

RFP-HCR-POL-2024-003

**FOR THE ESTABLISHMENT OF FRAME AGREEMENTS FOR THE PROVISION OF
TRANSLATION AND INTERPRETATION SERVICE**

Annex A – Terms of References

Introduction:

The United Nations High Commissioner for Refugees (UNHCR) Representation in Poland, based in Warsaw, seeks to establish multiple frame agreements for the provision of translation and interpretation services. These services will be required at various locations within Poland, including Warsaw, Lublin, Krakow, and Rzeszow. Companies are encouraged to submit offers for one or more of these locations, and local companies, particularly those situated in the aforementioned cities, are strongly encouraged to participate.

1. Required Services:

During its course of work, the UNHCR, requires translation and interpretation services on a regular basis to be provided either in Poland at different locations or translation services to be provided online/by e-mail. Services may also be directly provided as agreed to either Country Office in Warsaw or UNHCR offices in Poland (UNHCR Field Office Warsaw, Lublin, Rzeszow and UNHCR Sub-Office Krakow), as well as in other locations within Poland, as follows:

1.1 Translation Services

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

1.1.1 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.
- The agency has to be prepared to provide interpretation services at least in languages indicated in the Categories A and B as specified below. In addition, the interested agency is asked to specify in its offer in what other languages it could provide interpretation services. This may include languages listed under Category C.

1.1.2 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. Wherever possible, standard UN and UNHCR terminology should be used. UNHCR will request proofreading services along with most of the translations and UNHCR staff 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 (also referred to below as “the agency”).
- Translated texts must be submitted in electronic format ready for graphic design, which may require some editing 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 the 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.

The agency is invited to share proof of its expertise by a) indicating years of experience in translation and interpretation respectively, b) providing a list of major clients or projects, and c) providing three sample documents – ideally of different types (e.g. legal, public information) – translated by the agency between languages listed under A and B below, and at least one of them in English.

Fees:

All cost calculations should specify PLN net price. It should also specify any additional fee for urgent translation services, and the conditions under which these will be provided.

1.2 Proofreading only (no translation)

Conditions and requirements as under 1.1 above, but the service requested is limited to proofreading of already translated texts.

1.3 Interpretation Services

Interpretation Services to be provided at different locations in Poland and during online meetings. Typically required interpreter services by UNHCR to be provided in Poland mainly in locations where UNHCR has an established presence and may include traveling. Locations where

interpretation services are required are: Warsaw, Krakow, Lublin and Rzeszow, Locations where services could be required include: Malopolskie (Krakow (estimation of needs: 24 (1x month and few ad hoc needs), ad hoc in other locations Tarnow, Nowy Sacz, Nowy Targ, Oswiecim, Olkusz, Slaskie (Katowice, Dabrowa Gornicza), Dolnoslaskie (Wroclaw), Wielkopolskie (Poznan), Lodzkie (Lodz). Interpretation over the phone, or via online audio/video meeting applications, whispered translation will be also requested. The agency has to be prepared to provide interpretation services at least in languages indicated in the Category A and B as specified below, both consecutively and simultaneously, additionally sign language–spoken language, for languages enlisted in the Category A . In addition, the interested agency is asked to specify in its offer in what other languages they could provide interpretation services. This may include languages listed under Category C. The 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 interpretation services.

Modalities:

Simultaneous with booths

Simultaneous with tourist kit

Consecutive / whisper

Online via teams, zoom, etc..

Sign language–spoken language.

The equipment is expected to be adapted based on the modality.

Travel and accommodation

As provision of interpretation services requires travelling to different locations, the interested agency shall specify an hourly fee of interpretation services, as well as a standard per diem amount which will be paid where overnight stay is required and approved by UNHCR. The per diem shall include the cost of accommodation. The fees for potential transportation to venues where the services to be provided will be pre-approved by UNHCR and 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 a fee per hour for the interpretation services that would cover all the potential costs related to the provision of interpretation services.

Cost for provision of equipment as indicated below and travel costs (see above) should also be indicated.

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 (including online) where specific technical equipment for simultaneous interpretation is required (interpreting system, sound system, interpretational booth, travel kit, Licensed Zoom Platform Account, etc.). The service provider should have the capacity to provide the equipment if necessary, including for bigger events (in few cases up to 300 participants). The bidder must provide unit prices for all anticipated equipment that may be required.

2. 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
- Ukrainian – English and / or English – Ukrainian
- Ukrainian – Polish and / or Polish – Ukrainian

Category B. UN languages required:

- Russian – English and / or English – Russian
- Russian – Polish and / or Polish – Russian

Category C. Ability to translate from/to other languages will be considered an asset (notably translation to/from English and Polish):

- Kurdish

- French
- Arabic
- Pashto
- Persian (Dari-Farsi)
- Chechen
- Romani

3. Additional points 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 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. Please refer to [General Policy on Personal Data Protection and Privacy | Refworld](#)
- The cooperation between the selected agency and UNHCR will be based on framework agreement.
- Companies may submit offers for one or more locations.
- Local companies at the city levels (Warsaw, Lublin, Krakow, Rzeszow) are encouraged to participate.