

## **Terms of Reference (TOR) for Braille translation services**

### **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 Services with intention of signing a Long Term Agreement (LTA) with a potential institution for provision of high quality and timely braille language translation services.

UNFPA Mongolia intends to issue the LTA for the initial period of two (2) years, which can be subject to renewal for additional term of one (1) year, at the sole discretion of UNFPA, subject to tariffs and rates being agreed upon by the institution (to be referred as 'Service provider') and to satisfactory performance. However, UNFPA reserves the right to terminate the LTA 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 service provider will perform followings:

- Printed or electronic document translation into Braille format in English/Mongolian
- Printed or electronic document translation into Audio format in English/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
- Emergency Preparedness and Response
- Education
- Gender Equality and Women's Empowerment Issues
- Gender based Violence
- Social Protection
- Health Issues
- HIV/AIDS/STI
- Sexual and Reproductive Health
- Reproductive Rights
- Population and Development
- Youth development, and Adolescent health
- Social Policy
- Climate change
- Legal documents

- COVID-19 related topics

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

- 1) Provide translation services into Braille format in compliance with Standard Mongolian Braille
- 2) Provide translation services into Braille format in compliance with Standard English Braille
- 3) Provide translation services into Audio format in compliance with “DAISY” standards
- 4) Perform Quality assurance check for ensuring quality and accuracy of the translation

**Place of Work**

UNFPA will not offer office space and the selected contractor is expected to have required office space and equipment to provide the service.

**Performance indicators and Evaluation**

The selected contractors 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**

The following deliverables are expected to be produced by the service provider.

- 1) Translated document in Braille format in compliance with Standard Mongolian Braille on word count basis of the original document.
- 2) Translated document in Braille format in compliance with Standard English Braille on word count basis of the original document.
- 3) Translated file in Audio format in compliance with “DAISY” standards on hourly basis.

**Rates and fees**

Item	Description	Format	Unit of measure	Translation Fee
1	Braille translation of Mongolian	In Braille format of Mongolian	Per page	
2	Braille translation of English	In Braille format of English	Per page	
3	DAISY translation	In Audio format	Per hour	

## **Selection process**

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

- Technical evaluation – To assess technical capacity of the institution. Minimum technical score of the institution to obtain during the technical evaluation should be 70. The overall technical score will be allocated as follow.
  - The experience of the organization – 40% (minimum threshold is 15%)
  - Qualification and experience of the proposed individuals to perform the service – 40% (minimum threshold is 15%)
  - Proposed methodology, quality assurance – 20% (minimum threshold is 10%)
- Financial evaluation – Technical offers which obtained 70 score will be considered for the financial evaluation
- Only one 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 capacity

## **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. work requires substantive editing or 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 be a legal entity established in accordance with the law of Mongolia
- The service provider should have a valid contract of at least 2 interpreter experienced with braille language translation
- The service provider should have at least 3 years' experience in providing braille language translation for similar functions.
- The service provider should be equipped with the all required equipment and tools such as Braille translation software, DAISY software, printing machine and paper etc.
- Previous work experience with UN is an advantage.
- Ability to provide translation services with good quality

**Documentation to be submitted to UNFPA**

- National registration license
- Technical proposal including organizational profile, team composition, proposed methodology, technical capacity and quality assurance
- A list of produced materials along with reference source
- Signed CVs of braille translators
- At least 2 reference letters on translation service
- Financial offer as per the Price Schedule Template