

**Annex A: Terms of Reference
RFQ/23/022/RBAP/PSP**

**Request for quotation for Translation Services for UNHCR Private Sector
Partnership in Indonesia**

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1 Introduction

1.1 Background

The United Nations High Commissioner for Refugees Representation (UNHCR) was established on December 14, 1950, by the United Nations General Assembly. The UN Refugee Agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide.

Its primary purpose is to safeguard the rights and well-being of refugees. It strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another State, with the option to return home voluntarily, integrate locally or to resettle in a third country.

For nearly 70 years, UNHCR has helped millions of people to restart their lives. They include refugees, returnees, stateless people, the internally displaced and asylum-seekers. Its interventions in the areas of protection, shelter, health and education have been crucial, healing broken pasts and building brighter futures.

UNHCR has been working in Indonesia since 1979, when the Government of Indonesia invited UNHCR to assist with the establishment of a refugee camp on Galang Island to accommodate more than 170,000 refugees who had fled conflict in Southeast Asia. Indonesia is one of the countries in Asia where UNHCR Private Sector Partnership (PSP) will start to fundraise directly with the public, recognizing the potential of a growing middle-class with an increasingly significant income

UNHCR programmes are mostly funded by governments however, in the last 10 years, UNHCR has grown its private sector income significantly. Growth has been achieved through the financial support of millions of individuals, most of whom give regular donations; and companies, foundations and philanthropists partnering with UNHCR. However, in these extremely challenging times, when the number of persons of concern to UNHCR is rising steadily and the gap in funding their basic needs continues to grow, UNHCR looks to the private sector for even greater financial support.

Islamic philanthropy, especially Zakat, Infaq, and Alms (ZIS), is the most potential development resource in Indonesia. According to research of BAZNAS (Zakat Government Institution), annual Indonesia's zakat potential reaches approximately USD 20 billion, where the amount of zakat collected in 2022 reaches USD 900 million. *We can see how big the gap is and of course there is huge market potential.*

Seeing the ever-increasing development of zakat management in Indonesia, it shows that zakat management organizations are increasingly serious and professional in carrying out this noble mandate. The growth in the average five-year zakat collection at 30.7% also indicates that the Indonesians, known for their hospitality and generosity, are increasingly familiar and aware of the obligation to give zakat, to share with those in need.

Since zakat represents a mandatory religious requirement for individuals and institutions to give 2.5% of their accumulated wealth to those in need, so a notable development in philanthropy in Indonesia has been the rise of Islamic philanthropy and Corporate philanthropy (CSR).

In order to accelerate the process of marketing and partnership penetration, PSP - Islamic Philanthropy team requires translations service for relevant PPH/IP documents which may be utilized as materials for marketing tools (Proposal, Concept note, Pledge Letter, Pitchdeck Presentations).

Please find more via our website: <https://www.unhcr.org/id/>

1.2 Statement of Purpose & Objectives

UNHCR is seeking to enter into a Service contract with a service provider that specializes in translation (English to Bahasa and Bahasa to English), with objective of :

1. PSP team may focus on their main roles without being burdened by administrative and technical stuff.
2. PSP team requires assistance in the form of translated documents to accelerate marketing penetration efforts.
3. The average potential partner might be requiring translated documents in Bahasa Indonesia, such as : proposal, pitch deck presentation, pledge letter, agreement, etc)
4. The translation results may be used by other departments in UNHCR Indonesia

The agency/ (ies) goal is to develop translation services, objective of English to Bahasa and Bahasa to English – output translation documents.

The project duration is 12 months, tentatively in the period April 2024 – May 2023

PSP Indonesia would like to identify qualified companies based on the following set of services: Translation services and Proof reading.

The evaluation will be carried out separately on the technical and financial level. Please make sure that all requirements are included in your proposal.

Please be informed that joint venture, or contractor/subcontractor relationship are allowed. In either case, bidder needs to confirm which company is the project lead to take responsibility of the commercial relationship. The bid is to be submitted under one company, as leader. The winning bidder will be the contracted party, responsible for performance. UNHCR will deal with only one party (as single legal entity) for the administration of the contract, in case of selection. Please read carefully UNHCR General Terms and Conditions (Annex D, page 3, clause 5) about subcontracting.

2 Requirements

2.1 Translation service and objective

The services includes:

1. Translating UNHCR important documents to be used as proposals, presentations material and other marketing tools
2. Completely proof-reading service as per request

2.2 Qualification of prospects

This assessment is based on and referred to the translator's track record and experience with various local and international institutions, particularly he/She has been providing his service to several NPO (Non-Profit Organizations) di Indonesia due to his/her excellent ability to understand NPO's operational works in Indonesia.

2.3 Due Diligence

The vendor must demonstrate professionalism and ensure all document that are translated are kept in strict confidence. Please sign **Annex G** Declaration of confidentiality company and submit with your offer.

2.4 Accuracy

The vendor must complete the translation service with detailed accuracy in both words and context.

UNHCR reserves the right to reject any work performed by the vendor(s), in whole or in part, that, upon UNHCR's sole and absolute discretion, are unsatisfactory, or inappropriate.

2.4 Vendor Registration Form

If your company is not already registered with UNHCR, please complete, sign, company stamp, and submit the Vendor Registration Form (**Annex H**).

3 Content of the offer and evaluation

3.1 Technical component

Please make sure that you submit the necessary information to establish compliance with the below eligibility criteria. The evaluation will be based on pass/fail (Yes or No) method. Your proposal must satisfy **all** the following. Please prepare a technical proposal detailing all the below requirements. Please fill out **Annex B** technical response form to confirm requirements are submitted.

Criteria (pass or fail)	Documents, information to be provided to establish compliance with the set criteria
Translation Certification	<p>Please provide translation certification by Indonesia Association Translator (Himpunan Penerjemah Indonesia) https://www.hpi.or.id/</p> <p>The certification can be in either language combination English to Bahasa</p>
UNHCR General Conditions of Contract for the Provision of Services	Please acknowledge and sign UNHCR General Conditions of Contract for the Provision of Services (Annex D) and send it along with your technical response form.
Compliance with data protection	UNHCR special data protection clause is to be accepted (Annex E). Please send the signed document with your technical proposal.
Location of services	In order to be eligible to participate at this bidding, your company must have a local office in Indonesia and your company must be authorized to work / do business in Indonesia. In order to establish compliance with this criterion, company profile and registration certificate are to be sent.
Translated article of high quality	<p>Please provide translation of Annex F. The quality of the translated article from English to Bahasa must be of high quality.</p> <ul style="list-style-type: none"> Effectively communicate the original meaning in a manner that is both readable and comprehensible Follow all grammatical conventions and adhere to rules for line breaks, punctuation, alignment, and capitalization Reflect the style of the source material
Experience document translation services projects	List at least two (2) examples demonstrating your project of translations services in Indonesia from the past 2 years.

Account management / client service	A short explanation of your excellent service approach (how accuracy, how fast, how detail the output) to support Private Partnerships and Philanthropy (PPH/IP) in Indonesia.
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3.2 Financial component

Please use Annex C to confirm your fees. Your financial proposal must be all-inclusive, meaning that no further cost will be absorbed by UNHCR in case of selection.

UNHCR is exempted from all direct taxes, with this regards the price must be given without VAT, GST or HST.

Please use single currency to provide your cost. For comparison purposes, proposals not quoted in USD will be converted into USD, based on UN exchange rate.

Please read carefully Annex I & J for eTenderBox registration and submission.

4 Customer responsibilities

PSP-Islamic Philanthropy Indonesia will be responsible for :

- Upon the submission of invoice, payment will be settled through bank transfer to the selected translator/vendor as per the general conditions of services contract.

5 Key Performance Indicators

5.1 *Performance Evaluation*

UNHCR expects to monitor the performance of the selected supplier once a year and during the duration of the frame agreement and according to the following KPIs:

1. The selected translator/vendor will translate all the PPH/IP documents from tentatively in the period April 2023 – May 2024.
2. PPH/IP will review in every 3 months related the translation output.