

ANNEX IV

TERMS OF REFERENCE

I. General Information

Background and Purpose:

UNDP is the UN's leading development organization. UNDP/Office of Audit and Investigations (OAI) reports to the Administrator and is responsible for internal audit and investigations services to UNDP and its affiliated entities. OAI provides independent, objective assurance on the effectiveness of risk management and the effectiveness and adequacy of internal controls. OAI also responds to allegations of misconduct by conducting and reporting on investigations.

The Investigation Section of OAI is responsible for conducting investigations into allegations of misconduct, such as mismanagement, fraud, corruption, retaliation on whistleblowers, workplace harassment, sexual harassment, abuse of authority, violation or willful disregard of UNDP regulations, rules, and administrative instructions, that involve UNDP staff, contractors and other applicable persons.

In addition, OAI undertakes proactive investigations in high risk areas that are susceptible to wrongdoings, fraud and corruption.

OAI conducts investigations in accordance with the Uniform Guidelines for Investigations, the UNDP Legal Framework for Addressing Non-Compliance with UN Standards of Conduct, and the OAI Investigation Guidelines.

On occasion, OAI requests transcription services of audio recordings to support ongoing OAI investigations.

Under the supervision of OAI Investigations Manager, the Contractor will be responsible for OAI transcription services into English language.

Scope of work and responsibilities:

The Transcription Firm will undertake the following responsibilities:

- Complete transcriptions that are authorized by OAI Deputy Director, Head of Investigations, and OAI Investigations Manager;
- Complete verbatim transcripts from audio recordings;
- Transcribe audio recordings;
- Provide high standards of transcription service:
 - 1) Numbering each sentence or line in each transcript;
 - 2) Numbering each page in the transcript.
- Provide an index of key words for each transcript;
- Provide a word document transcript
- Provide a condensed PDF version of the transcript; and
- Submit each transcript to the designated OAI Investigations Specialist.

Expected Outputs:

A set of verbatim transcribed documents in PDF and Word formats from the audio recordings. The word documents should be presented in the following format requirements:

- Annotate each line of each transcript with a line number; and
- Annotate each event on the recording to accurately reflect the conversation, e.g., if applause occurs, the transcript reflects the applause in a clear and concise manner, e.g., [Applause];
- Each page should be US Letter or A4; and
- The font size should be no smaller 10 points Arial.

Contractual arrangements:

- UNDP shall enter a long term agreement (LTA) with the selected Transcription firm.
- The Transcription firm will be engaged on an 'as needed' basis through issuance of procurement purchase for each time services is requested.
- The timeline for deliverables (including deadlines) will be agreed upon (in writing) with the designated Investigations Specialist.
- The transcription services requested of the Transcription firm will be home-based. No travel is envisaged.
- The duration of the LTA will be three (3) years. UNDP reserves the right to rescind this agreement due to unsatisfactory performance or unprofessional behavior by the Transcription firm.

Conditions of Payment

- Corresponding payments shall be made following certification by UNDP that the transcription services requested have been satisfactorily performed and deliverables have been achieved by or before the due date.

Duration

OAI requires the task to be completed within 30 working days.

OAI requires the rash task to be completed within 5 working days.

Minimum Experience and Qualification requirements

- The Transcription firm is required to have at least 3 years of experience in providing transcriptions services.
- The Transcription firm should have a proven track record of providing excellent quality transcriptions to international organisations and international organisation investigation units;
- The Transcription firm should have a proven track record of providing transcripts of audio recordings of interviews of Subject and Witness testimony related to complex administrative investigations;
- The Transcription firm should have a staff with at least three years of experience transcribing complex administrative investigations; and
- The Transcription firm should have proven track record of providing services to clients in confidential and reliable manner.