

ANNEX B-TERMS OF REFERENCE

Long-Term Agreement for Professional Translation and Interpretation Services

Background

Viet Nam, as a lower middle-income country since 2010, is at critical juncture in its development journey, especially under the new Sustainable Development Goals (SDGs) to ensure that the country's 27 million children benefit equally from economic prosperity.

UNICEF in Viet Nam works for the rights of every child, every day, across the country by (1) engaging the business community with high impact on children by strengthening their knowledge, capacity and commitment to respect and support children's rights as outlined in the Children's Rights and Business Principles; (2) advocating for national investments in preventing climate change consequences for children; (3) enhancing child protection systems to safeguard children and their families from a full spectrum of risks; this includes ensuring every child has a supportive family environment, access to justice and protection from violence, abuse and exploitation; (4) working to make sure solutions reach all children by implementing children survival and development programmes, (5) ensuring quality education for all children; (6) advocating for investment in early childhood development which is cost effective and yields some of the highest returns to families, societies and countries; and (7) ensuring that "no child is left behind" which requires breakthrough solutions to fast-track progress towards inclusive and sustainable development for all. For more information on UNICEF works in Vietnam: <https://www.unicef.org/vietnam>

During the implementation of our programmes, UNICEF Viet Nam Office develops technical documents, publications, tools and communication material that require adaptation and translation into Vietnamese and English languages. Audiences include local decision makers, key influencers, partners, the general public, as well as the international community, international media, and other stakeholders abroad.

In addition, UNICEF conducts various events, conferences, meetings, and hosts high-level visits to raise awareness on the situation of children and women in the country and UNICEF's interventions. Such events require Vietnamese and English interpretation between.

To meet such needs, having highly qualified professional English- Vietnamese translation/interpretation services is vital.

Justification

UNICEF Viet Nam is requesting the service of **professional translation agencies based in Viet Nam** to provide written translation, as well as oral simultaneous and consecutive translation when requested. The awarded contractors shall ensure effective and efficient provision of services, while maintaining full confidentiality in all aspects of assignment, management of information and follow up on deadlines and commitments.

Scope of Work

The awarded contractors are required to provide services as follows:

1. Provide on request available and experienced professionals to accurately translate texts from /to English and Vietnamese. Written documents, such as annual reports, situation analysis, newsletters,

press releases, human interest stories, briefing books, etc., are produced by UNICEF and partners; and many of these need to be translated. The volume of translation to be done in one month period varies depending on office priorities.

2. Provide on request available and experienced interpreters for simultaneous and consecutive translation from /to English and Vietnamese. Interpretation service may be required for meetings with government officials; technical workshops; trainings, planning and review meetings; high-level meetings with foreign visitors and national counterparts; public events and other activities as required. The volume of translation to be done in a one-month period varies depending on office priorities.

A. Text Translation

- 1- Ensure that the translation of English and Vietnamese texts is technically, linguistically and grammatically correct, error free and it should meet high quality standards, and would not need further editing after completion of translation.
- 2- Perform terminology research (i.e. UN/UNICEF/UN Terminology available on websites) to ensure the accuracy and appropriateness of all translations. The translator is also responsible for ensuring quality and accuracy of the entire document before submitting to UNICEF.
- 3- Professional translation from/to Vietnamese and, English languages.
- 4- Price will be calculated on per word basis and per page (350 words per page), also descriptions under drawings or photos need to be considered.
- 5- Provide accurate and timely translation to the satisfaction of UNICEF standards.
- 6- Provide advice and technical expertise on the quality of written translation and English terminology when requested by UNICEF
- 7- All texts submitted shall be treated as confidential by the selected company or any individual mandated by the company.
- 8- Return the original of the documents to UNICEF after completion of the services.
- 9- Translation shall be done within the stipulated deadlines in the work order.
- 10- Maximum percentage margin of errors per page should not be more than 3 errors.
- 11- The translated materials should be provided to UNICEF after completion of the required services in a hard copy or a soft copy.
- 12- The documents translated remains the copyright of UNICEF and should not be shared to any third party.
- 13- Fees will be paid upon actual services provided and after certification of satisfactory services, and upon submission of invoice for the payment.
- 14- Payments will be effected by bank transfer.

B. Simultaneous and Consecutive Translation

1. Translators and interpreters should be duly qualified and fluent in both English and Vietnamese and have previously done similar work. They should have good working experience in the field of translation.
2. The translators/interpreters shall be available at the time requested. One working day is 8 hours excluding lunch hour. Interpreters may be requested/ expected to stay beyond the 8 hours schedules.
3. UNICEF shall reimburse costs incurred for assignments done outside of Ha Noi or Ho Chi Minh City, if travel is required, based on cost reimbursable or fixed priced or lump-sum contract agreement or through travel authorization by UNICEF
4. The awarded contractor is responsible to provide backup / standby translators in case of illness or incapacity of someone to perform his/her duty.

5. Assign adequate number of translators for each event to ensure smooth and quality service. UNICEF is paying for the service cost per day regardless the number of mobilized translators/interpreters.

C. Other translation services

1. Translation of transcription from audio or audio-visual files as required
2. Translation of visibility and Communication materials and Power point documents
3. Web translation

Reporting

The contractor will work under the supervision of the requesting programmes who will provide documents for translation or information, important details and materials about the topics of the events requiring interpretation or facilitation.

Budget and Remuneration

1. Estimated volume in quantity and value for services provided in previous years

From 2020 to 2022	Number of Interpretation days	Indicative Interpretation rate (simultaneous/\$/day)	Number of pages translated	2022 indicative Translation rate (\$/page)
Quantity	118	600	10,480	11
Sub-mount (USD)	70,800		115,280	
Total amount generated	USD 186,080 (or average 62,026 USD/year)			

2. Estimated volume in quantity and value for services provided under the LTA (tentatively from Jan 2024 to Dec 2026):

With the recorded volume for interpretation and translation services in Vietnam Office of USD 62,000/year. The LTA's total volume for 3 years is USD 186,000.

Payment for the services provided shall be done in accordance with UNICEF rules and regulations, upon satisfactory completion of assignment and within 30 days of submission of invoice and supporting documents. Services shall be paid at the rate established in the contract.

Engagement and selection of contractors

UNICEF will establish a roster of up to three (03) contractors and sign Time-bound long-term agreements with qualified contractors. The contractors shall be engaged from the roster based on their availability at the time of the request, previous performance, and at the most cost effective for UNICEF.

A long-term arrangement (LTA) for 24 months will be established with possibility for an extension for another 12 months (with prior consultation with the contractor and subject to satisfactory performance during the previous years).

Individual work assignments shall be undertaken by the contractor against confirmed requests from assigned UNICEF focal person(s) in compliance with the LTA's terms and conditions. UNICEF shall create annual contract of each programme against the LTA at the beginning of each year. Quarterly payment shall be effected based on actual services rendered and charged to the annual contract.

The LTA can also be utilized by other UN agencies in Vietnam, who will benefit from the same terms and conditions of the LTA.

Performance Evaluation

The performance of work will be evaluated based on the following indicators:

- Completion of tasks specified in the request;
- Compliance with the established deadlines for submission of deliverables;
- Quality of produced outputs;
- Demonstration of high standards of work with UNICEF and with counterparts.

Performance will be reviewed annually and at the end of the LTA validity.

Qualification/Specialised Knowledge and Experience

The translation agencies should provide translators and interpreters with the following qualification, skills and experience to effectively carry out the tasks:

- Academic qualification: A Bachelor Degree in English, or other related fields
- Excellent spoken and written English
- Excellent spoken and written Vietnamese
- At least three years' experience in working as an interpreter/translator
- Understanding of UNICEF Programme in Viet Nam is an advantage (in the areas of health, nutrition, education, water and sanitation, child protection, social and governance, innovation, communication, etc.)

Due to the need for the services to be provided locally (including possible travel in the country), **local agencies or international agencies that have local branches in Vietnam** are recommended to bid for the LTA.

Selection Process and Evaluation Criteria

Agencies are invited to submit a technical and a financial proposal detailing the qualification and experience, as well a standard cost for services (as per **Annex C – Price Schedules** – for unit cost per page of 350 words for written translation; unit cost per hour/half day/full day for simultaneous and consecutive translation; unit cost for other translation services).

Interested agencies can apply for one or all of the requested services:

- A. Text translation (English/Vietnamese)
- B. Provision of simultaneous or consecutive translation (English/Vietnamese)
- C. Other translation services

Technical Evaluation

In order to be included in the UNICEF roster, agencies must submit a Technical Proposal that meets all the following criteria:

Evaluation Criteria	Assessment
Completeness of Response Responses is complete and addresses the scope of work detailed in this TOR	Met / No Met
Relevant Experience (Provide proof documents such as Curriculum Vitae, Labor Contract, Certificates, translation certificates, etc.) Key qualified personnel holding long-term contracts with the agency Relevant experience of personnel to do quality translation from/to English and Vietnamese under tight deadline; and to provide interpreter services to large institutions Availability of a broad pool of translators and interpreters to meet several coeval requests and to provide backup when needed. Demonstrate an understanding of the importance of the scope work and to meet deadlines.	Met / No Met
Languages Capability Availability of personnel with excellent written and oral language skill for Vietnamese and English. References, recommendations from the other agencies UN, companies, government, and other institutions Demonstrate an understanding of the purpose and scope of the work and the terminology commonly used by UNICEF	Met / No Met

UNICEF's Technical evaluation panel shall assess the technical proposals and recommend technically-qualified bidders who meet all above technical criteria. After that, these bidders shall be invited for an interview session where a short translation/interpretation test shall be conducted for the final recommended list of bidders.

Financial Evaluation

Following the Technical Evaluation, the Financial Proposals (Annex C-Price Schedules) of the technically qualified bidders shall be opened. UNICEF shall select up to three (03) bidders who offer the most competitive price schedules for awarding the LTAs.

General Conditions

The required translation services shall be performed at the awarded Contractor's premises at its own costs, with its own equipment, materials and supplies, and the Contractor shall be responsible for all arrangements, labor and services necessary to perform the translation services, including delivery of finished products.

Contractors are required to use corporate bank accounts only (no individual bank accounts shall be accepted for UNICEF's institutional contracts).

No advance payments or deposits shall be disbursed by UNICEF. Quarterly payment shall be made within 30 days of submission of the corresponding authenticated and accepted statement of account and invoice.

The price schedules must include any special terms that the Contractor may apply e.g. Cancellation policy for oral interpretation service.

Attachments

Annex A-General Terms and Conditions for Contract (Services)

Annex C-Price schedules

Women-owned companies are encouraged to bid. Preference will be given to equally technically qualified women-owned companies