

ANNEX B

PROVISION OF TRANSLATION AND INTERPRETATION SERVICES for UNHCR Office in Poland Terms of Reference (TOR)

Services required

During its course of work, UNHCR Office in Poland (UNHCR) based in Warsaw needs translation and interpretation services on a regular basis to be provided either in Poland at different locations or translations services to be provided via e-mail for the office based in Warsaw.

Type of Services

A) Translation Services for UNHCR Office in Warsaw

UNHCR has translation assignments, including proofreading and editing services, in Poland 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 complaint 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 for translation services from English to Polish and from Polish to English, as well as to specify in what other languages they could provide translation services and what the fee would be. All cost calculations should specify PLN net price + VAT / 1800 character. It should also specify any additional fee for urgent translation services.

B) Interpretation Services to be provided at different locations in Poland

Typically required interpreter services by UNHCR to be provided in Poland includes travelling mainly. Occasionally, interpretation over the phone may be requested.

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.

Travel and accommodation

As provision of interpretation services requires travelling to different locations, the interested agency shall specify an hour fee of interpretation services, including 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 is required in a specific language.

Fees

The interested agency shall indicate an hour fee 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:

- Polish – English and / or English – Polish
- Bulgarian – English and / or English – Bulgarian
- Croatian – English and / or English – Croatian
- Hungarian – English and / or English – Hungarian
- Moldavian – English and / or English – Moldavian
- Czech – English and English – Czech
- Romanian – English and / or English – Romanian
- Slovakian – English and / or English – Slovakian
- Slovenian – English and / or English – Slovenian
- Ukrainian – English and / or English – Ukrainian
- Albanian – English and / or English – Albanian

Category B. UN languages required:

- Arabic – English and / or English – Arabic
- Russian – English and / or English – Russian
- French – English and / or English – French
- Chinese – English and /or English – Chinese
- Spanish - English and / or English – Spanish

Category C. Other languages that may be required on ad hoc needs:

- Urdu – English and /or English – Urdu
- Vietnamese – English and /or English – Vietnamese
- Georgian – English and /or English – Georgian
- Turkish – English and /or English – Turkish
- Armenian – English and /or English – Armenian
- Kurdish – English and /or English – Kurdish
- Pashto – -English and /or English – Pashto
- Somali – English and /or English – Somali
- Persian (Dari-Farsi) – English and / or English- Persian (Dari-Farsi)
- Swahili – English and /or English – Swahili
- Punjabi – English and /or English – Punjabi
- Hindi – English and /or English – Hindi
- Tamil – English and /or English – Tamil
- Bengali – English and /or English – Bengali

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

Additional Technical Specification to consider

- All communication between UNHCR and the translation agency should be in writing, translations should be submitted in electronic format.



UNHCR

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- 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 cooperation between the selected agency and UNHCR will be based on framework agreement.

Copyright

- UNHCR shall provide the contracting partner with logos, photos and any other material in an adequate format, as required by the assignment. The contracting partner shall not be entitled to use UNHCR's logo or any other material supplied by UNHCR, for any purposes outside the scope of the contract. The copyright of the final product shall be the property of UNHCR.