

UNICEF YEMEN

TERMS OF REFERENCE FOR SERVICES - INSTITUTIONS

SHORT TITLE OF ASSIGNMENT

Translation and interpretation services for UNICEF Yemen

BACKGROUND

Yemen continues to be one of the world's largest humanitarian crises with almost 22 million people in need for humanitarian assistance. The conflict has caused most of the public basis services to stop. UNICEF Yemen has always been in the forefront of responding to the growing needs to children amid this conflict. With the growth of the programme to about \$600 million, the need for translation and interpretation services has also grown massively. UNICEF Yemen has entered into LTAs with several translation companies and individual translators which expired early February or will expire in April 2019. The need for translation and interpretation services is almost daily.

OBJECTIVE

The increasing requirement for translation services between English and Arabic. Yemen Country Office Programme demands access to a number of professional individual translators/translation companies, able to rapidly turn around a wide range of documents, from press releases to studies and reports. The Supply and Logistics Section has led a comprehensive market search and bidding exercise to identify suitably qualified and competent individual translators/translation companies to provide such services.

SCOPE OF WORK, ACTIVITIES, TASKS, DELIVERABLES AND TIMELINES, PLUS BUDGET PER DELIVERABLE

SPECIFIC TASKS

Provide written translations between English and Arabic and vice versa for documents and materials as required by UNICEF Yemen Country Office.

- As required, travel to UNICEF Yemen Zonal Offices/field site to undertake local translation services.
- As required, upon discussion with contractors, provision of interpretation services in events and meetings

METHODOLOGY

- Contractors will be provided with the original texts for translation and will be required to translate into the required language within a specific time.
- Translations should be provided in the required format. Formatting as per the original text should be incorporated into the translated document (e.g. bold text in original should appear as bold text in the translation, bullets should be reproduced accurately, headings should follow original text format, etc.)
- Upon review of translated texts, the contractor may be required to make necessary corrections or changes required by the service requesting section and provide corrected texts within an agreed timeframe.
- The services requesting section will discuss its requirements with one of the recommended individual translators/translation companies and agree on specific timelines for completion of translation. If the section does not believe that work can be completed within the timeframe required, it may use the services of one of the other recommended individual translators/translation companies.

EXPECTED DELIVERABLES

- Typed translations provided by email or on a storage device (flash disk, hard drive, etc.) within the agreed timeline for the task.
- Interpretations provided when and where requested.

QUALIFICATIONS, SPECIALIZED EXPERIENCE AND ADDITIONAL COMPETENCIES

EXPECTED BACKGROUND AND EXPERIENCE

- Proven written translation skills from English to Arabic and vice-versa.
- Ability to work with limited supervision, with capacity to provide own computer and email services.
- Capacity to handle multiple tasks at the same time.
- Strict adherence to deadlines and quality of work.
- At least two years expertise and experience in translating technical and/or legal documents.

- Proven experience of working with UN, NGO, government and civil society clients.

CONDITIONS OF WORK

- The contractor will be based in their own office and will not have access to UNICEF office space or equipment.
 - The contractor shall have fully functional computer, reliable internet connection and email equipment at its offices in order to meet the requirements of work provided by UNICEF.
 - The contractor will ensure that its computer hardware and other systems are clear of viruses and other malicious software.
 - The contractor will be required to ensure the safe electronic and physical storage of all UNICEF documents involved in translation and ensure the safe electronic and physical transmittal of such documents. At the end of each assignment, the contractor will be required to delete all electronic versions of both original and translated documents from its computers and other storage systems/devices and return any hard copies of such documents to UNICEF.
 - UNICEF retains the right to inspect the contractor's computers and other storage systems/devices at any time during the period of this LTA to ensure that the above requirement is being upheld.
 - The contractor may not reveal, transmit or otherwise share the contents of UNICEF documents with any other party other than its own staff and then only for purposes of translation.
 - On occasion when contractor is required to visit UNICEF office in Sana'a for meetings or consultations, no travel costs or transport will be provided by UNICEF for such visits.
 - The contractor must be willing to accept assignments based in UNICEF Zonal Offices/field sites. No travel expenses shall be borne by UNICEF.
 - Per Diem will be paid for each night the contractor is required to stay in the location of the zonal office/field sites – per diem rates will be based on the contractor's rates quoted in the Financial Proposal submitted by the Contractor in response to the Request For Proposal (RFP).
 - Accommodation in the location of the Zonal Office will be sourced by the contractor and all costs will be solely borne by the contractor.
 - No travel may be undertaken by the contractor without a prior authorization from UNICEF Yemen Country Office.
 - When interpretation work is required in Sana'a, no additional travel or subsistence costs will be provided. When interpretation work is required in UNICEF zonal offices/field site locations, the same per diem arrangement as for translation work (see above) will be applied.
 - The contractor may not use UNICEF's name or logo in any marketing, advertising, references or other commercial activities related to its business without the written prior permission of UNICEF.
 - The contractor shall be responsible for health and life insurance for its employees and consultants
 - The contractor shall be responsible for travel arrangements, accommodation and security for its personnel and consultants
 - UNICEF payment terms are made within 30 days from receipt of invoice, signed work order and other support documents upon completion of work, i.e. "translation request, proof of satisfactory translation in terms of quality and delivery time, by the concerned section.
- The money value of each work assignment will be determined by the number of words in the source text multiplied by the quoted rate per word.**

CRITERIA FOR EVALUATION - INSTITUTIONS

TECHNICAL EVALUATION CRITERIA	REQUIRED SUPPORTING DOCUMENTS	RATING	SCALING	MAXIMUM SCORE
COMPANY EXPERIENCE				
1. Profile of Company including date of establishment, copy of company registration. If individual, detailed CV/Bio data including academic qualification, experience	Company profile, copy of registration, valid license	Company profile provided along with valid registration and CV of project manager	8	8
		Company profile and CV of project manager provided, but no valid registration	6	

		No company profile, no valid registration but only CV of Project Manager	4	
2. Delivery timetable: estimated delivery time for a standard document (300 words) at standard rate.	Timetable	Delivery within the same day	8	8
		Delivery next day	6	
		Delivery in 2 days	4	
3. Years of experience in carrying out professional translation and interpretation activities and a proven record in delivering professional results	Project reports, reference letters etc.	7 years or more experience with three reference letters	8	8
		5 - 6 years' experience with 2 reference letters	6	
		3 - 4 years' experience with 1 reference letter	4	
		Less than 3 years' experience with no reference letter	2	
4. Work experience in the Yemen and the neighboring countries i.e. [countries].	Location details, partners in the region etc.	Coverage in 3 or more countries	6	6
		Coverage in 2 countries	5	
		Coverage in 1 country	4	
5. Experience in conducting translation and interpretation projects with the UN and/or international organisations	Reference letters/contracts proving experience in conducting translation and interpretation projects for United Nations and/or international organisations	Yes	4	4
		No	2	
6. Quality of previous contract performance evaluations with UNICEF and/or reference checks/letter	Reference letters and internal UNICEF performance evaluation of previous contracts	Satisfactory performance evaluation and 3 strong reference letters	8	8
		Satisfactory performance evaluation and 2 reference letters	6	
		Unsatisfactory performance evaluation and 3 reference letters	4	
		Unsatisfactory reference letters and 2 reference letters	2	
7. Experience on implementing translation and interpretation projects with non-UN or international organizations	Examples of such work (eg: reports, evaluations, reference letters, contracts etc.)	3 or more examples provided, with 10 years of relevant experience	6	6
		2 or more examples provided, with 10 years of relevant experience	5	

		1 or more examples provided, with 10 years of relevant experience	4	
		3 or more examples provided, with less than 10 years of relevant experience	3	
		2 or more examples provided, with less than 10 years of relevant experience	2	
		Less than 2 examples provided, with less than 10 years of relevant experience	1	
PROPOSED TEAM EXPERIENCE				
8. Experience of the individual team members in translation assignments	CVs of team members	The team members having combined experience of minimum of 20 years work experience in translation and interpretation	6	6
		The team members having combined experience of less than 20 years' work experience in translation and interpretation	5	
		The team members having combined experience of minimum of 15 years work experience in translation and interpretation	4	
		The team members having combined experience of minimum of 10 years work experience in translation and interpretation	3	
		The team members having combined experience of less than 10 years' work experience in translation and interpretation.	2	
9. Qualifications of the individual team members	CVs of team members	3 team members or more have university degrees or equivalent (fields related to	6	6

		translation and interpretation).		
		2 team members or more have university degrees or equivalent (fields related to translation and interpretation).	4	
		Less than 2 team members or more have university degrees or equivalent (fields related to translation and interpretation).	2	
TOTAL TECHNICAL SCORE				60

- Minimum technical required score: 42 points (Technical Proposals scoring less than 420 points will be considered non-responsive, therefore will be rejected)
- Lowest-priced technically compliant offer. The contract will be awarded to the Vendor who submitted the technically compliant proposal with the lowest price.