

Translation Service for The Social Protection Project

1 May 2025 - 30 September 2026

Term Of Reference

1. Background

The International Labour Organization (ILO) in Iraq is seeking service provider for translation service to support social protection project for a period of 1 May 2025 until 30 September 2026, with a focus on social security, employment and labour market terminology.

2. Objectives

- ☐ To ensure the accuracy of translations documents and reports related to social security, employment and labour markets;
- ☐ Support communication efforts by providing consecutive interpretation from Kurdish Sorani, Arabic and English and back.

3. Scope of Work:

- ☐ **Translation Services:**

Provide quality written translation of at least 2,000 pages of documents (a standard translation page is a standardised unit of 250 words or 1,500 characters without empty spaces) related to social protection, social security, labour and employment from English to Kurdish (Sorani) and/or Arabic and vice versa during the contract period. Maintain the integrity, context, and technical details of the original documents in the translations and guarantee quality and accuracy of translation.

- ☐ **Interpretation services:**

Provide quality consecutive interpretation services (offline/in-person and online) of at least 100 hours on the issues related to labour, employment, and social security from English to Arabic and/or Kurdish (Sorani) and vice versa during the contract period. Maintain the integrity, context, and technical details of the original discussion in the interpretation and guarantee quality and accuracy of it.

In person interpretation services should be mainly provided in Baghdad and Erbil. Ad hoc support may be required during field missions. In case of interpretation required during field visits, the ILO will cover the costs of travel for interpreter(s) as per the UN/ILO travel policy. Online interpretation will be required on Zoom or Teams platforms, the service provider will be required to coordinate Zoom links with interpretation access for specific meetings as needed.

A summary and detailed breakdown of the translation costs:

No	Details for Translation Services	Qty	Unit Price (USD)
1	Document Translation Services English-Kurdish Sorani-Arabic	2,000 pages	
2	Consecutive in-person or online interpretation English-Kurdish Sorani-Arabic	100 hours	
3	Provision of Zoom links with interpretation functionality	30 hours	
	Total		

4. Duration

The contract will be issued for the duration from 1 May 2025 until 30 September 2026, with the possibility of extension based on performance and project needs.

5. Qualifications

The service provider should consider the below:

- ☐ Providing a translator/translators having at least 3 years of experience in translation,

with a focus on labour, employment, or social security.

- ☐ Providing a translator/translators and/or interpreter/interpreters with a full fluency in English, Arabic and Kurdish Sorani with excellent written and oral skills.
- ☐ Familiarity with the ILO's work and its terminology on labour, employment and social protection as well as familiarity with the [ILO TERMS](#) is highly desirable.
- ☐ Capability to provide several translators and interpreters within short deadlines, ability to work on several assignments at the same time.

6. Reporting

The service provider focal point will report to the Chief Technical Adviser or the Social Security or official designated by him.

7. Evaluation Criteria

Service Providers/Companies will be evaluated based on the experience, previous references, and skills.

8. Terms and Conditions

The translation service will be required per request and ensure the translation of 2,000 pages of documents and consecutive interpretation for 100 hours within the contract period. Payments will be made on monthly bases upon the submission of invoices detailing the services provided and their quantity to the ILO.

Should the translators/interpreters provided do not meet the expectations or the requested deliverables with a good performance, ILO has the right to request change to the translators/interpreters.