

TERMS OF REFERENCE FOR INTERPRETATION SERVICES

UNHCR ANNUAL CONSULTATIONS WITH NGOS

1. Background

UNHCR is holding annual consultations (AC) with its NGO partners since 1985. The AC are an opportunity to meet with our civil society partners at the global level and update each other on current trends, policy and practice with regard to refugee protection. The AC are an increasingly large event: in 2017, four hundred and eighty (480) participants representing 246 organizations (mostly NGOs, but also partners from academia, the private sector and IGOs) participated in the meeting.

The meeting is held in Geneva where UNHCR has its headquarters. It is also an opportunity for our many local NGO partners to meet and discuss with the organizations senior leaders.

2. Scope of tender

The scope of this tender is to award a contract for simultaneous interpretation services for the above-mentioned Annual NGO Consultations which are held yearly during three days, usually in June or July, in Geneva, Switzerland.

The proposals sought are for a contract of three years duration, with a possible extension of two times one year.

3. Structure of the conference

The UNHCR-NGO Annual Consultations are a global conference lasting three days, usually in the months of June or July.

The consultations have an overall theme each year. Accordingly, the detailed agenda and the topics of the individual sessions can vary slightly from year to year. However, the topics will always be in the realm of UNHCR's mandate and operations, e.g. emergency management, resettlement, internal displacement, refugees in urban areas etc. See attached agenda sample for the last consultations.

Around 500 participants are expected. There are plenary sessions (usually one or two per day), thematic and regional sessions, and side events. In the plenary sessions, all 500 participants are expected. The thematic and regional sessions normally gather between 60 – 80 participants. The side events can be a little smaller, i.e. between 40 – 50 participants.

Most sessions will start with presentations by a panel of experts (usually 4 – 6) and will be followed by questions and comments from the audience. In the end, the

panellist will answer the questions and make final remarks. The session is managed by a facilitator who introduces the panellists, manages the Q&A and is generally the person responsible for the smooth running of it.

Some panellists will make presentations (e.g. MS PowerPoint) but this has been discouraged in the past and has not been used very frequently. We always asks panellists to give us their remarks in advance to share them with the interpreters.

a) Type, frequency and duration of individual sessions

- Four to five plenary sessions (one to two each day) running between 1.5 – 2.5 hours;
- Three to five thematic or regional sessions running in parallel in the morning and in the afternoon, each session lasting between 1.5 and 2 hours.
- Two to three side events during lunch time each day, lasting 1 – 1.5 hours.
- Some of the sessions (regional and thematic) can work with discussion in smaller break out groups. In this case, interpreters are required to split up and follow the smaller working groups and continue to interpret directly to participants (i.e. out of the booth).

b) Type of service requested

- Interpretation to be provided in Arabic-English-French-Spanish-Russian for opening and closing sessions
- Interpretation to be provided in Arabic-English-French-Spanish for thematic/regional sessions and side events, working groups and regional sessions (see attached model schedule for 2018).
 - A thematic session is a discussion about a typical UNHCR theme such as emergencies, or resettlement, or statelessness, or women/gender etc.
 - A regional session is a discussion on UNHCR's operation in one of its five regions: Africa, Asia, MENA, the Americas and Europe.
- The conference facilities (which UNHCR will make available) are equipped with interpretation booths and sound operating systems as per [AIIC professional standards or equivalent](#). There are sufficient booths available in all rooms to provide an individual booth for each target language.
- The quality of the interpretation services should be in line with the [AIIC professional standards or equivalent](#), i.e.
 - o As a general rule, a team is composed of at least two interpreters per language and per booth. This is to ensure adequate coverage of all language combinations and to guarantee the necessary quality.
 - o Teams of interpreters must be put together in such a way as to avoid the systematic use of relay. However, when there is no alternative to the use of relay for a given language, the team shall comprise at least two interpreters able to provide a relay from that language. In addition, if the relay is provided from a two-way booth, at least three interpreters shall work in that booth.

- The interpreters (hired by the company) should have undergone specialised training, usually at the post-graduate level. Membership in a professional association, e.g. the International Association of Conference Interpreters (AIIC), is an asset and proof of qualification.
- All members of the team should have at least two years of experience in conference interpretation for the UN, EU or equivalent international organisation, and the team should comprise of at least 60% interpreters with experience of more than two years.
- The interpreters on the team must cover all the conference languages. Ideally, they should understand all or most of the languages spoken at the conference and will work into their respective mother tongue. Relay interpreting -- taking the output of another interpreter as the source – should be avoided as much as possible.

c) Company responsibilities:

- The company is responsible for the recruitment, establishment of contracts and remuneration of the team of interpreters. It is expected that the contracts of the interpreters, whether continuous or short-term, respect the standards of the [AIIC-United Nations Agreements](#) or equivalent with regard to working conditions and remuneration.
- The company is requested to liaise with the administrators of the venue where the event is taking place, in advance, for familiarisation with the conference facilities and the technical installations.
- The selected company is expected to manage the team of interpreters during the conference and coordinate with the venue administrators. Only the company is answerable to any requests and claims by its employees or contractors.
- The company is expected to have experience in delivering interpretation services in conferences with subjects such as refugees, forced displacement, human rights, humanitarian work, international law, or similar.

4. Structure of the proposal

a) Technical proposal

From a technical perspective the proposal shall describe how the company intends to organise in the most effective way the delivery of the service to meet UNHCR's requirements as expressed in this TOR, including the number, expertise and qualification of the staff proposed.

The proposals will be technically evaluated in accordance with the following criteria:

Mandatory requirements:

- Minimum three years business activity in relevant sector;

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- Valid registration as a service provider in interpretation services in one of the UN Member States;

Evaluation criteria:

1. Company qualifications (10 points)
 - 1.1. *Proven experience in delivering similar services in comparable projects*
 - 1.2. *Company quality management and quality assurance certifications, if any*
2. Understanding of the requirements (40 points)
 - 2.1. *Demonstrated ability to respond effectively and efficiently to UNHCR's requirements, including flexibility to accommodate last minute requirements and changes in the schedule, if any.*
 - 2.1.1. *Proposed planned arrangements for the delivery of the service*
 - 2.1.2. *Resource Management, including availability of focal point(s)*
 - 2.1.3. *Quality control mechanism(s)*
 - 2.1.4. *Risk management approach*
3. Qualifications of staff proposed (20 points)
 - 3.1. *Academic titles*
 - 3.2. *Professional certifications*
 - 3.3. *Years of professional experience relevant for the service*

b) Financial proposal:

From a financial perspective the following quotations are requested:

- Number of interpreters provided per language, per day
- Regular daily rate per interpreter
- Cost per hour per interpreter for any extra hour over the normal duration of an interpreter's working day (i.e. exceeding two sessions of three hours each)
- Any additional daily cost, if any (e.g. administrative cost)

Technical weighted score: 70 % of the total score. Financial weighted score: 30%

Financial and technical proposals should be submitted separately.

End.