

## **Terms of Reference (TOR) for Sign-language Interpreters' service**

### **Background**

UNFPA is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. UNFPA's strategic plan (2018-2021), focuses on three transformative results: to end preventable maternal deaths; end unmet need for family planning, and end gender-based violence and harmful practices. UNFPA is committed to 2030 Agenda for Sustainable Development and its Sustainable Development Goals (SDGs) where the leaving no one behind (LNOB) that thrives for disability inclusive and mainstreamed society is a central promise.

The Mongolia Country Office of the United Nations Population Fund (UNFPA) is soliciting offers for Translation, and Interpretation Services with intention of signing a Long Term Agreements (LTAs) with apotential institutions (to be referred as 'the service provider') for provision of high quality and timely translation and interpretation services.

UNFPA Mongolia intends to issue a LTA for a period of two (2) years, which can be subject to renewal for one additional term of one (1) year, at the sole discretion of UNFPA, subject to tariffs and rates being agreed upon by the service provider and to satisfactory performance. However, UNFPA reserves the right to discontinue the use of the LTA with a selected service provider if the service level or performance delivery level is not satisfactory to UNFPA or the pricing becomes uncompetitive in the market place.

### **Scope of Work**

The selected service provider shall perform:

- Sign language interpretation from/to English
- Sign language interpretation from/to Mongolian

The scope of services will include, but may not be limited to provide sign language services in the following areas:

- Human rights
- Poverty Reduction
- Economic Development
- Crisis/Conflict Prevention and Recovery
- Education
- Gender Equality and Women's Empowerment Issues
- Gender based violence
- Health Issues
- HIV/AIDS/STI
- Sexual and Reproductive Health
- Reproductive Rights
- Population and Development
- Youth development, and Adolescent health
- Social Policy
- Social Protection
- Emergency Preparedness and Response
- Climate change
- Legal documents

- COVID-19 related topics

The selected service provider will undertake the following specific tasks related to interpretation:

- 1) The service provider will ensure that its interpreters to be familiarized with the UNFPA mandate and work
- 2) The service provider will carry out sign language interpretation service at request of UNFPA Mongolia Country office for events and field visits through its qualified and pre-agreed interpreters
- 3) The service provider will provide its service on a “as and when needed” basis.
- 4) The service provider will be responsible for the quality and accuracy of interpretation service provided by its interpreters
- 5) Interpreters prequalified and agreed by the service provider will be willing to go on field trips outside Ulaanbaatar city if needed. UNFPA will fund travel expenses as per own rules and regulations.

### **Place of Work**

The service is mainly delivered in Ulaanbaatar. UNFPA will not offer office space to the service provider and the service provider is expected to own office and equipment. The service provider and its interpreters shall arrange their transportation in Ulaanbaatar.

The interpreters should be willing to go on field trips outside Ulaanbaatar city if needed. In such cases, UNFPA will fund travel expenses as per own rules and regulations.

### **Performance indicators and Evaluation**

The selected service provider shall be evaluated against the following indicators upon delivery of each assignment:

Rating (1-5 where 5 is the highest)

- Acceptance of and Adherence to UN/UNFPA Procedures
- Initiative
- Experience
- Technical Competence
- Performance Efficiency
- Timeliness of Delivery
- Quality of Products

UNFPA will perform evaluation on delivery of each assignment and provide regular and annual feedbacks on quality and timeliness of products to ensure the performance of selected contractor is at appropriate level during the LTA period.

### **Deliverables and Outputs**

Selected service provider shall provide quality services in an accuracy manner.

### **Rates and fees**

| <b>Item</b> | <b>Language</b>                                      | <b>Translation Fee</b> | <b>Unit of Measure</b> |  |
|-------------|--|------------------------|------------------------|--|
| 1           | Sign language interpretation service from/to English |                        | 1 hour                 |  |

|   |  |  |        |  |
|---|--|--|--------|--|
| 2 | Sign language interpretation service from/to Mongolian |  | 1 hour |  |
|---|--|--|--------|--|

### **Selection process**

The selection process will be conducted as per the two stages listed below:

- Technical evaluation – To assess technical capacity of the organization. Minimum technical score of the bidders to obtain during the technical evaluation should be 70. Technical score of 100 score will be allocated as follow.
  - Experience of the organization – 30% (minimum threshold is 15%)
  - Experience and qualification of the proposed interpreters – 50 (minimum threshold is 20%)
  - Previous experience of the institution providing the similar service – 20% (minimum threshold is 10%)
- Financial evaluation – Technical offers which obtained 70 score will be considered for the financial evaluation
- The organization which obtained the highest score upon the combination of weighted financial and technical attributes of the proposal will be recommended for the contract
- Reference check – UNFPA shall do reference check in order to verify applicants' background, experience and skills

### **Supervision**

The LTA will be managed and monitored by the Finance and Administrative assistant of UNFPA Mongolia CO. Should there be a need, UNFPA may request the service provider to improve quality of its services.

### **Penalty Clause**

UNFPA reserves the right to withhold up to 30% of the total fee of the assignment in case that deliverables are not submitted on schedule or do not meet the required standard (e.g. incorrect use of technical terms and standard wordings).

### **Payment**

UNFPA will only process payments upon completion and acceptance of deliverables by UNFPA. UNFPA's General term of the payment is to process within 30 calendar days upon receipt of the invoice of the Service provider.

To reduce de minimis valued transactions, UNFPA may combine payments on a monthly basis.

### **Qualifications and requirements**

- The service provider should have at least 1 sign language interpreter for English language and 1 for Mongolian language
- These interpreters of the service provider should have the following qualifications
  - Minimum bachelor degree in Social science, Arts or any other related discipline
  - At least 2 years of experience providing sign language interpretation service
  - Knowledge and skill in sign language interpreters who can interpret/translate Mongolian or English
  - Having a good communication and listening skills

- Should have attended the professional training in sign language interpretation.
- The service provider should be an institution established in accordance with the law of Mongolia
- The service provider should have at least 3 years of experience provided the similar service
- Previous work experience of the service provider with UN agencies in Mongolia is an advantage.
- The service provider should be able to provide its interpretation services on a short notice.

**Documentation to be submitted to UNFPA;**

- National registration license of the organization
- Technical proposal including organizational profile, team composition, capacity building framework and performance assessment system
- List of similar contracts or works performed
- Copy of contracts with UN agencies if any
- List of the proposed interpreters for the service including confirmation from the proposed translators
- Copy of CVs, diplomas and professional training certificates of the proposed interpreters
- At least 2 reference letters for each of the interpreters and the institution
- Financial proposal as per the Price Schedule Template