



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Annex A

TERMS OF REFERENCE

Request for Proposal No. RFP/2020/001

Translation and Interpretation Services for the UNHCR Representation in Romania

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation in Romania, invites qualified service providers to make a firm offer for the establishment of a Frame Agreement for the provision of translation and interpretation services mainly from English into Romanian and vice-versa (referred to hereinafter as “services”). Occasionally, translation from/into other languages, including rare languages, may be required. Although UNHCR is primarily interested in bidders that can provide both the translation and interpretation services required, where the bidder does not have the capacity to also provide interpretation services, they may bid only for the translation services.

1. Terms of Reference

1.1. Translation Services

UNHCR may request the successful bidder to provide the following translation services:

- Translation of various documents from English into Romanian and vice-versa in no more than 3-5 working days (depending on the size of the document, the delivery term could be extended);
- At times, UNHCR may require urgent translation services;
- Documents to be translated from English into Romanian and vice-versa may include:
 - ✓ Legal texts (legislation, government ordinances, modifications to existing legal instruments, UNHCR reports and guidelines on asylum-related topics, etc.)
 - ✓ Public information materials (press releases, publications, articles, website materials, etc.)
- Occasionally, translation of specific documents (e.g. documents pertaining to individual cases of asylum seekers, refugees, stateless persons, etc.) from other languages, including rare languages, into Romanian/English and vice-versa; such languages may include, but not be limited to: French, Spanish, Portuguese, Arabic, Farsi, Dari, Urdu, Tigrinya, Somali, Swahili, Punjabi, Indian, Amharic, Kurdish, etc.

Quality requirements

In addition to demonstrating an excellent command of English and Romanian, the translator will be expected, among others, to:

- Ensure professional translation, proofreading and editing of all text, including figures, boxes, captions, sources and covers;
- Perform terminology research and use the correct terms and names consistently throughout the translated text;*
- Ensure translated text is complete;
- Check and correctly quote references to documents already published;
- Pay attention to detail at all levels and check for errors (e.g. grammar, syntax, spelling, punctuation, formatting) to ensure the translated text is an accurate, faithful and consistent rendering of the original text.

* To facilitate translation and ensure consistent use of terminology from one assignment to another, UNHCR will provide the team of translators assigned to it by the successful bidders certain glossaries of terms commonly used by UNHCR (in English and Romanian, as well as other languages).

The resulting translation must be of such quality that it can be used by UNHCR without requiring further revisions or review. The translator is, therefore, responsible for ensuring quality and accuracy of the entire document before submitting the final version to UNHCR. Payments shall only be initiated after UNHCR confirmation of successful assignment completion.

Translated texts which are found not to comply with the quality and technical requirements set out in this TOR may be sent back to the supplier for completion. If a translation is sent back for completion or if further checks are needed, the formal acceptance of the translated text(s) will be suspended.

Translations will be regularly evaluated for conformity by UNHCR on the basis of a Vendor Performance Evaluation form. Feedback will be provided for each translation. If there are more than 5 evaluation forms representing evidence that the quality of the translation service provided by the supplier was unsatisfactory, UNHCR reserves the rights to terminate the contract with the respective supplier.

In addition, UNHCR reserves the right to reduce the payment for a specific translation deliverable in proportion to the unusable part of that translation and/or to refuse payment if the translation is completely unusable.

The estimated quantity of translation services required by UNHCR per year is approx. 60 translations of varying sizes and lengths, out of which approx. 98% are from English into Romanian and vice-versa. Only occasionally, if at all, does UNHCR require translation from/into other languages.

All communication between UNHCR and the successful bidder shall take place via email and translations shall be submitted in electronic format. The successful bidder/translator shall be bound to respect the confidentiality of all information shared by UNHCR for translation/interpretation purposes, especially in case of official documents and individual cases.

1.2. Interpretation services

In addition to translation services, which make up the majority of services required, UNHCR may also request interpretation services, as follows:

- A combination of simultaneous and consecutive interpretation services during conferences, workshops, official meetings, etc.
- Interpretation services will only be requested from Romanian into English and vice-versa;
- The bidder should specify the standard timing for submission of requests for interpretation services (e.g. 7 days prior to the event/conference where interpretation is required);
- Specialized logistic and technical equipment should be included in the rate quoted or separately (i.e. for venues that allow installation of such equipment).

2. Qualifications and expertise

UNHCR translations and interpretations require special vocabulary and expertise in the fields of asylum and migration. Demonstrated translation/interpretation experience in these fields will be considered an asset.

UNHCR would prefer to have assigned a focal point/account manager for communication and administration of its assignments, as well as a team of qualified translators/interpreters with adequate expertise and familiar with the terminology and the nature of UNHCR's translation/interpretation assignments.

In the evaluation of the technical proposals, the following criteria will be looked at:

- Minimum 5 years of professional experience in the translation sector;
- The translators/interpreters assigned to UNHCR are expected to hold authorizations issued by the Ministry of Justice (at a minimum, for English-Romanian and vice-versa);
- Experience in translating professional documents;
- Experience in performing simultaneous and consecutive interpretation in formal settings (conferences, high-level meetings, trainings, etc.);
- Demonstrated translation/interpretation experience in asylum, migration, statelessness, human rights, international humanitarian law and related fields will be considered an asset;
- Experience in translating UN documents in general and UNHCR in particular will be considered an advantage;
- The quality assurance measures/procedures put in place to comply with the requirements stated in the TOR;
- Demonstrated effective organizational and project management skills, as well as the ability to deliver services in an efficient and timely manner.