

ANNEX A

HUNBU/RFQ/2024/007

PROVISION OF TRANSLATION AND INTERPRETATION SERVICES for UNHCR Representation for Central Europe Terms of Reference (TOR)

Services required.

During the course of work, UNHCR Representation for Central Europe (UNHCR) based in Budapest requires translation and interpretation services on a regular basis.

Type of Services

A) Translation and Interpretation Services for UNHCR Representation Central Europe (RCE)

UNHCR has translation assignments, including proofreading and editing services, as well as interpretation requirements in Hungary. The translation requirements are normally from/to the national language and English or vice versa but might also include translations to other languages.

1. Translations:

The following elements should be noted with regards to the requirements for written translation services.

- The main areas for which translation services will be required are:
 - Translations requiring experience in legal texts (laws, government decrees, bills, modifications to existing legal instruments, UNHCR reports, recommendations, remarks, official letters etc.)
 - Translations requiring experience in journalistic writing (public information material, publications, articles, press releases, website material etc.)
- The selected company should follow standard requirements provided by UNHCR in terms of terminology and language.
- At times, UNHCR may request urgent translation services. The selected company should have the ability to provide services on short notice.
- Translated texts have to be submitted in electronic format ready for graphic design.
- The translation will be reviewed by UNHCR. A feedback and review mechanism should be included in the proposal to ensure UNHCR is provided the opportunity to comment prior to finalization of the product.

2. Proofreading and editing

The following elements should be noted with regards to editing requirements.

- As most publications are for official purposes, it is essential that the texts go through careful proofreading and meticulous checking both linguistically and professionally. As such UNHCR may seek proofreading and editing services for original and translated text.
- The areas and requirements for proofreading and editing are similar to those listed under the translation section.

3. Interpretation

- In addition to written translation and editing UNHCR regularly requires simultaneous, consecutive, conference or remote interpretation services. These may be delivered either online (e.g. through zoom) or in person. The translation requirements may be for one – one interviews as well as larger conferences in formal or semi-formal settings, but also training, workshops, or field visits. This could entail the use of a booth, or ‘tour guide’ or chuchotage (whispering simultaneous translation).
- UNHCR may request translation for events where personal information is disclosed. As such the selected company will be required to demonstrate strong ability to treat information with appropriate care and confidentiality. Selected interpreters will be required to sign a clause of confidentiality. The interpreters must be culturally sensitive and able to adapt their interpretation style to different cultural contexts and adhere to strict ethical guidelines.

Guidance for submission of proposal

Required expertise:

Please note that all UNHCR translations and interpretation require special vocabulary and expertise related to the asylum field (refugees, asylum seekers, statelessness, migration etc.). Demonstrated experience in this field is an important asset for assessing of your offer. Please outline your experience offering services in this and other relevant fields of work. The submission should include links or copies of previous work in the languages for which the submission is made.

Fees:

The interested agency is asked to specify a fee for translation services from English to the selected language and from the selected language to English in the annex B. The proposed fee should be inclusive of all costs. The annual requirement for interpretation for all mandatory languages is **150 Hours** whereas the annual requirement for translation and proof-reading for all mandatory languages is **150,000 words**.

For the translation and editing services the fee should be presented **per word**

For the interpretation services the fees should be presented

- Cost of interpretation fee **per hour** for online events
- Name of software and fee per channel for online events
- Cost of interpretation fee **per hour** for in – person events in the city in which the company is located.
- Cost of technical equipment per participant **per hour / per day**

Technical equipment for interpretation services

UNHCR may also request interpretation services related to conferences, workshops and meetings where specific technical equipment for simultaneous interpretation is required (interpreting system, sound system, interpretational booth, audio devices, etc.). The service provider should indicate their expertise and capacity (maximum size of event) for large scale

public events in the proposal if submitting a proposal for consideration under interpretation services.

Interpretation Services outside the homebase of the company

Typically required interpreter services by UNHCR are to be provided in Budapest. However, on occasion the service may have to be rendered outside the capital cities.

As provision of interpretation services requires travelling to different locations outside the homebase of the selected company, the interested agency shall specify an hour fee of interpretation services, **excluding** travel and possible accommodation costs. These fees for potential transportation and accommodation costs to venues where the services to be provided will be charged separately to UNHCR as part of the total costs based on the rates provided by the supplier(s) in the financial proposal in Annex B.

Please note that UNHCR will be not arranging transfer and accommodation of interpreters to and/or from different locations, so the agency will be responsible to arrange arrival of interpreters to the venue on the requested time. UNHCR will notify the agency three days before the planned site-visit via e-mail if an interpreter is required outside the capital city.

UNHCR will prioritize companies and sign an agreement with in – country presence for the selected languages but may consider companies offering translation services outside their homebase country.

Qualification of interpreters

The interested agency should provide UNHCR with information on qualification and expertise of the interpreters that may be assigned for provision of services for UNHCR. The interpreters will be requested by UNHCR to sign the Code of Conduct, Confidentiality Undertaking and UNHCR's timesheet certifying the number of interpretation hours.

Mandatory Languages

Both the translation and interpretation shall be provided to or from the following languages:

1. Hungarian – English and English – Hungarian
2. Ukrainian – English and / or English – Ukrainian
3. Russian – English and / or English – Russian
4. Czech – English and / or English – Czech
5. Slovakian – English and / or English – Slovakian
6. Slovenian – English and / or English – Slovenian

Applicants may select to apply for all the above languages, or a selected number based on their capacities and presence within the country. The proposal should clearly indicate which languages can be provided and for each selected language the capacity for written translation, editing/proofreading, and simulations translation. CV / Resume of the individuals to be assigned to the potential contract should be attached to the submission.

Optional Languages

In addition, the company may submit details (capacity and cost structure if differing from the above) regarding translation and interpretation capacity in the following languages that may as ad hoc needs may arise. Capacity requirements in the below is optional.

Category B. UN languages required:

- Arabic – English and / or English – Arabic
- Russian – English and / or English – Russian
- French – English and / or English – French
- Chinese – English and /or English – Chinese

Category C. Other languages that may be required on ad hoc needs:

- Urdu – English and /or English – Urdu
- Vietnamese – English and /or English – Vietnamese
- Georgian – English and /or English – Georgian
- Turkish – English and /or English – Turkish
- Kurdish – English and /or English – Kurdish
- Pashto – -English and /or English – Pashto
- Somali – English and /or English – Somali
- Persian (Dari-Farsi) – English and / or English- Persian (Dari-Farsi)
- Swahili – English and /or English – Swahili
- Punjabi – English and /or English – Punjabi

Services

The company may submit an application for all three services (translation; editing/proofreading; and interpretation) or may select to only submit for translation and editing/proofreading services or interpretation services with provision of technical equipment.

Application process

Interested applicants should submit the following documents to hunbusupplyunit@unhcr.org by **13 Jun 2024** by 17:00 Hrs.

- Capacity statement of the organization including experience in the sector, experience with online and in – person events.
- Range of services (languages and type of services) to be provided.
- Fee schedule – Annex B
- Translated Text: Annex C
- Home base of the company/interpreter (location for which travel fees are not required)
- Sample of previous assignment, if possible, in the same or similar fields
- 03 CVs / Resume of team members (translators and interpreters).

Additional Technical Specification to consider.

- All communication between UNHCR and the translation agency should be in writing, translations should be submitted in electronic format.
- As translation services may be required in specific languages, technical equipment (special software, fonts etc.) to handle texts in these languages (with text flowing from right to left) should be available at the agency and will not be provided by UNHCR. The company providing the online simultaneous interpretation services should ensure they have licensed software for 2 or more audio channels (for interpretation).



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

- The translation agency shall respect the confidentiality of information during translation and interpretation services, especially in case of official documents and individual cases.
- The cooperation between the selected agency and UNHCR will be based on framework agreement.
- UNHCR reserves the right to select multiple companies or commission work outside the framework agreement. The selected company will not receive an exclusivity contract.