



Terms of Reference

LONG TERM AGREEMENTS FOR TRANSLATOR AND INTERPRETERS Individual Vendors

1. Background

UNICEF works towards the realization of the rights of children as prescribed in the Convention on the Rights of the Child. Establishing visibility for UNICEF Lao PDR Country Programme Cycle (2022-2026) and fundraising for its various components is a major task for the Communication section in 2022 and beyond. Advocacy, Communication and Partnerships is one of the key strategies to achieve programme results as stated in the Country Programme Document.

In order to promote its media outreach, advocacy and fundraising, the UNICEF country programme is consistently in need of new and updated communication, advocacy and visibility materials that document key children's issues and ongoing responses in the field through high quality content packages. These materials are indispensable for a range of products, including fundraising proposals, donor reports, human interest stories and contents for social media. They will support UNICEF to better communicate with policy and decision makers, media, donors, partners and the public at large.

These high-quality content packages include design packages, advocacy toolkits, photo essays, human interest stories, and short films that document UNICEF related initiatives. The packages will be disseminated through different channels including website, social media networks, partner networks and donor reports.

To achieve these, UNICEF would like to engage the services of translators who will be available at short notice to undertake assignments of translating/transcribing UNICEF evidence-based communication, advocacy and visibility materials from English to Lao, or vice-versa, and/or to important regional Lao languages.

2. Programme Area and Specific Project Area

As per project.

3. Objectives

The overall objective to set up this Long-Term Arrangement is to facilitate and expedite the process by which UNICEF Lao PDR will hire the services of translators.

4. Duty Station

Vientiane, Lao PDR

5. Supervisor

Section Chiefs in the hiring sections.

6. Scope of Work

This LTA is being established to serve the needs of all sections in UNICEF Lao PDR country programme related particularly to translation services to meet the office's media, advocacy and fundraising objectives.

- Under the guidance of the Communications team or Programme teams and supervision of direct Specialists, the translator/interpreter provides high quality translations of press releases, booklets, human interest stories, reports, papers, subtitles/scripts, proposals and other materials. Provide direct editing/writing and proof-reading support to programme sections in the compilation of donor reports, and other materials for advocacy and fundraising (including donor proposals).
- Translations/simultaneous interpretations are done keeping in mind culture, gender and other diverse sensitivities as per UNICEF guidelines.
- Expected to complete a comprehensive translation of the material provided ensuring clarity and correctness while taking into account the sensitivity of alternative care jargon and respecting the intentions of the writers and experts.
- Expected to verify that in the case of longer documents each chapter or section reads well by establishing flowing tones, cohesion and proper structure and to deliver a final product in a timely manner and of publishable quality.
- Present at the briefing on specific projects and issues to be covered based on national and state priorities where required.
- Demonstrate a client-oriented approach, tact and ability to work with people of different national and cultural backgrounds.
- Ensure effective and efficient provision of services, full confidentiality in all aspects of assignment, management of information flow and follow-up on deadlines and commitments made.

7. Deliverables

At the end of each assignment, the translator/interpreter will deliver high quality translations of documents in English, Lao and important regional language/s; and interpretation services within the given time ensuring clarity and correctness.

- Translated, revised and certified materials as described above.
- Simultaneous translation services provided as required.
- The standard timeframe for the written translation delivery shall be as follows (from the date of submission by UNICEF):

Translation Volume (Page)	Time Frame
1 – 10	2 days
11 – 50	5 days
51 +	As per the above time benchmarks

8. Estimated Duration of the LTA

The assignment, under this Long-Term Arrangement, is expected to have a duration of 4 years. The initial LTA would be for two years with an option for renewal in subsequent years upon satisfactory performance evaluation.

9. Performance Evaluation

The performance of work will be evaluated based on the following indicators:

- Completion of tasks specified in the request;
- Compliance with the established deadlines for submission of deliverables;
- Quality of produced outputs;
- Demonstration of high standards of work with UNICEF and with counterparts.
- A semi-annual report by the contractor for the provided service under the LTA is required.
- Performance will be reviewed every six months and at the end of the assignment/the duration of LTA.

10. Official Travel Involved

N/A

11. Qualifications and Competencies

- Excellent English, Lao and/or other languages (to be confirmed on case to case basis) translation skills and certification as a translator.
- Ability to work on demand, multi-task and deliver ahead of tight deadline.
- At least a bachelor's degree in the source language and excellent command / writing skills in the target language with capacity to provide final typed material in requisite font that can be universally accessed.
- At least five years' experience, and expertise, in the relevant languages especially for translation of technical documents.
- Degree in communications, arts, media or any relevant field is an asset.

12. LTA Contracting Modality and Call-off Mechanism:

The LTA to be signed will have a fixed fee rate for two years. However, UNICEF does not warrant that any quantity of services will be purchased during the term of the LTA as this will depend on forthcoming needs. An increase on the fee would, if justified, be agreed at the end of second year at the time of extension of the LTA for up to one more year. Whenever translation services are required, the lead programme would contact the top ranking LTA translator (based on technical score). Should this translator not be available for the event, UNICEF will contact the second ranked translator and so on.

Upon receipt of this communication the LTA translator would have to confirm their availability for the assignment. Upon review of the same, UNICEF will send the translator a written communication confirming the requirement in the form of a work order sent by email.

The order will include details on the location of the project, number of hours to be worked and other practical details. Price in the order will be based on daily fee included in the LTA contract. After the work order has been sent, no further costs would be reimbursed by UNICEF (increased number of work hours) unless there is prior written authorization by UNICEF.

Once the services are completed and have been approved by UNICEF, the translator will send the following documentation for payment purposes: a) complete invoice indicating number of words translated/edited/proof-reading b) copy of the UNICEF order for the assignment.

13. Price Proposal and Schedule of Payments:

Vendors must send a financial proposal based on Daily Fee in /LAK (Lao Kips).

Translation Services	Unit Rate / Per Word for Translation (in LAK)	Unit Rate / Per Word for Proof-reading (in LAK)
English to Lao		
English to Khmu		
English to Hmong		
English to any other national language		
For A4 paper: Lao to English English to Lao For PowerPoint slide: Lao to English English to Lao		

Simultaneous translation services	
Consecutive translation services	

14. Evaluation method and criteria:

The selection of consultants for the LTA will be on the basis of technical evaluation & financial offer in the ratio of 70:30. Two stages procedure shall be utilised in evaluating the applications received in accordance to the below criteria, with evaluation of the technical proposal being completed prior to any price proposal being compared. Technical proposals should attain a minimum of 50 points to quality and to be considered.

The overall evaluation score will be based either on a combination of the technical score and the financial offer, or the lowest evaluated financial proposal of the technically qualified consultants.

The criteria for technical evaluation will be as follows:

Translators:

1. Cover Letter - Explaining the motivation for applying and also explaining how the qualifications and skill-set of the candidate are suitable for this position (3 Min Marks/ 5 Max Marks)
2. Relevant educational qualifications of the candidate (7 Min/ 10 Max)
3. Relevant work experience (7 Min/10Max)
4. Work Samples- This includes three previously translated documents and original versions of these documents. (11 Min/ 15 Max)

Candidates will be shortlisted for the written test on the basis of the review of sub-criteria 1, 2, 3 and 4 as listed above. Candidates who score overall 28 marks and above against criteria (1 through 4) as well as meet the minimum cut-off in each of the above 4 sub-criteria will be shortlisted for the written test.

5. A translation test will be administered with shortlisted candidates (22 Min/ 30 Max)

Total technical score - 70. Minimum overall qualifying score is 50. Only those candidates who meet the overall qualifying marks of 50 as well as score the minimum cut-off in each of the above sub-criteria will qualify, be considered technically responsive and their financials will be opened.

Interpreters:

1. Cover Letter - Explaining the motivation for applying and also explaining how the qualifications and skill-set of the candidate are suitable for this position (3 Min Marks/ 5 Max Marks)
2. Relevant educational qualifications of the candidate (7 Min/ 10 Max)
3. Relevant work experience (8 Min/10Max)

Candidates will be shortlisted for an interview on the basis of the review of sub-criteria 1, 2 and 3 as listed above. Candidates who score overall 18 marks and above against criteria (1 through 3) as well as meet the minimum cut-off in each of the above 4 sub-criteria will be qualify for the interview.

4. Interview for shortlisted candidates (32 Min/45 Max)

Total technical score – 70. Minimum overall qualifying score is 50. Only those candidates who meet the overall qualifying marks of 50 as well as score the minimum cut-off in each of the above sub-criteria will qualify, be considered technically responsive and their financials will be opened.

15. How to Apply?

The application to be submitted through the online portal should contain three separate attachments:

- i. A Cover letter explaining the motivation for applying and also explaining how the qualifications and skill-set of the candidate are suitable for this position **(to be uploaded online)**
- ii. Curriculum Vitae (CV) **(to be uploaded online)**
- iii. Work Samples – You can either share a file with the links to your work samples or you can upload the documents **(to be uploaded under other supporting documents)**.
It is critical to submit work samples as you will observe from the advertisement that marks have been assigned to this criteria for arriving at the most suitable candidate
- iv. A financial proposal indicating professional fee as per template attached below. Please do not forget to specify your name in the file while saving. **(to be uploaded under other supporting documents)**.
Without the financial proposal template your application will be considered incomplete

- Any attempt to unduly influence UNICEF's selection process will lead to automatic disqualification of the applicant.
- Joint applications of two or more individuals are not accepted.
- Please note, UNICEF does not charge any fee during any stage of the process.

16. Payment Schedule

Payment will be made only upon UNICEF's acceptance of the work performed in accordance with the contractual milestones. The terms of payment are Net 30 days, after receipt of invoice and acceptance of work and will be effected by bank transfer in LAK.

17. Remarks

- Rates for translation services should be based on a Source Word Count, 300 words / per page (A4 paper and front size with 12pt) from original English text and 1,500 characters / per page from original Lao text;
- Any errors and/or inconsistencies shall be corrected by the translator at no additional charge (including stylistic and/or preferential modifications);
- Translators shall cover their own travel costs if the assignment takes place within Vientiane;
- In the event that the translator is asked to travel overnight away from his/her base location (i.e. place of residence, business offices in Vientiane), UN Daily subsistence Allowance (DSA) will be paid on a per diem basis to cover accommodation, meals etc.
- In the event that the translator is asked to travel away from his/her base location, transportation arrangement from the translator's base location may be provided at the discretion of UNICEF. If transportation is not provided, the translator must arrange transportation and collect evidence of transportation costs (bus fare receipt etc) to be submitted together with the corresponding invoice.
- All prices / rates quoted must be exclusive of VAT.