

ANNEX A

RETENDER RFQ No: RFP SLVK/2022/001

PROVISION OF TRANSLATION AND INTERPRETATION SERVICES for UNHCR SLOVAKIA Terms of Reference (TOR)

Services required

During its course of work, UNHCR Office in Slovakia, under the Regional Representation for Central Europe (UNHCR) based in Bratislava needs translation and interpretation services on a regular basis to be provided either in English at different locations or translations services to be provided via e-mail for the office based in Slovakia.

Type of Services

LOT 1: Translation Services for UNHCR Slovakia

UNHCR has translation assignments, including proofreading and editing services, in Slovakia mostly in two main areas:

Translations:

- Translations requiring experience in legal texts (laws, government decrees, bills, modifications to existing legal instruments, UNHCR reports, recommendations, remarks, official letters etc.)
- Translations requiring experience in journalistic writing (public information material, publications, articles, press releases, website material etc.)
- At times, UNHCR may request urgent translation services.

Proofreading and editing

- As most of the requested translations will be used for publications and official purposes, it is essential that the translated texts go through careful proofreading and meticulous checking both linguistically and professionally. UNHCR will therefore request proofreading services along with most of the translations and UNHCR's colleagues will further check the text to ensure consistent terminology. A feedback and complaints procedure will be set up in the framework agreement to enhance the quality of translations and the flow of information between UNHCR and the translation agency.
- Translated texts have to be submitted in electronic format ready for graphic design, which may require some editing as well.
- The translation and interpretation agency may also be requested to perform organization and coordination tasks related to multi-language tasks and provide assistance with logistics and technical equipment related to translation and interpretation services. Similarly, to translation assignments, demonstrated experience in the asylum field is an important asset for interpreters as well.

Required expertise:

Please note that all UNHCR translations require special vocabulary and expertise related to the asylum field (refugees, asylum seekers, statelessness, migration etc.). Demonstrated experience in this field is an important asset for assessing of your offer. UNHCR would be interested in building up a special list of terminology related to the asylum field with the help of the selected translation agency.

Fees:

The interested agency is asked to specify a fee per word / per page for translation services from English to Slovak and from Slovak to English, as well as to specify in what other languages they could provide translation services and what the fee would be.

LOT 2: Interpretation Services to be provided at different locations in Slovakia

Typically required interpreter services by UNHCR to be provided in Slovakia, sometimes includes travelling to different locations : Bratislava and Kosice.

The interpretation agency has to be prepared to provide interpretation services at least in languages indicated in the Category A and C as specified below.

In addition, the interested agency is asked to specify in its offer in what other languages they could provide interpretation services.

Lot 2.1: Travel and accommodation

As provision of interpretation services requires travelling to different locations, the interested agency shall specify an hour fee/half day/full day of interpretation services, **excluding** travel and possible accommodation costs. The fees for potential transportation and accommodation costs to venues where the services to be provided will be charged to UNHCR as part of the total costs.

Please note that UNHCR will be not arranging transfer and accommodation of interpreters to and/or from different locations, so the agency will be responsible to arrange arrival of interpreters to the venue on the requested time. UNHCR will notify the agency three days before the planned site-visit via e-mail if an interpreter required in a specific language.

Fees

The interested agency shall indicate an hour fee/half day/full day for the interpretation services that would cover all the potential costs related with provision of interpretation services.

Qualification of interpreters

The interested agency should provide UNHCR with information on qualification and expertise of the interpreters assigned for provision of services for UNHCR. The interpreters will be requested by UNHCR to sign the Code of Conduct, Confidentiality Undertaking and UNHCR's timesheet certifying the number of interpretation hours.

Technical equipment for interpretation services

UNHCR may also request interpretation services related to conferences, workshops and meetings where specific technical equipment for simultaneous interpretation is required (interpreting system, sound system, interpretational booth etc.). The service provider should have the capacity to provide the equipment if necessary.

Languages

Both the translation and interpretation shall be provided to or from the following languages:

Category A. European languages required:

Essential

- Slovakian – English and / or English – Slovakian
- Ukrainian – English and / or English – Ukrainian

Desirable

- Hungarian – English and English – Hungarian
- Polish – English and / or English – Polish
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Category B. UN languages required:

- Russian – English and / or English – Russian
- French – English and / or English – French

Category C. Any other languages that may be required on ad hoc needs.

Technical equipment

Item description
Interpreting equipment 1 booth
Headphones
Sound system
Wireless microphone
Accommodation
Installation and operating
Webex or other online service
Transportation cost

Additional Technical Specification to consider

- All communication between UNHCR and the translation agency should be in writing, translations should be submitted in electronic format.
- As translation services may be required in specific languages, technical equipment (special software, fonts etc.) to handle texts in these languages (with text flowing from right to left) should be available at the agency and will not be provided by UNHCR.
- The translation agency shall respect the confidentiality of information during translation and interpretation services, especially in case of official documents and individual cases.
- The transportation cost may vary depending as meeting location is subject to change
- The cooperation between the selected agency and UNHCR will be based on framework agreement.



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- Proof of registration of the service provider as a legal entity under the national law in Slovakia
- Capacity to perform the skills sets and requirements mentioned in the Annex A (ToR) based on:
 - Background of the service provider's, which should not exceed three (3) pages;
 - List of team members, their CV's (translators/interpreters/proof-readers), if available, list of trainings and/or copies of certificates/diplomas for required languages from recognized universities.
 - Availability of the service provider to meet urgent requests, including exceptionally outside of working hours and in weekends is an advantage;
 - Previous experience in working with international organizations (e.g. UN, EU, Word Bank etc.) and/or multinational companies is an advantage.
- Attested proof of work performed and professional references from clients

Deliverables:

Document shall be (preferably) in Microsoft Word / Excel format as a clean copy, a copy with changes track marked, and a copy with comments of translated text in a clear and jargon free language content ensuring no language errors, structure is improved, and such that the meaning and understanding of each principle and analysis presented in the documents reflect their true sense.

a) Translation:

- ✓ Service Provider/Company conducts translations upon request.
- ✓ Service Provider/Company research UN commonly used terminologies from official sources (Such as UNTERM) to ensure using unified terms across the Organization
- ✓ Service Provider/Company translates various documents (including reports, project documents, work plans, terms of reference, tender documents, contracts and so on) from required languages as per the TOR into Slovakian and vice versa
- ✓ Service Provider/Company edits, and reviews translations generated from the Office or externally to ensure proper quality and reflection of content.
- ✓ Service Provider/Company works closely with the UNHCR requesting unit for the translation of public information products including the Website, brochures and other knowledge products
- ✓ Service Provider/Company translates the produced documents by the Experts from Slovakian to required languages as per the TOR (Such as analytical reports, questionnaires, policy briefs...etc.)
- ✓ Service Provider/Company translates correspondences from Slovakian into required languages as per the TOR and vice versa as needed.

b) Interpretation and Transcribing:

- ✓ Service Provider/Company acts as interpreter in meetings and conferences, according to needs.

- ✓ Service Provider/Company provides interpretation in workshops, thematic dialogue sessions, and conferences organized by UNHCR.
- ✓ Service Provider/Company provides other interpretation tasks as needed.
- ✓ Service Provider/Company provides interpretation for UNHCR experts under assigned Projects during bilateral meetings and/or interviews with government counterparts
- ✓ Service Provider/Company transcribes inputs from bilateral meetings and/or interviews with government counterparts
- ✓ Service Provider/Company interprets and/or transcribes any presentations or oral briefs made by UNHCR Experts and government counterparts
- ✓ Service Provider/Company other interpretation/transcribing tasks as needed within assigned project implementation.

Type of Documents:

- The documents generally consist of verbatim reports including press releases/statements, speeches, newspaper and magazine articles, features, audio/video interview clippings and policy papers, guidelines etc. Such documents contain either normal, scientific or legislative words.
- The volume of each document to be translated may vary from 100 to more than 100,000 words, based on the word-count tool in Microsoft Word.
- The document/report to be translated shall be transmitted to the Supplier, by email, preferably in editable electronic form (Microsoft Word); similarly, translations must be returned to UN Agencies in electronic editable form (.docx).
- Format specifications (including templates) shall be communicated to the supplier, together with the document to be translated.
- Non-compliance with format specifications shall require the translator to correct/edit the document accordingly.

Reporting:

The supplier/translator will be accountable for his/her deliverable to the UN agencies.

Quality Standard:

All translations by the Supplier must be rendered publication-ready, commensurate with what an experienced professional translator can offer. The term “publication-ready” shall mean that the translation respects the formatting conventions specified by UN Agencies and is devoid of typographical, spelling, and grammatical mistakes. The translations must also be written in clear, correct, and readable language. The content and meaning of the original must be accurately rendered in the target language, and a high level of terminological and style consistency must be achieved.



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Confidentiality and Copyright:

- All documents compiled by or received by the supplier in connection with the FA(s) shall be property of UNHCR or the requesting Agency and shall be treated as confidential and shall be delivered only to duly authorized UN Agencies officials on completion of the work or services under the Contract.
- In no event shall the contents of such documents or any information known or made known to the Supplier by reason of its association with UNHCR or the requesting Agency part of the agreement be made known by the Supplier to any unauthorized person without the written approval of UN Agency concerned.
- The Supplier shall take all reasonable measures to ensure that its agents, employees, subcontractors, and independent Suppliers comply with the provisions of this Article.
- The obligations in this Article shall not lapse upon termination of the Contract.