**TERMS OF REFERENCE FOR NATIONAL CONSULTANT FOR**

**SIGN LANGUAGE INTERPRETATION**

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| **TERMS OF REFERENCE (to be completed by Hiring Office)** |
| Hiring Office: | UNFPA Mongolia CO |
| Purpose of consultancy: | UNFPA Mongolia CO needs Sign language interpretation’s services |
| Scope of work:(Description of services, activities, or outputs) | The Mongolia Country Office of the United Nations Population Fund (UNFPA) intends to hire interpreters for sign language interpretation from/to Mongolian and Sign language.The interpreter will undertake the following specific tasks:1. To provide sign language interpretation service for UNFPA Mongolia Country office for its meetings and workshops
2. To provide their service on an “as and when needed” and on an hourly basis.
3. The interpreter will be responsible for the quality and accuracy of their interpretation service
4. The interpreters will have to be familiar with the UNFPA’s mandate areas as follow.
	* Human rights (Sexual and Reproductive Health and Rights)
	* Gender & Gender-Based Violence and Domestic violence
	* Health Issues (HIV/AIDS/STI, Reproductive Health)
	* Population, Development and Social Policy
	* Youth development, Adolescent, Health and Education
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| Duration and working schedule: | The contract duration will be 11 months. The service will be on-call basis during this period. |
| Place where services are to be delivered: | The consultant will work at places of meetings and events where the interpretation service is required. The majority of the service is required in Ulaanbaatar. Circumstance may require the interpreter to join field missions out of Ulaanbaatar city. |
| Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.): | The interpreter will provide its service on call basis. UNFPA, through its staff members, is responsible for informing interpreter about the service need at least one (1) day ahead of the date when service is required. Duration of the service required should be pre-agreed with the interpreter.The service fee will be calculated on an hourly basis.Other UN agencies in Mongolia may use this contract directly. However, UNFPA will not be responsible for those orders given by other UN agencies. The interpreter shall approach UNFPA prior to accept orders made by outside other UN agencies under this contract.  |
| Monitoring and progress control, including reporting requirements, periodicity format and deadline: | The quality of the service will be evaluated against the following indicators upon delivery of each assignment using the rating 1-5 where the five indicates the highest quality level. Hereto:- Overall quality of interpretation- Timeliness of service- Adherence to UN/UNFPA’s rules and procedures required- Communication skill with client- Familiarity of UNFPA topics- Discipline of the interpreterIn addition, quarterly feedback on the quality and timeliness of service will be carried out by UNFPA to ensure the performance is appropriate. |
| Supervisory arrangements:  | The contractual issue will be managed and monitored by UNFPA’s consultant focal point. The order confirming, evaluating the quality of services provided and effecting the payment will be the responsibility of the relevant staff who requested the service. Should there be a need, UNFPA will provide specific guidance to the consultant to enhance the quality of their services on a timely basis.  |
| Expected travel: | The consultants will provide their service mainly in Ulaanbaatar. However, the consultants may be asked to go on field missions outside of Ulaanbaatar city if required. UNFPA will cover all related travel expenses as per its own rules and regulations.  |
| Required expertise, qualifications and competencies, including language requirements: | The consultant should have the following competencies and qualifications. *Required education and qualifications:** + Secondary Education is the requirement. Bachelor’s Degree in Gender, Medicine or Social science would be desirable, but it is not a mandatory requirement.
	+ To have at least five (5) years of proven experience in providing sign language interpretation service
	+ Mongolian language fluency is the requirement, and English language fluency would be an advantage.

*Required competencies** + Good communication and listening skills
	+ Ability to provide high-quality services
	+ Ability to work in a team
	+ Ability to work under pressure and meet strict deadlines
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| Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable: | The interpreters are responsible for their transportation to get pre-agreed locations in Ulaanbaatar (central area). For any other sites outside of Ulaanbaatar, UNFPA will arrange transportation for the interpreter.UNFPA will process payments upon receipt of the service within 30 calendar days. UNFPA reserves the right to withhold up to 30% of the total fee in case the service is evaluated at the grade of 1-2 overall. |
| Other relevant information or special conditions, if any: | The interpreters are required to submit their price offer on an hourly basis in Mongolian Tugrik |
| Signature of Requesting Officer in Hiring Office:Date: |