**UNHCR Country Office**

**Sana’a, Yemen**

**Tender Ref: REQUEST FOR PROPOSAL: No. UNHCR RFP 713**

**Establishment of Frame Agreement for Translation and interpretation Services for UNHCR Office, Yemen**

1. **Background and introduction:**

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The 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 also has a mandate to help stateless people.

To support the implementation of Humanitarian Operation in Yemen and having effective means of communication and due to the different language spoken including the official Arabic language. Given the need by UNHCR to have the translation service and be able to communicate in the local Languages by translating Arabic into English and vis versa in order to have a positive communication flowing from one party to another i.e. government partners, non-government organisation partners etc.

UNHCR would like to establish a multiple Frame Agreement (FA) with individuals or service providers for provision of translation and interpretation with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year.

1. **Objective:**

The selected contractor will undertake the following specific tasks related to translation and interpretation services.

1. **Scope of Work:**
   * Translate UNHCR documents from Arabic to English and vice-versa as required. The translated text must be delivered in MS Word, PowerPoint or Excel files as required.
   * All text requires translations and proofreading.
   * Simultaneous and consecutive translation and Interpretation at UNHCR events and workshops.
   * Ensure accuracy in language, structure, and rhetoric expressions.
   * Coordinate and facilitate the distribution process with the FA Holder for provision of translation equipment at all the events.
   * Provision of translation equipment’s in case the FA Holders are not able to provide.
   * Ensure the translation of word choice, style, sentence structure, comprehension, and terminologies are checked intensively, and the content is fine-tuned to achieve accuracy in Translation from English to Arabic language and from Arabic to English language expression.
   * In case of translator leaves his/her post, his/her successor should be briefed/familiarized by the outgoing translator with UNHCR’s tone of voice and terminology.
   * The selected contractor is expected to perform terminology research (i.e. on UNHCR term websites and others) to ensure the accuracy and appropriateness of all translations. The selected contractor is also responsible for ensuring quality and accuracy of the entire document and consistency in terms of using UNHCR’s brand name before submitting it back to UNHCR.
2. **Primary duties and responsibilities:**
   * UNHCR will not offer office space or equipment and the selected contractor is expected to have its own space and equipment. The selected contractor shall also arrange its own transportation and email access.
   * Provision of translation equipment’s on request of UNHCR within 24 hours advance alert.
   * Transportation cost is inclusive with the offer of provision of services in your offer price list.
   * In case of damage, loss or any other problem to the equipment it will be responsibility of the supplier (FA Holder).
   * Equipment’s, micks, booth should be in good condition and clear sound.
   * The company should install all equipment a day prior to the event and all equipment will be tested and confirmed as in good working order.
   * The translators/interpreters shall be available at the venue as per time schedule provided by UNHCR requesting unit. One working day is 8 hours, excluding breaks.
   * The company should have back up/standby translators in case of any unforeseen anomalies.
3. **Technical evaluation:**

The selected contractors shall be evaluated against the following evaluation criteria.

* + **Core Business:**
* Proof of permanent office premises and infrastructure to provide services i.e. availability of office equipment such as photocopiers, ICT equipment, etc.
* Past and current service contract, special international and UN agencies
* Minimum experience of at least more than three (3) years
  + **Staffing and capacity:**
* Technical Competence, experience, educational qualification of staff
* Length of service of key staff and type of contract/employment. professional training and academic qualification
  + **Equipment**:
* List of equipment, Qty and their specification.
* Availability of equipment to cover large workshop/meetings
  + **General requirements:**
* Acceptance and confirmation to meet UNHCR requirements and timelines in terms of translation and interpretation services
* Responsiveness and creativity in meeting UNHCR’s scope of work

1. **UNHCR will perform evaluation** on delivery of each assignment and provide regular and final feedbacks on quality and timeliness of products to ensure the performance of selected contractor during the Contract period is in accordance to the terms and condition of the contract.

* The technical evaluation will be in weighted criteria of 60% technical distribution out of the total score. The cut-off points for submissions to be considered technically compliant will be 30 out of the 60 points.
* Sample translation – The bidders are required to translate the tender documents (Annex G) into Arabic and to submit the translated version as part of the technical offer. Take note that there will be a second round of sample translation exercise to all the technically qualified bidders at the UNHCR BO Sanaa during the evaluation process.
* Note that all documents shared are confidential in nature and must not be shared to third parties.
* Note: The financial component will be analysed only for those suppliers that pass the technical evaluation.

1. **Methodology of service contract:**
   * The document to be translated and edited in a manner that no additional editor needs to be hired for the work.
   * The document to be submitted in Microsoft Word format.
   * Fonts to be used: Times New Roman or Arial for English, “Cairo” for Arabic
   * The documents consist of verbatim reports including press releases/statements, speech, newspaper and magazine articles, features, audio/video interview clippings and policy, guidelines etc. Such document may contain either normal or legislative words.
2. **The volume of each document** to be translated may vary from 500 to more than 100,000 words, based on the word-count tool in Microsoft Word.
3. **The document/report** to be translated shall be sent to the contractor, by email, preferably in editable electronic form (Microsoft Word); similarly, translations must be returned to UNHCR requestor in electronic editable format. Format specifications (including templates) shall be communicated to the Contractor, together with the document to be translated. Non-compliance with format specifications shall cause the returning back of the translation to the Contractor for compliance.
4. **Expertise:**

The Contractor must ensure all the translators and interpreters have professional experience in translating and interpreting the required service specified by the UNHCR requesting unit. The translations must also be written in clear, correct and readable language. The content and meaning of the original must be accurately rendered in the target language, and a high level of terminological and style consistency must be achieved.

1. **Payment Terms:**

UNHCR will process payments upon satisfactory completion of service and upon submission of invoice with supporting documents within 30 calendar days.

1. **Monitoring and reporting:**

The Contract shall be managed and monitored by UNHCR Contract Manager while individual assignments for translation services will be managed and coordinated by UNHCR programme staff (Contract User) responsible for contracting each individual assignment. Should there be a need, UNHCR will provide direction to enhance ability of the individual to provide quality services on timely basis. The consultant (service provider) will be accountable for his/her service deliverables to the UNHCR.

1. **Confidentiality and Copyrights:**

All documents compiled by or received by the Contractor in connection with this contract shall be property of UNHCR and shall be treated as confidential.

1. **The Contractor shall comply** with Annex D UNHCR General Condition of Contract for provision of service.