



# UNHCR

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

UNHCR BO  
P.O Box 12093  
Sana'a, Republic of Yemen

Tender Ref: **RFP/CO/YEMSA/24/05/R1**

## Annex A

### Terms of Reference

#### FOR THE PROVISION OF INTERPRETATION SERVICES FOR THE UNHCR YEMEN

##### 1. Background

The Office of the United Nations High Commissioner for Refugees (UNHCR) is a United Nations Agency mandated to lead and co-ordinate international action to protect refugees and resolve refugee related issues worldwide. Primary objective of the agency is to safeguard the rights and well-being of refugees. UNHCR 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. In this context, the UNHCR operation in Yemen, in close collaboration with the Government of Yemen, has been and continues addressing the needs of the refugees in Yemen.

##### 2. OVERALL OBJECTIVE

UNHCR-Yemen seeks qualified commercial entities able to provide quality translation and interpretation services from/ to Arabic/English and the following languages: Omoro, Somali, Amharic, Afar, Tigrinya languages. The service provider(s) will be identified through a formal competitive bidding process and the following Terms of Reference outline the scope of services required.

##### 3. PRIMARY DUTIES AND RESPONSIBILITIES OF TRANSLATORS / INTERPRETERS

1. The service provider staff are required to translate and interpret from/to: English/ Arabic and the following languages: Somali) Ethiopian – Oromo – Amharic – Afar – Tigrinya.
2. The service provider staff shall provide oral interpretation in person or on the phone from/to the aforementioned languages to support all protection activities: Interviews with asylum seekers and refugees and staff at UNHCR and the Bureau of Refugee Affairs (BRA) in Sana'a; as well as UNHCR in Aden office and Kharaz camp. Furthermore, provide interpretation during any communication between refugees and asylum seekers and staff, including meetings and workshops at the aforementioned entities.
3. The service provider staff shall provide translation from/to the aforementioned languages for documents produced by UNHCR as well as documents shared by the asylum seekers and refugees to UNHCR.

4. The service provider staff shall provide remote interpretation for other UNHCR offices upon request and as necessary.
5. Perform other duties, as required.

#### 4. PROPOSED METHODOLOGY FOR THE COMPLETION OF SERVICES

The service provider must describe proposed methodology to address/deliver the requirements of the RFP; providing detailed description of how its personnel will meet essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

Essential performance characteristics	Proposed methods to ensure quality
Accuracy of interpretation	
Linguistic quality and consistency of interpretation	
Technical quality and consistency of interpretation and translation	
Securing confidentiality of the documents under translation	
Timeliness of interpretation and translation	
Timeliness of correction/revisions for translation	
Other (please identify)	

Risks/challenges foreseen by the service provider	Mitigation measures proposed
Risk 1:	
Risk 2:	
Risk 3:	
....	

#### 5. MINIMUM REQUIREMENTS FOR SENIOR AND JUNIOR INTERPRETERS

##### Senior Interpreters:

- I. Graduate degree from related fields (literature, translation & interpretation, etc.)
- II. Minimum 5 years of experience in providing professional interpretation services
- III. Experience in providing technical interpretation in at least one of the following fields: legislation, translation and/or history.

##### Junior Interpreters:

- I. Graduate degree in translation, interpretation, engineering fields, administrative sciences (i.e. management, economics etc.), social sciences, or relevant field.
- II. Minimum 3 years of experience in providing professional interpretation services

III. Experience in providing technical interpretation in at least one of the following fields: legislation, translation and/or history.

Interpreters positions are opened for Yemeni nationals and refugees.

No	Personal Job title	Duty Station	Number of required Interpreter/s
<b>Lot 1 - UNHCR Sanaa Office</b>			
1	Interpreter	UNHCR Reception Center Sanaa	4
2	Senior Interpreter	UNHCR Reception Center Sanaa	1
<b>Lot 2 - UNHCR Aden &amp; Kharaz Offices</b>			
3	Interpreter	UNHCR Sub-Office Aden	7
4	Interpreter	UNHCR Field Office Kharaz	3

## 6. QUALIFICATIONS AND COMPETENCIES

- I. Excellent written, oral and interpersonal communication skills in English, Arabic and other languages as per UNHCR's requirement.
- II. The interpreters must be committed to UNHCR's mandate.
- III. Ability to work under pressure in an organized and systematic way.
- IV. Willingness to work with refugees to facilitate interviews.
- V. Willingness to work during flexible hours.
- VI. Ability to maintain attention for extended periods of time and to maintain high quality outputs.
- VII. Willingness to learn new skills.
- VIII. The interpreters must have empathy to the refugees and are required to maintain strict confidentiality of information received.
- IX. Demonstrate ability to work as part of a team in an international and multicultural environment.
- X. Proven past experience in successfully executing duties as a translator/ interpreter would be advantageous to determine seniority.
- XI. To ensure quality interpretation and translation, the proposed personnel will need to take and pass proficiency tests.

## 7. OVERALL MANAGEMENT AND SUPERVISION ARRANGEMENTS

a) Under the administrative supervision of the service provider, the proposed interpreters and translators will work in close cooperation with various UNHCR functional units/field teams and will functionally report to the Head of the respective unit/team. Interpreters/translators are required as follows:

In Sana'a:

5 interpreters (seniors) to be assigned at the UNHCR (Reception Center) and the Bureau of Refugee Affairs (BRA) for the below languages: (3) Ethiopian languages (Oromo/Amharic), (1) Somali, and (1) Tigrinya. Preference is given to interpreters able to interpret in multiple languages.

Working hours at UNHCR RC is Sundays to Wednesdays from 8:00 to 16:00; and Thursdays from 8:00 to 14:30; while working hours at the BRA are from Saturdays to Wednesdays from 9:00 to 12:00, the interpreters shall report back to UNHCR office in the afternoon on Sundays to Wednesdays.

In Aden:

10 interpreters are needed as below:

07 Interpreters: 2 Seniors and 5 Juniors in UNHCR Sub-Office Aden;

For Ethiopian language, both Oromo and Amharic: 2 Seniors and 3 Juniors.

For Eritrean language, Afar – Tigrinya: 1 Juniors.

For Somali language: 1 Junior.

§ 03 Interpreters: 3 Seniors in UNHCR Field Office Kharaz;

For Ethiopian language, both Oromo and Amharic: 2 Seniors

For Somali language: 1 Senior.

Working hours are Sundays to Wednesdays from 8:00 to 16:00; and Thursdays from 8:00 to 14:30.

b) In case of unsatisfactory performance, the service provider will be notified in writing by UNHCR to provide a replacement interpreter and/or translator. Generally, UNHCR will give at least, one- (1) week advance notice to the service provider of such a need.

## **8. GUIDELINES AND CONSIDERATIONS**

a) Based on the outcome of the competitive bidding process, UNHCR will enter into a frame agreement with the selected company to remain valid for a period of two (2) years and with possible extension for one (1) additional year.

b) The service provider will be responsible for the overall management of the services covered under the scope of the future frame agreement and the subsequent Purchase Orders; the service provider will maintain all individual contracts of the interpreters.

c) Wages of the interpreters and translators will be considered for payment on a monthly basis, provided an individual's contract is for a full month.

d) The interpreters recruited and assigned to UNHCR by the service provider, will be bound contractually only to the service provider.

e) Service provider must be a recognized legal entity (registered company or firm) based in Aden, and Sana'a, Yemen and supporting documents certifying the above shall be attached to the bidder's proposal.

**f) The successful contractor shall provide and maintain each personnel with adequate life insurance**

**g) Medical insurance: Must be VIP Category**

h) Staff are entitled to PAID LEAVE entitlement per month (Annual leave, Sick & Emergency leave, Holidays and Weekly) Per Interpreter

i) The successful contractor shall recruit / hire the existing interpreters and currently working with UNHCR in all locations

END