



RFP/UNHCR/RB/MENA/2022/01

Annex A

TERMS OF REFERENCE

Provision of Translation and Proofreading/Editing Services for UNHCR MENA Operations

1 Introduction

1.1 Background

UNHCR is mandated by the United Nations to lead and coordinate international action for the worldwide protection of refugees and the resolution for issues facing refugees. The number of people forced to flee from home is over 70.8 million which is the highest number since World War II. Today, UNHCR is one of the world's principal humanitarian agencies. In the Middle East & North Africa (MENA) region UNHCR has operation in over fourteen (14) countries.

UNHCR strives to ensure that everyone has the right to seek asylum and find safe refuge in another State, with the option to eventually return home, integrate or resettle. During times of displacement, UNHCR provides critical emergency assistance. The assistance UNHCR delivers may include, but is not limited to, protection, advocacy, shelter, health care and transportation. More information can be found on UNHCR globally on www.unhcr.org.

1.2 Statement of Purpose & Objectives

In order to support UNHCR's operations in the MENA region it requires expert written translation, proofreading, and editing works for the following language pairs:

LOT 1:

- Arabic – English – Arabic (AR-EN-AR)
- French – English – French (FR-EN-FR)
- Arabic – French – Arabic (AR-FR-AR)

LOT 2:

- Kurdish – English – Kurdish (KUR-EN-KUR)
- Kurdish – Arabic – Kurdish (KUR-AR-KUR)

LOT 3:

- Turkish – English – Turkish (TUR-EN-TUR)
- Turkish – Arabic – Turkish (TUR-AR-TUR)

Bidders may opt to submit proposal for one, two or all three Lots mentioned above. However, each proposal must provide the full set of language pairs described under the Lot(s) the proposal is submitted for.

The selected vendor will undertake the required services mainly in the above-mentioned languages, but expertise in working in other UN languages (Russian, Spanish and Chinese) will be an asset.

Requests may be submitted to the service provider by any of UNHCR's offices in the MENA region. In addition to UNHCR, other UN Agencies shall be allowed to piggyback on the frame agreement to be signed with the services provider(s) at the end of this tender process. Accordingly, those UN Agencies shall be entitled to receiving the services with the same prices and conditions as provided to UNHCR.

The proposed frame agreement will be signed for two (2) years, potentially extendable twice, each for the period of one (1) year, subject to satisfactory performance.

UNHCR will select primary and back-up service providers and they will be requested to maintain their quoted price structure for the duration of the contract. The selected bidders

identified at the end of this solicitation process shall provide full, prompt, accurate, and expert services to UNHCR in full compliance with this Terms of Reference (ToR).

Please note that the proposed frame agreement is not considered as financial commitment towards the selected service provider. The nature of the frame agreement is non-exclusive. The volume of the work and corresponding fees/payments will be detailed on project basis via purchase order and statement of work.

1.3 Eligibility

Prerequisite for any service provider **to be deemed eligible** for an award of contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations.

2 Requirements

2.1 General Company Requirements

- The service provider must have valid business registration showing translation services as part of the core business. Showing that the service provider, or individual translator(s) working for the service provider, is certified by a government to produce official translations will be an asset.
- It is highly beneficial if the service provider can demonstrate experience working on official documents used at Consular Department, Ministry of Foreign Affairs, and embassies.
- Also, an asset would be if the service provider can demonstrate experience in providing services for multi-national organizations, inter-government organizations.
- Have a high level of capacity to execute translation and editing services in timely manner, the selected service provider must have the capacity to turnaround urgent requests on a regular basis. The service provider is expected to maintain throughout the contract period, employment (or subcontracting) of minimum two (2) qualified translators to provide translations for Lot 1 for AR-EN-AR, FR-EN-FR and AR-FR-AR and for Lot 2 and 3 minimum one (1) qualified to provide KUR-EN-KUR and TUR-EN-TUR respectively. In terms of proof-readers and editors the service provider is expected to maintain employment (or subcontracting) of minimum one (1) qualified staff (or subcontractor) per language (Lot 1: EN, AR, FR; Lot 2: KUR, EN and Lot 3: TUR, EN) qualified in providing the services.
- The main language requirements are listed under 1.2 but as mentioned, working in other UN languages (Russian, Spanish and Chinese) will be an asset.
- It is the sole responsibility to pay their translators, proofreaders and editors a fair compensation for their services and to treat them with dignity. In case UNHCR is made aware and determines that the compensation provided by the service provider to their staff (or sub-contractors) is unfair and/or that their treatment can be assessed as undignified, this may be grounds for UNHCR to reject an offer or terminate a frame agreement that it has entered into.

2.2 Account Management Services

- The service provider has to designate a focal point for regular communication with UNHCR during the service period, even in case of being selected a back-up vendor.
- The dedicated focal point has to be fluent in English.
- The dedicated focal point must maintain confidentiality regarding all documents and communications received by UNHCR.
- Part of account management is regular reporting, and the contractor is expected to provide quarterly report on all orders carried out for UNHCR (across the different offices), indicating the date, cost and quantity of pieces of work for UN Agencies.
- The dedicated focal point should acknowledge the receipt of translation request and confirm assignment to the relevant translator/editor within less than 24 hours, unless it is handled through an online portal that provides the relevant information.
- The service provider should have a mechanism to learn from changes/edits and store the appropriate language/terminology for future use, thus avoiding repetitive errors. In general the service provider will receive corrections/changes/edits from UNHCR in a document containing track changes to facilitate the service provider to eliminate the repetition of errors and changes.

- The service provider should try, as much as possible, to deliver the translated/proofread document in the same formatting of its original source, i.e., in terms of tables, charts, and pictures.
- It will be highly beneficial if the account management includes a dedicated online portal for submitting, receiving requests and if possible, showing its status.

2.3 Written Translation, Proofreading and Editing Services

The kinds of texts for which the services are required may include (but not be limited to) legal texts, proportional material, and technical descriptions.

The selected service provider through their staff (or subcontractors) are expected to professionally perform the following in line with the Statement of Work (SoW) for the specific assignment:

- Translations of written documents
- Translate documents ensuring efficient, timeliness and quality translation
- Translators will be judged on their usage of proper terminology based on the nature of documents, accuracy in language and structure.
- Provide proof reading and corrections of submitted documents and translated text. This should cover spelling, grammar, punctuation, consistency and typos.
- Editing services should contain reviewing paragraph and sentence structure, readability, and overall presentation.
- The responsible translator/proofreader/editor should try, as much as possible, to deliver the translated/proofread/edited document in the same formatting of its original source, i.e., in terms of tables, charts, and pictures.
- Translators/proofreaders/editors should be politically sensitive and be able to handle sensitive issues in appropriate language.
- Translators/proofreaders/editors have to be particularly familiar with legal and human rights terminology. **Proven qualifications in legal translation are an asset.**
- Respect the **confidentiality of all shared materials and correspondence with UNHCR.**
- Perform terminology research to ensure the accuracy and appropriateness of all translations
- Maintain a database of key terminology often used by UNHCR (including institutional and technical terms that are being widely used on websites and other common sources on the subject matter), as common glossary to be used consistently by all the translators and develop a glossary on the thematic areas and agree on it with the respective requesting agency
- Ensure quality and accuracy of the entire document before submitting it back to UNHCR
- The Service Providers shall follow the visibility rules of respective UNHCR or other UN agencies and their partners while preparing the documents and conducting the activities. Necessary information and guidance will be provided by the requesting office.
- Translation, interpreting, proofreading, and editing service providers shall collaborate with counterparts from the requesting office when necessary.

2.4 Estimated Volume and Payment Considerations

LOT 1 (AR,EN,FR):

- Translation services per year: approximately 3,600,000 characters without spacing (around 600,000 words)

- Proofreading/Editing services per year: approximately 1,200,000 characters without spacing (around 200,000 words)

LOT 2 (KUR,EN,AR):

- Translation services per year: approximately 1,750,000 characters without spacing (around 300,000 words)
- Proofreading/Editing services per year: approximately 750,000 characters without spacing (around 125,000 words)

LOT 3 (TUR,EN,AR):

- Translation services per year: approximately 1,750,000 characters without spacing (around 300,000 words)
- Proofreading/Editing services per year: approximately 750,000 characters without spacing (around 125,000 words)

The volume of the work and corresponding fees/payments will be detailed on project basis via purchase order and statement of work.

UNHCR reserves the right to reject any work performed by the service provider, in whole or in part that, if in UNHCR's sole and absolute discretion the provided services are unsatisfactory or inappropriate.

2.5 UNHCR Responsibilities

UNHCR is responsible for:

- Preparing Statement of Work to specify each assignment and issue purchase orders
- Evaluating Performance

2.6 Performance Review

The service provider shall be subject to performance reviews, on a regular basis to ensure and control the quality of services provided to UNHCR.

In terms of quality of the services UNHCR will review:

- Accuracy of the translation and editing done, measured by the number of correction referrals required
- Appropriate word use/ effectiveness of the glossary, measured by how often key words have to be adjusted

In terms of timeliness UNHCR will review:

- Responsiveness in assigning the project
- Turnaround time after assigning the project:

#	TASKS	LANGUAGES	MINIMUM OUTPUT REQUIREMENTS (per day)
1	Written Translation [1 page= 1500 characters without space, approx. 250 words (source document)]	Arabic – English – Arabic	8-10 pages
		French – English – French	8-10 pages
		Arabic – French – Arabic	8-10 pages

		Kurdish – English – Kurdish	8-10 pages
		Kurdish – Arabic – Kurdish	8-10 pages
		Turkish – English – Turkish	8-10 pages
		Turkish – Arabic – Turkish	8-10 pages
2	Editing and Proofreading [1 page= 1500 characters without space, approx. 250 words (source document)]	Arabic – English – Arabic	17-20 pages
		French – English – French	17-20 pages
		Arabic – French – Arabic	17-20 pages
		Kurdish – English – Kurdish	17-20 pages
		Kurdish – Arabic – Kurdish	17-20 pages
		Turkish – English – Turkish	17-20 pages
		Turkish – Arabic – Turkish	17-20 pages

- Average Post-Editing Time

UNHCR expects the service provider to have a strong internal control system, covering the entire range of services under the contract, as well as methods of monitoring, identification and correction of deficiencies of service quality, provided to UNHCR. UNHCR shall be informed of any identified deficiencies and actions taken to correct them.

UNHCR may also take the service providers compensation and treatment for their staff and sub-contractors into consideration when assessing their performance.

3 Content of the proposal

Your Technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information.

- Your proposal is to be sent in English. Please note that **NO** financial details can be included into the technical proposal. Failure to comply with this requirement will result in disqualification.
- We encourage you to use the provided Technical Response Form (Annex C) for your technical proposal but in case you don't use it please make sure to tailor your proposal along the below requirements. Only a general company profile will **NOT** be accepted.

It is considered essential for the agency to comply with the following requirements to participate in this RFP (Request for Proposal). During the technical evaluation of this section, the panel will assess your company's qualifications and experience in the relevant sector. Please provide:

3.1 *Company Qualification*

- Company Business Registration Certificate showing translation among the core business and that the company has been established at least three (3) years before the closing date of the tender.
- Proven track record of delivering services at Consular Department, Ministry of Foreign Affairs, embassies, and inter-government organizations.
- Please list the languages your firm can propose, with special attention to the language pairs defined in the Lot(s) your company is submitting their proposals for. Being able to cover additional official UN languages (French, Russian, Chinese, and Spanish) is considered an additional asset.
- Please provide confirmation that your company can provide minimum two (2) qualified translators to provide translations for AR-EN-AR, FR-EN-FR and AR-FR-AR and minimum one (1) qualified to provide KUR-EN-KUR. Also Please provide confirmation that your company can provide minimum one (1) qualified proof-reader and editor per language EN, AR and FR.

3.2 *Account Management*

- Showcase the experience of the designated focal point who will work on UNHCR account, highlighting their experience with similar projects (such as experience with inter-government organizations, non-governmental organizations, consulates, ministries, embassies, or similar) and the relevant knowledge in English. Please propose back-up solution to avoid any gap in service provision and describe the structure of the dedicated account management team.
- State the proposed time to assign projects after acknowledgment of receipt and describe the proposed reporting approach.
- Describe the mechanism to learn from changes/edits and store the appropriate language/terminology for future use, thus avoiding repetitive errors.
- If available, demonstrate the dedicated online portal for submitting and receiving requests to be proposed, where the requesting office can easily upload materials and keep track on status.

3.3 Personnel Qualifications and Quality of Proposed Service

LOT 1 (AR,EN,FR):

- Please provide minimum three (3) CVs (max. 2 pages) of the proposed translators, proof-readers/editors and copies of their specialized qualifications. Qualifications and experience in legal translations are particularly valued.
- Translate the attached document (Annex B) from English to Arabic (1 page)
- Submit a previous example of a legal translation in one of the LOT 1 language pairs for an international organization, embassy, or government entity, providing both the source text and the translated text.

LOT 2 (KUR,EN,AR):

- Please provide minimum two (2) CVs (max. 2 pages) of the proposed translators, proof-readers/editors and copies of their specialized qualifications. Qualifications and experience in legal translations are particularly valued.
- Translate the attached document (Annex B) from English to Kurdish (1 page)
- Submit a previous example of a legal translation in one of the LOT 2 language pairs for an international organization, embassy, or government entity, providing both the source text and the translated text.

LOT 3 (TUR,EN,AR):

- Please provide minimum two (2) CVs (max. 2 pages) of the proposed translators, proof-readers/editors and copies of their specialized qualifications. Qualifications and experience in legal translations are particularly valued.
- Translate the attached document (Annex B) from English to Turkish (1 page)
- Submit a previous example of a legal translation in one of the LOT 3 language pairs for an international organization, embassy, or government entity, providing both the source text and the translated text.

3.4 Vendor Registration Form

If your company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex E).

3.5 Applicable General Conditions

Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services (Annex F&F1) either by signing Annex C (last page of Technical Response Form) or by including a signed copy of Annex F in your submitted Technical Proposal.

3.6 Special Data Protection Conditions

Please indicate your acknowledgement of the UNHCR Special Data Protection Conditions (Annex G) either by signing Annex C (last page of Technical Response Form) or by including a signed copy of Annex G in your submitted Technical Proposal.

3.7 UN Supplier Code of Conduct

Please indicate your acknowledgement of the UN Supplier Code of Conduct for the provision of services (Annex H) either by signing Annex C (last page of Technical Response Form) or by including a signed copy of Annex H in your submitted Technical Proposal.

3.8 United Nations Security Council Sanctions List

Please clearly confirm in your Technical Proposal that your company is not on the United Nations Security Council Sanctions List or sign the confirmation in Annex C (last page of Technical Response Form). Companies on the sanctions list cannot be contracted by UNHCR.

4 Evaluation

4.1 Technical Evaluation

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: 70% (on a 100 points scale, i.e. 70 points max) from the total score.

A. Company Qualifications (max 20 points)	Documents, information to be provided to establish compliance with the set criteria
1. Overall translation experience/time in business (max 5 points)	Provide the Company Registration Certificate The scores will be allocated for the number of years in the business. The score will be zero (0) for this criterion if the company is in business less than three (3) years at the time of the tender closing date. Also, zero (0) points will be given if translation services are not mentioned among the core business. Additional points can be gained if the company or individual staff is certified to provide official translations.
2. Company profile showing track record of delivering services to clients in the following categories: Consular Department, Ministry of Foreign Affairs, embassies, and inter-government organizations (max 5 points)	Provide company profile including the list of clients over the past three (3) years The scores will be allocated for the percentage of clients falling in one of the mentioned categories.
3. Language coverage (max 5 points)	Provide the list of languages (pairs) that can be covered The score will be given based on the coverage of the main language pairs and additional points can be gained by covering other UN languages.
4. Sufficient capacity to provide the services (max 5 points)	For each main language provide the number of translators, proofreaders, and editors on staff (or subcontracted), evaluated by Lot The score will be zero (0) if the min. described under 3.1 cannot be met.
B. Account management (max 15 points)	Documents, information to be provided to establish compliance with the set criteria
1. Experience of the account manager/dedicated focal point (max 5 points)	Provide CV (max. 2 pages) of the proposed focal point Higher scores will be given for the number of similar accounts handled (e.g. inter-government organizations, non-governmental organizations, consulates, ministries, embassies, etc.).
2. Clarity of the proposed response and reporting approach (max 5 points)	Submit a description of your response and reporting approach (incl. time to assign projects)

	The scores will be allocated based on clarity and comprehensiveness.
3. Suitability of the mechanism to learn from changes/edits and store the appropriate language/terminology (max 5 points)	Describe your mechanism to learn from changes/edits and store the appropriate language/terminology The scores will be allocated based on clarity and suitability.
C. Personnel Qualifications and Quality of Proposed Service (max 35 points by Lot)	Documents, information to be provided to establish compliance with the set criteria
LOT 1 (AR,EN,FR):	
1. Experience and qualifications of the proposed translators, proofreaders and editors (max 10 points)	Fill Annex C and submit CVs and qualification of key translators, proofreaders and editors proposed to be assigned (min. 3 CVs). The scores will be allocated for the number of years` of experience and additional points can be gained by proofing qualifications in legal translations and if individual staff is certified to provide official translations.
2. Quality/clarity of translation from English to Arabic (max 15 points)	Attach translation of Annex B.
3. Quality/clarity of sample legal translation for international organization, embassy, or government entity (max 10 points)	Provide sample legal translation (source text and translated text) indicating the entity the translation was made for. Length of the sample: 2-3 pages
LOT 2 (KUR,EN,AR):	
1. Experience and qualifications of the proposed translators, proofreaders and editors (max 10 points)	Fill Annex C and submit CVs and qualification of key translators, proofreaders and editors proposed to be assigned (min. 2 CVs). The scores will be allocated for the number of years` of experience and additional points can be gained by proofing qualifications in legal translations and if individual staff is certified to provide official translations.
2. Quality/clarity of translation from English to Kurdish (max 15 points)	Attach translation of Annex B.
3. Quality/clarity of sample legal translation for international organization, embassy, or government entity (max 10 points)	Provide sample legal translation (source text and translated text) indicating the entity the translation was made for. Length of the sample: 2-3 pages
LOT 3 (TUR,EN,AR):	

1. Experience and qualifications of the proposed translators, proofreaders and editors (max 10 points)	Fill Annex C and submit CVs and qualification of key translators, proofreaders and editors proposed to be assigned (min. 2 CVs). The scores will be allocated for the number of years` of experience and additional points can be gained by proofing qualifications in legal translations and if individual staff is certified to provide official translations.
2. Quality/clarity of translation from English to Turkish (max 15 points)	Attach translation of Annex B.
3. Quality/clarity of sample legal translation for international organization, embassy, or government entity (max 10 points)	Provide sample legal translation (source text and translated text) indicating the entity the translation was made for. Length of the sample: 2-3 pages

The minimum passing score of the evaluation is 45 by Lot out of 70; if a bid does not meet this minimum it will be deemed technically non-compliant for that Lot and will not proceed to the financial evaluation for that Lot.

4.2 Financial Evaluation

The financial component weighs 30% (i.e. 30 points) by Lot of the total scores. The maximum score is allocated to the lowest price and the rest is calculated on proportional to the I. Please use Annex D to provide your cost proposal.

Important notes:

- The yearly volume stated by Lot is the best estimation currently available, incorporating the potential need of the various requesting offices. The volume may be subject to change.
- Translation cost is to be calculated per character; a one-page minimum charge policy applies; standard page is that which contains 250 words, approximately 1,500 characters without space
- The cost is to be calculated according to source text character count.
- In case the source language material is unavailable in a word count supporting electronic format, the word count is made based on the word count of the target language material, taking into consideration any differences, if any.