

REQUEST FOR EXPRESSION OF INTEREST

27 July 2026

REQUEST FOR EXPRESSION OF INTEREST (EOI) – HQ26NF224 for the Provision of Transcription services

Closing on 10 August 2026 at 10:00 hrs (Rome, Italy, Time)

A. Background

1. The United Nations World Food Programme hereinafter referred to as the “WFP”, with its Headquarters located in Via C.G. Viola, 68/70, 00148 Rome, Italy is the leading humanitarian organization saving lives and changing lives, delivering food assistance in emergencies and working with communities to improve nutrition and build resilience by assisting almost 100 million people in around 83 countries each year. About 17,000 people work for the organization, most of them in remote areas, directly serving the hungry poor.

2. WFP's Office of the Inspector General (OIG) reports to the Executive Director and is responsible for internal audit and investigations services to WFP, providing objective assurance on the effectiveness of risk management and the effectiveness and adequacy of internal controls.

OIG also responds to allegations of misconduct by conducting and reporting on investigations through OIG Investigations (OIGI). OIGI is responsible for conducting investigations into allegations of misconduct, such as mismanagement, fraud, corruption, retaliation on whistleblowers, workplace harassment, sexual harassment, abuse of authority, violation or wilful disregard of WFP regulations, rules, and administrative instructions, that involve WFP staff, contractors and other applicable persons. OIGI conducts investigations in accordance with the Charter of the Office of the Inspector General, the Uniform Guidelines for Investigations and the OIGI Investigation Guidelines. In the course of its investigative work OIGI requests transcription services of audio recordings in English and other languages to support ongoing OIGI investigations.

3. OIGI requires secure, accurate and timely transcription services for investigation-related audio recordings, in accordance with the technical, quality assurance, confidentiality and delivery requirements set out in this document. Under the supervision of the Director of Investigations OIGI, the Contractor will be responsible for providing transcription services in English and, where required by OIGI, in another language specified by OIGI, including French and Arabic.
4. The Contractor shall maintain the confidentiality of all recordings, transcripts and information received from OIGI and will be requested to undertake the following responsibilities:
 - Complete transcriptions authorized by the Director OIGI, Chief Investigation Officers and/or their delegates;
 - Transcribe audio recordings and provide complete verbatim transcripts in English and, where required by OIGI, in another language specified by OIGI, including French and Arabic;
 - Provide a high standard of transcription quality and accuracy by:
 - Ensuring transcripts are complete, accurate and faithful to the source recording.
 - Ensuring that any AI, automated speech recognition, machine transcription or other automated technology used in the transcription process is subject to human review by suitably qualified personnel before submission to OIGI.
 - Applying quality assurance and quality control procedures before submission, including review for completeness, consistency, transcription errors and adherence to OIGI requirements.
 - Using suitably qualified personnel with the necessary language skills and transcription experience.
 - Clearly identifying any portions of recordings that are inaudible or unclear.
 - Consistently identifying uncertain words, names, terms or phrases using a standardised notation, and maintaining that notation throughout the transcript unless the uncertainty is resolved.
 - Using any OIGI-provided list of names, place names, acronyms, terminology or other case-specific references to support transcription accuracy.

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- Maintaining confirmed language capacity for transcription services and promptly notifying OIGI of any material change in available language support.
- Submit each transcript to the designated OIGI staff member through the Contractor's secure platform or another method agreed with OIGI.
- The expected output will be a set of verbatim transcripts in Microsoft Word and PDF formats derived from audio recordings provided by OIGI, in English or another language specified by OIGI, including French and Arabic. Suppliers should confirm their ability to provide transcripts with clear speaker identification, timestamps, consistent formatting, and standard notation for inaudible, unclear or overlapping speech, using an OIGI template to be provided at the solicitation or implementation stage.

5. WFP invites eligible suppliers to express their interest in providing the requested services.

B. The purpose of this EOI

6. The purpose of this request for EOI is to identify suppliers with verified technical and financial capacity to perform the services. Eligible suppliers will be invited to participate in the bidding process for the proposed tender.
7. Eligibility to participate in the proposed tender will be determined on the basis of several pre-qualification criteria, including but not limited to: minimum experience of company and staff; proven track record of providing high-quality transcription services to international organizations; documented quality assurance and quality control procedures for transcription services; documented procedures for maintaining confidentiality and secure handling of client information.
8. After the deadline for submission of responses has passed, WFP will evaluate responses received and will notify eligible participants of the outcome of the evaluation.

C. How to prepare and submit your Expression of Interest

9. In order to participate in the pre-qualification exercise, companies are required to provide the following:

The filled in EOI Response Form, which includes:

Tables part of this document:

- Table 1. WFP Requirements
- Table 2. Supplier Information;
- Table 3. Supplier Financial Status;
- Table 4. Supplier Relevant Experience;
- Signatory by the authorized company representative and company stamp.

Additional mandatory documentation to be produced by companies:

- Statement of interest in being considered to provide transcription services, including:
 - a summary of demonstrated experience in providing excellent quality transcriptions to international organizations and international organization investigation units;
 - a summary of demonstrated experience in providing transcripts of audio recordings of interviews of Subject and Witness testimony related to complex administrative investigations; and background information on the service provider.
- A list of languages supported for transcription services, including confirmation whether the service provider can provide original-language transcripts in other languages, including French and Arabic, and details of any relevant dialects, variants, limitations or conditions applicable to language availability.
- CV of staff working for or on behalf of the service provider.
- A brief description of its transcription methodology and workflow.
- A description of its quality assurance and quality control procedure used to verify transcript accuracy prior to submission.
- Details of any Artificial intelligence (AI), automated speech recognition (ASR), machine transcription or other automated technologies used in the provision of transcription services, including the name of

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each tool or platform, its role in the workflow, and whether client data is used to train, improve or otherwise develop the tool.

- A description of the human review process applied to transcripts before submission, including where AI, automated speech recognition, machine transcription or other automated technologies are used.
- A description of measures in place to protect the confidentiality of client information and transcription materials.
- Information on the service provider's methodology, confidentiality and quality assurance arrangements, including any use of subcontractors, AI/ASR tools, or other third-party platforms, and confirmation that appropriate procedures are in place to safeguard OIGI materials and manage potential conflicts of interest.

10. All supporting documentation listed above shall be prepared in accordance with the instructions provided and sent by email to HQ.tenders@wfp.org.
11. WFP will not consider incomplete or unsigned submissions. All responses and supporting documentation received will be treated as strictly confidential and will not be made available to the public.
12. This request for EOI does not constitute a solicitation. WFP reserves the right to change or cancel this procurement process or any of its requirements at any time during the process; any such action will be communicated to all participants.
13. Should you have any questions please do not hesitate to contact us at HQ.tenders@wfp.org.

Yours sincerely,
WFP HQ Procurement.

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EOI RESPONSE FORM

TABLE I. WFP REQUIREMENTS

A. Company / Organization's competencies/ capacities			
	List of WFP requirements/evaluation criteria	Yes	Comments
1	At least three (3) years of experience in providing transcription services.	☐	
2	Proven track record of providing high-quality transcription services to international organizations, including investigation units, involving witness interviews, subject interviews, or other complex administrative investigations.	☐	
3	Proven track record of providing transcripts of audio recordings of interviews of Subject and Witness testimony related to complex administrative investigations.	☐	
4	Staff with at least three (3) years of experience transcribing complex administrative investigations.	☐	
5	Proven track record of providing services to clients in a confidential and reliable manner.	☐	
6	Documented internal quality assurance and quality control procedures for transcription services. Relevant certifications may be provided, where available, but are not mandatory at EOI stage.	☐	
7	Documented procedures for maintaining confidentiality and secure handling of client information.	☐	
8	Disclosure of any AI, automated speech recognition or machine transcription tools used in the provision of services.	☐	
9	Ability to perform: - urgent transcription requests to be completed within two (2) business days of receipt of the audio recording and any required reference materials; - standard transcription requests to be completed within five (5) working days of receipt of the audio recording and any required reference materials; - large-volume transcription requests to be completed within 15 business days of receipt of the audio recording and any required reference materials, unless otherwise agreed in writing.	☐	

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TABLE II. SUPPLIER INFORMATION

B. Company / Organization's Background Information			
1	Legal Name of Company/Organization:		
2	Full address:		
3	E-mail address:		
4	Website address:		
4	Telephone:	Fax:	
5	Contact person, title:	Tel./E-mail of contact person:	
6	Registration with UNGM	Yes ☐ No ☐	UNGM No.
7	Type of Business	☐ Corporate/ Limited ☐ Partnership ☐ Other (specify):	
8	Goods / Services:		
9	Company/Organization Business Registration Number:	Date of Registration:	
10	Additional company/organization background information: [If applicable, insert not more than 100 words]		

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TABLE III. SUPPLIER FINANCIAL STATUS

C. Company / Organization's Financial Status	
Item	Value USD
Gross Turnover [Insert year]	
Gross Turnover [Insert year]	
Gross Turnover [Insert year]	
<i>Maximum contract value in relation to which your Company can be engaged:</i>	
USD 0 – 30,000	☐
USD 30,000 – 100,000	☐
USD 100,000 – 500,000	☐
above USD 500,000	☐
Maximum "Bank Guarantee" amount available to the Company/Organization	
Last two years audited accounts or alternative assessed within WFP's discretion are attached to prove the information stated above	

TABLE IV. SUPPLIER RELEVANT EXPERIENCE

List at least 4 contracts in the last two years relevant to the provision of Transcription services.

D. Company / Organization's Relevant Experience				
Commenced (Month / Year)	Completed (Month / Year)	Type of Contract	Total Value (USD)	Client

Provide CVs of senior staff.

TABLE V. SIGNATORY & ORGANIZATION STAMP

E. Signatory	
Name of Company/Organization:	
Name of the authorized representative:	Signature:
Title:	Date: