

Annex B

Terms of Reference for Provision of Translation and Interpretation Services

Section	Content
Background	The United Nations Children's Fund (UNICEF) is the United Nations agency mandated to advocate for the protection of children's rights, emphasizing the needs of the most disadvantaged, excluded, and vulnerable children. UNICEF works to ensure that all children are provided with opportunities to survive, develop, and reach their full potential, to the benefit of the sustained growth and stability of countries and a global standard of human rights for all. It is guided by the Convention on the Rights of the Child and strives to establish children's rights as enduring ethical principles and international standards of behaviour towards children. UNICEF works with all its partners towards the attainment of the sustainable human development goals adopted by the world community and the realization of the vision of peace and social progress enshrined in the Charter of the United Nations.
Objectives, Purpose & Expected results	UNICEF is seeking to establish Long Term Arrangements (LTAs) with companies to provide quality, timely and professional translation & live (simultaneous and consecutive) interpretation services for English, Arabic and Kurdish languages. As a result of this Request for Proposal for Services (RFPS) process, UNICEF reserves the right to establish non-exclusive Long-Term Arrangements with multiple companies or individuals for the initial term of two (2) years with an option to extend for an additional one (1) year period at the discretion of UNICEF, subject to satisfactory performance by the service provider.
Description of the assignment/Deliverables	1. Translation 1.1 Translation Services English-Arabic & Arabic-English of Documents: Provision of text translation services (English-Arabic & Arabic-English) for UNICEF Iraq Office as follows: - Translation of documents from English to Arabic Language (per 250 words), Normal text/ - Translation of documents from English to Arabic Language (per 250 words), Technical text/ - Translation of documents from Arabic to English Language (per 250 words), Normal text/ - Translation of documents from Arabic to English Language (per 250 words), Technical text/ 1.2 Translation Services English-Kurdish & Kurdish-English of Documents (Sorani): Provision of Translation Services (English-Kurdish & Kurdish -English) for UNICEF Iraq Office as follows: - Translation of documents from English to Kurdish Language (per 250 words), Normal text - Translation of documents from English to Kurdish Language (per 250 words), Technical text. - Translation of documents from Kurdish to English Language (per 250 words), Normal text. - Translation of documents from Kurdish to English Language (per 250 words), Technical text.

1.3 Translation Services English-Kurdish & Kurdish-English of Documents (Badini):

Provision of Translation Services (English-Kurdish & Kurdish -English) for UNICEF Iraq Office as follows:

- Translation of documents from English to Kurdish Language (per 250 words), Normal text.
- Translation of documents from English into Kurdish Language (per 250 words), Technical text.
- Translation of documents from Kurdish to English Language (per 250 words), Normal text.
- Translation of documents from Kurdish to English Language (per 250 words), Technical text.

1.4 Inter-lingual Translation Services Arabic-Kurdish & Kurdish- Arabic of Documents (Sorani):

Provision of Text Translation Services (Arabic-Kurdish & Kurdish- Arabic) for UNICEF Iraq Office as follows:

- Translation of documents from Arabic to Kurdish Language (per 250 words), Normal text.
- Translation of documents from Arabic to Kurdish Language (per 250 words), Technical text.
- Translation of documents from Kurdish to Arabic Language (per 250 words), Normal text.
- Translation of documents from Kurdish to Arabic Language (per 250 words), Technical text.

1.5 Inter-lingual Translation Services Arabic-Kurdish & Kurdish- Arabic of Documents (Badini):

Provision of Text Translation Services (Arabic-Kurdish & Kurdish- Arabic) for UNICEF Iraq Office as follows:

- Translation of documents from Arabic to Kurdish Language (per 250 words), Normal text
- Translation of documents from Arabic to Kurdish Language (per 250 words), Technical text
- Translation of documents from Kurdish to Arabic Language (per 250 words), Normal text
- Translation of documents from Kurdish to Arabic Language (per 250 words), Technical text

2. Live interpretation:

Including preparation for the event beforehand to understand the technical requirements/wording depending on the agenda and participants of the meeting/workshop.

2.1 Live interpretation: English-Arabic & Arabic-English: -

Provision of live (Simultaneous & Consecutive) Interpretation Services (English-Arabic & Arabic-English) for UNICEF Iraq in all the provinces, inclusive of travel fees, Live Interpretation Services fees per day, including translation equipment like (headphones, mics, mixer & cables. Translation equipment that can accommodate up to 200 people / head sets).

2.2 Live Interpretation Services Kurdish-Arabic & Arabic-Kurdish (Sorani):

Provision of live (Simultaneous & Consecutive) Interpretation Services (Kurdish-Arabic & Arabic-Kurdish) for UNICEF Iraq in all the provinces, inclusive travel fees, Live Interpretation Services fees per day, including translation equipment like (headphones, mics, mixer & cables). Translation equipment that can accommodate up to 200 people / headsets.

2.3 Live Interpretation Services Kurdish-Arabic & Arabic-Kurdish (Badini):

Provision of live (Simultaneous & Consecutive) Interpretation Services (Kurdish-Arabic & Arabic-Kurdish) for UNICEF Iraq in all the provinces, inclusive of travel fees, Live Interpretation Services fees per day, which including translation equipment like (headphones, mics, mixer & cables). Translation equipment that can accommodate up to 200 people / headsets.

2.4 Live Interpretations Services Kurdish-English & English-Kurdish (Sorani):

Provision of Live (Simultaneous & Consecutive) Interpretation Services (Kurdish - English & English-Kurdish) for UNICEF Iraq in all the provinces, inclusive of travel fees, Live Interpretation Services fees per day, including translation equipment like (headphones, mics, mixer & cables). Translation equipment that can accommodate up to 200 people / headsets

2.5 Live Interpretations Services Kurdish-English & English-Kurdish (Badini):

Provision of Live (Simultaneous & Consecutive) Interpretation Services (Kurdish - English & English-Kurdish) for UNICEF Iraq in all the provinces, inclusive of travel fees, Live Interpretation Services fees per day, including translation equipment like (headphones, mics, mixer & cables). Translation equipment that can accommodate up to 200 people / headsets

Important Requirements

IMPORTANT: Bidders are required to submit proposals in English language. All submissions should clearly identify which language/s the bidder is quoting for.

Bidders are to submit, as part of their proposals:

a) Translation services: Samples of previous works/productions

- Translated documents from English to Arabic Language, Technical text
- Translated documents from Arabic to English Language, Technical text
- Translated documents from English to Kurdish Language, Technical text
- Translated documents from Kurdish to English Language, Technical text
- Translated documents from Arabic to Kurdish Language, Technical text
- Translated documents from Kurdish to Arabic Language, Technical text

Texts for translation will include but not be limited to publications, documents, manuals, brochures, reports, presentations, communications and outreach materials, and content for UNICEF's Web and social media platforms

b) Interpretation Services: Samples of previous productions, audio or video files in addition to any other relevant evidence on interpretation past works from recognized institutions/companies

c) The Vendor will assure quality-control mechanisms are in place for both interpretation and translation services and these should be evidenced in the

	technical proposal methodology, including proofreading and revision of translations, such that texts returned to UNICEF are complete, 100% accurate translations of the source text; of high quality in terms of clarity and style; appropriate to the purposes of UNICEF, And adhering to UNICEF glossary; and free of grammatical, terminological, orthographical, typographical or structural errors. Where necessary, quality-control will include making corrections or improvements following UNICEF review. Requests from UNICEF to correct translation errors or omissions or to improve translation quality are not to be charged as UNICEF amendments/updates. For Interpretation services, the bidder is to adhere to similar quality control requirements as the translations and to evidence the same in the methodology for implementing interpretation works. d) Translations to Arabic and Kurdish may include typesetting services, using InDesign files in English provided by UNICEF. Typesetting includes placement of Arabic / Kurdish text, logos and graphics/tables; revision of vector graphics to accommodate Arabic / Kurdish text; repagination; provision of final files in Web and/or print PDF format. Typesetting to include entering marked corrections provided in Arabic / Kurdish by UNICEF proofreaders (three rounds of proofs per document). e) UNICEF amendments/updates: using MS Word files with tracked changes in the source document, vendor is to provide additional translation and revision of existing text passages, including repositioning text, to ensure final translated documents match amended source text. Where text has been typeset by vendor, revisions are to be incorporated into the production files. <i>Note:</i> UNICEF amendments/updates refer to substantive edits made by UNICEF to the source version. Important: All services are to be provided within timeframes in which each deliverable and date is determined in advance between vendor and UNICEF. Vendor will be responsible to inform UNICEF of potential delays in the delivery of any agreed pieces of work. The vendor/s must display ethical duties to ensure utmost confidentiality of all UNICEF data and documents. Prospective proposers may bid for the provision of translation and or interpretation services in one or more of the languages included in these TOR. UNICEF may award an LTA for all language pairs included in the bid, or for specific languages only, depending on the technical strengths and expertise of the prospective proposers following a comprehensive evaluation as indicated in Section VII Evaluation Process and Method. The LTA will be available for use by other UNICEF divisions and offices, and by other UN Agencies upon request and approval by both UNICEF and the LTA holder based on the same terms and conditions of this RFPS and LTA, including the price.
Location and Duration	All over Iraq, 2 Years with possibility for extension for an additional 1 year.
Qualification requirements	a) QUALIFICATIONS OF THE SUCCESSFUL SERVICE PROVIDER i) Proposals will be considered from registered corporations, limited liability companies, proprietary companies as well as from individual/freelance translators and interpreters.

	ii) Bidders must have proven experience in providing translation and or interpretation services in the languages of the bid to UNICEF from recognized organizations, institutions and companies. iii) Bidders must have proven experience in providing technical translations and or interpretations in the fields of child protection, health and nutrition, education, human rights, gender equality, technical and statistical/data documents in the development sector such as: economic, financial and statistical analysis, Social Behaviour change, Climate change, youth and adolescents, Water, sanitation and hygiene, public financing, legal issues etc. iv) Bidders must show proven flexibility to accommodate urgent requests for translation b) QUALIFICATIONS OF LEAD TRANSLATORS and INTERPRETERS i) University degree in translation, languages, journalism, medicine or nutrition, education, social sciences, international relations, business administration or any relevant fields ii) Professional accreditation as translator in the designated language or as interpreters iii) Native language speaker in the target language and fluency in English is essential iv) Excellent writing skills and style v) Minimum 5 years of professional working experience in translation and or interpretation works vi) Ability to produce a high volume, quality content within tight deadlines vii) Attention to detail viii) Strong communication skills ix) Institutional consultancy firms/ companies need to provide the profiles of the experts including their resumes.
Administrative issues	a) MANAGEMENT OF THE LONG-TERM ARRANGEMENT (LTA) The implementation of the Long-Term Arrangement resulting from this RFPS will be overseen by the UNICEF Iraq office. However, the management of each contract resulting from the Long-Term Arrangement will be delegated to the relevant UNICEF sections b) CONTRACTUAL TERMS AND CONDITIONS The UNICEF General Terms and Conditions for Services are attached and will form part of any contract resulting from this RFPS.

Evaluation process & methods
Initial Technical Evaluation Pass/Fill approach:

MANDATORY REQUIREMENTS	SUPPORTING DOCUMENTS	SCORE
Lead bidder is a legal entity regulated and licensed in Iraq or an internationally registered and regulated in the country of registration or individual consultants with proof of residency/work permit/ability/access to entire Iraq regions independently	A copy of the certificate of incorporation (i.e. company legal registration) or equivalent document verifying legal status/capacity in Iraq or the country of origin or residency permit/work permit for individual consultants. Proof of capacity and ability to work across Iraq	Pass / Fail
Proven experience in Translation and interpretation works evidenced by list of clients	List of clients and samples of previous works	Pass/Fail

The bidders that meet the mandatory requirements shall be evaluated based on technical and financial criteria set below. The ratio weight between technical and financial criteria is (70:30).

•Technical Evaluation:

The total maximum technical score is 70 points with a pass mark of 49 points. Only bidders who meet the minimum pass mark of 49 and above will be financially evaluated.

STRUCTURE OF THE PROPOSAL (MANDATORY)

The Proposal shall contain the mandatory documentation identified below. Bidders are requested to focus on the provision of relevant information.

a) Requirements for Institutions or Companies
1. Company profile and methodology
1.1 Background and capacity

The bidder should have a minimum of five (5) years of experience providing the services requested. Provide a brief description of the organization submitting the proposal, including the year and country of incorporation, types of activities undertaken, size and approximate annual revenue.

2. Methodology, project management and quality control

The proposal should describe the organization's methodology used to provide the services, including their approach to quality assurance, detail proofreading, urgent translation, delays in timelines, correction of mistake, how an interpreter prepares for an event or a meeting, and mitigation of risk in these areas. Describe the potential risks that may impact quality or timely completion of expected results. Describe measures that will be put in place to mitigate these risks. The description should include case studies showcasing their expertise in the areas outlined in this RFPS (see IV above).

3. Organizational resources and expertise

3.1 Resources and assignment of tasks

The bidder must demonstrate that it is qualified to support UNICEF and to execute the services indicated in this RFPS document. Describe the availability of resources in terms of personnel and facilities required for the TOR. Describe the structure of the proposed team/personnel, and the work tasks (including supervisory) which would be assigned to each. Special attention should be given to providing a clear picture of roles, responsibilities, and accountability. The contracted vendor must assign a project manager/focal point for each assignment.

3.2 Curricula Vitae

Provide curricula vitae of the proposed personnel that will be involved, either full time or part time. Highlight relevant academic qualifications, work experience, and specialized knowledge areas of interpretation or translation and translation/interpretation managers.

4. Experience and customer references

4.1 Previous or current clients/projects

Please outline experience in providing translations and/or interpreting of an international nature in the fields of health and nutrition, education, human rights, gender equality, and other development areas. Include a list of clients and notable projects.

4.2 References

Bidders should include at least three (3) client references, along with a description of the services provided, as per the format provided in Annex A. Please provide references from United Nations organizations or similar INGOs, NGOs, or government or academic organizations.

5. Technical evaluation (70 points)

The technical evaluation for timely and professional translation & for live (simultaneous and consecutive) interpretation will consist of the following:

1.	Company profile and methodology	Points
1.1	Background and capacity	5
1.2	Methodology, project management	10
	Quality assurance procedures distinguishing translation and interpretation works and addressing each of the services on its own. If a service provider can offer either of each the maximum points will be allocated based on the quality of the provided service	5
2.	Organizational resources and expertise	
2.1	Resources and assignment of tasks	5
2.2	Curricula vitae — Qualifications, competencies, and specialized knowledge areas of proposed personnel	15

2.3	Curricula vitae — Experience with similar texts and interpretation work. Experience translating and interpreting for international organizations	15
2.4	Samples of previous works. Two points per sample. For interpretation services the bidder to provide a list of events facilitated and feedback from each of the clients, samples of previous works in terms of video or audio files are acceptable.	10
3	Experience and customer references	
3.1	Clients/projects in the UN, INGOs including the public sector (1 point for each client)	5

6. Evaluation of financial proposal (30 points)

Financial proposals are to be submitted using the template provided in Annex K1 & K2. Financial Offers are to be provided in USD Currency

Volume discounts, tiered pricing and other pricing variations are to be detailed in the Financial Proposal

The bidder will be financially scored based on formula below:

Bidder(A) = (Maximum score for price proposal (30 points) x Price of lowest priced proposal among technically passed bidders)/Price of proposal (A)

The total weight of the bidder will be cumulative of the two scores(Technical and Financial).

b) Requirements for Individual Consultants /Freelance Translators

1.	Translator/ Interpreter profile and methodology	Points
1.1	Background and capacity	5
1.2	Methodology, project management	10
	Quality assurance procedures distinguishing translation and interpretation works and addressing each of the services on it's own. If a service provider can offer either of each the maximum points will be allocated based on the quality of the provided service	5
2.	Expertise	
2.1	Resources that the interpreter or Translator uses in delivery of the assignment.	5
2.2	Curricula vitae — Qualifications, competencies, and specialized knowledge areas	15
2.3	Curricula vitae — Experience with similar texts and/ or interpretation work. Experience translating and interpreting for international organizations	15

	2.4	Samples of previous works. Two points per sample, the quality of each sample will also be evaluated. For interpretation services the bidder to provide a list of events facilitated and feedback from each of the clients, samples of previous works in terms of video or audio files	10
	3	Experience and customer references	
	3.1	Clients/projects in the UN, INGOs including the public sector (1 point for each client)	5
Project management	c) Management of the Long-Term Arrangement (LTA) The implementation of the Long-Term Arrangement resulting from this RFPS will be overseen by the UNICEF Iraq office. However, the management of each purchase order resulting from the Long-Term Arrangement will be delegated to the relevant UNICEF sections d) CONTRACTUAL TERMS AND CONDITIONS The UNICEF General Terms and Conditions for Services are attached and will form part of any contract resulting from this RFPS and for Institutional Consultants and for Individual consultants the UNICEF terms and conditions of individual consultancy will apply.		
Payment Schedule	UNICEF shall, unless otherwise specified in the contract, make payment within 30 days of receipt of the Contractor's invoice.		
Any other information	- It is not permissible for employees of official or semi-official government departments to participate directly or indirectly in the tender. - UNICEF shall make any variation in the form of quality or quantity of the works that may in its opinion be necessary and for that purpose or if for any other reason, it shall have the power to order the contractor to do and the contractor shall do any of the following: - Increase or decrease the quantity of any works included in the contract. - Omit any work included in the contract. - Change the character or quality or kind of any work included in the contract. Execute additional work of any kind necessary for the completion of the works, hence, adjustment shall be applied on detailed BOQs and endorsed by health department and UNICEF.		