**

South Africa

## **D - Duration (including potential extension):**

24 months + 12 months based on performance

## **E – Projections for 3 years:**

5-10 projects during the first year with a potential for a 10 per cent increase each subsequent year. This is an estimated projection with no commitment on value of business during the LTA period.

## **F - Arrangements and Supervision of Work**

Including technical oversight for works requested by other sections

Communications associates and specialists, Advocacy, Partnership and Communication

## **G- Characteristics of the bidder**

### **Status**

The providers shall be institutions with proven expertise in editorial services, preferably in a health and/or Education related field.

### **Accreditations**

No specific requirement.

### **Previous experience**

Previous work with UNICEF or other international institutions working on health and/or Education issues in the field of editorial services preferred.

### **Logistic capacity**

- Access to internet connection to send and receive electronic communications and assignments.
- The standard software used at UNICEF is Microsoft Office. Edited documents must be returned to UNICEF with tracked changes.

- Documents for proofreading will be sent as PDF files and will be returned with corrections using Adobe Acrobat Pro and sticky notes.
- The bidder is responsible for acquiring the necessary software licenses, UNICEF will not pay for software licenses or connectivity fees.

### **Staffing**

The individual(s) proposed to provide the services should, first and foremost, have extensive experience in the professional editing and proofreading of complex and technical material—knowledge of Health and/or Education issues is an advantage but not a requisite.

The individual(s) proposed for English editorial services should have the following skills and experience:

- Excellent command of the English language, with education conducted in English up to degree level.
- At least five years' experience in editing complex technical texts, preferably in the scientific, health or Education fields, following a style manual.
- Experience of editing texts drafted by originators whose mother tongue is not English.
- The ability to research and check facts and to question the validity of statements in the text.
- Sensitivity to the message that the author is trying to convey and the ability to judge the level of intrusiveness necessary.
- Thoroughness and accuracy.
- Adaptability and flexibility and the ability to work under pressure and to short deadlines.
- Good IT skills.
- Experience of working for international organizations.

### **Reporting requirements**

Final report per assignment requested. In case of voluminous documents, UNICEF may require interim progress reports.

In addition, LTA holders will be required to submit reports every 6 months detailing the total amount of assignments received in the period, and cumulative value to the date to the UNICEF focal point managing the Long-Term Agreements.

## II – Technical requirements

### A- Basic copy-editing (Level I):

- Enter editorial changes to text and tables electronically (using track changes).
- Prepare a list of proposed changes to figures in Word.
- Check spelling for correctness and conformity to UNICEF house style and to the UNICEF Terminology Guidelines.
- Check grammar (verb–subject agreement, dangling participles, incorrect or unclear use of pronouns, etc.) and punctuation for correctness and consistency.
- Check that word usage is appropriate.
- Eliminate abbreviations as far as possible and ensure that essential abbreviations are spelt out at the first mention.
- Delete excessive italic, boldface and quotation marks.
- Ensure that numbers and units of measurement (SI units) are used appropriately and consistently, in accordance with UNICEF house style and the UNICEF Terminology Guidelines.
- Check the spelling and presentation of Member States' names.
- Check other proper names (cities, international conventions, conferences, nongovernmental organizations, named individuals, etc.).
- Edit chapter titles, subheadings and table and figure legends for brevity, consistency and parallel construction, and check numbering if appropriate.
- Check formatting of chapters, sections, subsections, paragraphs, lists (e.g. with bullet points) and table and figure captions for consistency.
- Check that references have been cited in the correct sequence and formatted correctly.
- Ensure that UNICEF house style has been used for reference lists/bibliographies and that the information for each reference is complete.
- Ensure that all cross-references to chapters, sections, subsections, tables and figures are correct.
- Monitor paragraph length and content. Eliminate verbatim repetition of text, tables or figures and cut out redundant passages.
- Check for and eliminate or query discriminatory language.
- Edit or prepare a table of contents.

### B- Technical editing (Level II)

- Requires an experienced editor. Also includes everything in level I.
- Establish the purpose and intended readership of the material to be edited and ensure that the writing style is appropriate.
- Ensure that technical terms are used precisely and in accordance with the recommendations of UNICEF and other international bodies.
- Question possible factual errors.
- Consider and query what might have been omitted, with the aim of achieving a balanced and effective document.
- Identify and take appropriate action regarding material that shows undue bias, is politically or legally sensitive, or whose publication would be prejudicial to the best interests of UNICEF.
- Improve the presentation and wording so that the text is easier to read and understand. Check the overall structure and suitability of headings. Simplify technical language, eliminate jargon and introduce definitions when needed. Rewrite long, complicated sentences. Eliminate verbosity, pomposity and discriminatory language. Ensure that there is no ambiguity in the language used—English is not the mother tongue of many readers and the text may be translated into other languages.
- Eliminate unnecessary and repeated material.
- Check that the titles of references cited correspond to the subject matter in the text at the point of citation.
- Advise on the selection and effective use of tables, illustrations, text boxes, footnotes and annexes.

Ensure that they prove their point and that any text included is edited (for technical reasons it is preferable to edit figures only on hard copy and not on screen). Make the presentation of similar data consistent. Check that any tables, figures and annexes are correctly cited in the text. Check that the main text correctly reflects the information given in tables and figures, and that any simple mathematical calculations (e.g. column totals) are correct.

- Make suggestions on layout, as appropriate.
- Compile a list of queries (e.g. regarding technical errors and ambiguities, inconsistencies and faulty logic) for the author as a separate list or embedded in the text using the comments facility, as requested. For long or complex assignments, it is advisable to send a list of queries after editing each chapter or section, as appropriate.
- Revise the material to take into account the author's responses to editorial queries.
- Draft new text if requested.

The LTA holders will be selected following their rates and availability. UNICEF will ask for a quotation before sending the text to be edited. The quotation would have to be in accordance with the LTA.

The contractual partner will be requested to edit and return documents to UNICEF within reasonable time (following the UNICEF average of 5000/3000 words per day for level1/level2 editing).



## III- BASIS OF AWARD

### 1. Selection process

Interested companies are required to submit a technical and financial proposal. The company will be identified by UNICEF considering the company's experience, and the rate of pay requested.

### 2. Language of the Proposal and other Documents

The proposal prepared by the bidder, and all correspondence and documents relating to the proposal exchanged between the bidder and UNICEF shall be written in the English language.

#### 1. Qualification and specialized knowledge/experience required for the assignment:

- Legally registered (**Company Registration Certificate is required along with the technical proposal**) Editing services Company in South Africa with a minimum of five years' experience of professional editing capacity (personnel CVs/profiles required).
- VAT Certificate
- Bank details
- CVs with excellent command of the English language, with education conducted in English up to degree level.
- At least five years' experience in editing complex technical texts, preferably in the scientific, health or Education fields, following a style manual.
- Experience of editing texts drafted by originators whose mother tongue is not English.
- Good IT skills.
- Experience of working for or with international organizations is an advantage.
- Understanding of the social issues in South Africa and, as an added advantage, experience with projects featuring children.
- Proven capacity to work with highest standards of professional conduct, ethics, discretion, maintaining the honour and dignity of subjects, and maintaining the best interests of UNICEF and its partners.

#### 2. Payment Schedule:

- Once services are satisfactorily delivered, payment to service provider will be effected.
- Payment will be made on a project basis, on completion of each project.

#### 3. Service rates

Providers are requested to provide rates for each of the following costs:

The bidder's separate price component must contain an overall quotation in a single currency, in ZAR.

The Financial Proposal shall be accompanied by a cover letter signed by a duly authorized representative of the bidder, confirming the following:

- (a) the price for Level 1 editing and Level 2 editing on a basis of 1000 words; and
- (b) the period of validity of the bid.

In preparing Financial Proposals, bidders should carefully note the following provisions regarding UNICEF policies on limitations on advance payments, retention, performance bonds, etc.

UNICEF general policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract.

In special circumstances, UNICEF policy allows for an advance payment up to a maximum of 25 per cent of the total value for individuals—or 50 per cent of the total value for companies and organizations—upon signature of a contract.

UNICEF, at its discretion, may determine if such a payment is warranted or not, and the conditions under which it would be made. In any case where an advance payment for \$50,000 or more is requested and subsequently approved, UNICEF will normally require a bank guarantee or other suitable security arrangement. Further information may be requested by UNICEF at the time of finalizing contract negotiations with the selected bidder.

4. Evaluation Criteria (proposal will be reviewed using the below criteria and each weight based on the score points indicated below):

A – Technical Evaluation

1. The technical evaluation will be assessed for 100 points.

SECTION (100 points)		METHOD OF ASSESSMENT
1	Legally registered (Company registration certificate) Editing services Company in South Africa: Valid certificate of incorporation, registration with government entity, and relevant certificates, CVs.	Eliminatory
2	- Company Overview file (Part 1 - p. 13)	Eliminatory
3	- VAT Certificate	Confirmation
4	- Bank details	Eliminatory
	Company Overview	Pass or Fail
5	<b>Overall Response</b> - Understanding of, and responsiveness to the assignment requirement (3) - Understanding of scope, objectives and completeness of response (3) - Overall agreement or concurrence between key requirement of the assignment and the proposals submitted. (4)	10
6	<b>Company, (relevant experience)</b> - Number of years as contractor (based on company profile, registration certificate and other supporting documents on the previous work) (10) - Proven experience in providing similar services to other Organizations and/or Commercial Companies (5) - Reference check including projects that were completed (10)	25
7	Linguistic/Scientific education (10)	10
8	Knowledge of Health and/or Education programmes, research, planning, coordination and advocacy processes (10)	10
9	Demonstrated experience in Level I editing (15)	15
10	Demonstrated experience in Level II editing (15)	15
11	Experience in following house style guides (10)	10
12	Experience in working with the UN System (5)	5
	<b>TOTAL NOTE TECHNIQUE</b>	<b>/100</b>

IMPORTANT: Minimum score to be considered technically compliant is 75 points.

The proposal with the best overall value, composed of technical merit and price, will be recommended for approval.

## B – Financial Evaluation

For companies who have passed the technical evaluation, the financial proposals will then be opened and reviewed.

The financial score will be calculated as follows:

$$\text{for price proposal X} = \frac{\text{Max. score for price proposal} * \text{Price of lowest priced proposal Score}}{\text{Price of proposal X}}$$

The bidders should ensure that all pricing information is provided in accordance with the following:

The currency of the proposal **shall be in ZAR. Invoicing will be in the currency of the proposal.** All prices/rates quoted must be **exclusive of all taxes** as UNICEF is a tax-exempt organization.

### **\*\*Payment Provisions**

Please note that UNICEF's policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract. UNICEF's policy is not to grant advance payments except in unusual situations where the potential contractor, whether a private firm, NGO or a government or other entity, specifies in the bid that there are special circumstances warranting an advance payment. UNICEF will normally require a bank guarantee or other suitable security arrangement.

Any request for an advance payment is to be justified and documented, and must be submitted with the financial bid. The justification shall explain the need for the advance payment, itemize the amount requested and provide a time schedule for utilization of said amount. Information about your financial status must be submitted, such as audited financial statements at 31 December of the previous year and include this documentation with your financial bid. Further information may be requested by UNICEF at the time of finalizing contract negotiations with the awarded bidder.

### **Final assessment**

The technical proposal score will account for 60% of the final assessment and the financial proposal score will account for 40% of final assessment.

The final assessment score will be calculated as follows:

$$(\text{Technical assessment score} * 0.6) + (\text{Financial assessment score} * 0.4)$$

**UNICEF will select up to two providers on the basis of the final assessment scores for each particular service.**

# VENDOR RESPONSE GUIDELINES

**A full technical proposal should be submitted in ENGLISH and must be received no later the time specified of the RFPS-SACO-2019-9152154 assigned for this ToR. Prices or rates shall not appear in any part of the technical proposal.**

In order to both facilitate the vendor's work when preparing an answer to this RFPS and to help UNICEF compare offers efficiently, **all vendors are requested to use the following template.**

**Vendors who do not use or respect the instructions indicated in this template will be disqualified from the procurement process.**

## PART 1 - Company Overview

<b>Full company name:</b>	
<b>Company address (corporate):</b>	
<b>Country:</b>	
<b>RFPS Contact Person:</b>	
<b>E-mail address:</b>	
<b>Company Tel:</b>	
<b>Company Fax:</b>	
<b>Web Site:</b>	
<b>Company established in... (year)</b>	
<b>Number of years of experience in Editing services</b>	
<b>Total number of employees</b>	
<b>Number of active customers</b>	
<b>Describe what differentiates your organization from your competitors. List in bullet points (6-7 bullet points max)</b>	

You can add up to three pages of information about your company - in Annex.

## PART 2 - Technical requirements (proposal response form)

The following form will provide UNICEF with the information necessary to perform the technical assessment component of this procurement process. For all the following elements, vendors are requested to indicate if they can comply, for all projects, with the technical requirements of UNICEF. Vendors will be held accountable for their answers. **Please be specific in your examples and indicate what is relevant to the service considered rather than your general portfolio of service or experience.**

Vendors will be held accountable for their answers.

For certain criteria, some adjustments of requirements are possible, so it is essential to add any relevant details in the "comments" box.

# Annex 1

## Technical Proposal Template

LRPS-2019-9152154

(Please expand the form if needed)

Technical Proposal should include the following key points:

### Section A – Mandatory Response

1. Please confirm your acceptance in applying the General Terms and Conditions of UNICEF's contract for Institutional Services.

1. Yes ( ) No ( )

2. Please confirm your acceptance in providing the deliverables as outlined in ToR.

2. Yes ( ) No ( )

### Section B – Technical Response Form

No	Description	Remarks
1.	<p><b>Company and Key Personnel</b></p> <p><i>Contractor Corporate Profile, Capacity</i></p> <p><i>Range and depth of organizational experience with similar projects</i></p> <p><i>Samples of previous works</i></p> <p><i>Client references</i></p> <p><i>Key personnel: relevant experience and qualifications of the</i></p>	<p><b>1.1. Please provide your company profile</b> Vendor may submit supporting documents such as (1) firm's history/profile, (2) Annual report (3) brochure, website organizational and management structure (not to exceed four pages in length). <i>[Vendor Response Here]</i></p> <p><b>1.2. Please attach all valid certificate of incorporation, registration with government entity, and relevant certificate.</b> <i>[Vendor Response Here]</i></p> <p><b>1.3. Please describe your corporate strategy, focus and experience.</b> Vendor may submit supporting documents such as (1) past, current and anticipated performance, and (2) its reputation, and the standing of its services. etc (not to exceed four pages in length). <i>[Vendor Response Here]</i></p>

No	Description	Remarks
	<p><i>proposed team for the assignment (xx)</i></p>	<p><b>1.4. Please describe the Number and qualifications of trainers. Please include Organogram of the company</b>  <i>[Vendor Response Here]</i></p> <p><b>1.5. Please describe number of years in the relevant programme area including experience working with UN Agencies, International organizations, and Companies.</b>  <i>[Vendor Response Here]</i></p> <p><b>1.6. Samples of relevant previous works - Proof of minimum of three current &amp; previous clients that signed contract with.</b></p> <p><b>1.7. Please provide at least three client references.</b>  <i>[Vendor Response Here]</i></p> <p><b>1.8. Key personnel: relevant experience and qualifications and unique skillset of each team member, as well as balance and complementarity of skills within the team.</b>  <i>[Bidders to provide a maximum three-page CV for each candidate proposed as Annexes]</i></p>

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## **FINANCIAL PROPOSAL**

### **MUST BE SUBMITTED SEPARATELY**

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The Financial/Price Proposal must be submitted in separate file or email and should be submitted in ENGLISH and must be received no later than 29 September 2019 at 23h59.

Please carefully read the guidelines provided below as they will allow us compare vendors' proposals. Failure to structure your proposal in the right format may result in the disqualification of your entire proposal.

The format shown on the following pages should be used in preparing the price schedule. Providers are requested to provide offers for each of the following costs:

<b>PRICE SCHEDULE</b>	
<b>CURRENCY: ZAR</b>	
<b>DESCRIPTION OF ACTIVITY/ITEM</b>	<b>OFFER</b>
<b>1.</b>	<b>Professional fee - per day</b>
1.1	The price for Level 1 editing on a basis of 1000 words
1.2	The price for Level 2 editing on a basis of 1000 words
2.	Period of validity of the offer

Name & Signature:

Title:

Organization Name:

Office Seal: