

**Terms of References  
For Long-Term Agreement  
Professional Translation and Interpretation Services**

## **Background**

Viet Nam, as a lower middle-income country since 2010, is at critical juncture in its development journey, especially under the new Sustainable Development Goals (SDGs) to ensure that the country's nearly 26 million children benefit equally from economic prosperity.

UNICEF in Viet Nam works for the rights of every child, every day, across the country by (1) engaging the business community with high impact on children by strengthening their knowledge, capacity and commitment to respect and support children's rights as outlined in the Children's Rights and Business Principles; (2) advocating for national investments in preventing climate change consequences for children; (3) enhancing child protection systems to safeguard children and their families from a full spectrum of risks; this includes ensuring every child has a supportive family environment, access to justice and protection from violence, abuse and exploitation; (4) working to make sure solutions reach all children by implementing children survival and development programmes, (5) ensuring quality education for all children; (6) advocating for investment in early childhood development which is cost effective and yields some of the highest returns to families, societies and countries; and (7) ensuring that "no child is left behind" which requires breakthrough solutions to fast-track progress towards inclusive and sustainable development for all. For more information on UNICEF works in Vietnam: <https://www.unicef.org/vietnam/what-we-do>

Children, particularly ethnic minority ones, are more affected by the changing nature of poverty and vulnerabilities than any other social group in Viet Nam. Hence several UNICEF programmes target specifically regions with high proportion of children from ethnic minority groups where language barriers can prevent them and their parents to access basic information about their rights.

During the implementation of our programmes, UNICEF Viet Nam Office develops technical documents, publications, tools and communication material that require adaptation and translation into Vietnamese and English languages. Audiences include local decision makers, key influencers, partners, the general public, as well as the international community, international media, and other stakeholders abroad. Given the specific vulnerability of children from ethnic minorities, UNICEF is also looking and translating and adapting content in the major ethnic minority languages to reach those vulnerable groups.

In addition, UNICEF conducts various events, conferences, meetings, and hosts high-level visits to raise awareness on the situation of children and women in the country and UNICEF's interventions. Such events require translation between Vietnamese and English.

To meet such needs, having highly qualified professional English - Vietnamese and vice versa translation/interpretation services is vital. UNICEF is also looking at service providers who can provide high quality translation from English and/or Vietnamese into one of the major ethnic minority languages in Viet Nam, including but not limited to Tay, Thai, Hmong, Khmer, Muong, Hoa.

## Justification

UNICEF Viet Nam is requesting the service of professional translation agencies to provide written translation, as well as oral simultaneous and consecutive translation when requested. The Contractors shall ensure effective and efficient provision of services, while maintaining full confidentiality in all aspects of assignment, management of information and follow up on deadlines and commitments.

This Terms of Reference focuses on services for Translation and Interpretation of English to Vietnamese and vice versa. The establishment of Long-Term Agreement for Translation and Interpretation of Ethnic minority languages shall be separately from the Long-Term Agreement for Translation and Interpretation of English to Vietnamese and vice versa.

## Scope of Work

The contracted agency is required to provide services in one or several of the four categories below:

1. Provide on request available and experienced professionals to accurately translate texts from /to English and Vietnamese. Written documents, such as annual reports, situation analysis, newsletters, press releases, human interest stories, briefing books, etc., are produced by UNICEF and partners. The volume of translation to be done in one-month period varies depending on office priorities.
2. Provide on request available and experienced interpreters for simultaneous and consecutive translation from /to English and Vietnamese. Interpretation service may be required for important meetings with government officials; technical workshops; trainings, planning and review meetings; high-level meetings with foreign visitors and national counterparts; and other meetings as required. The volume of translation to be done in one-month period varies depending on office priorities.

### **A. Text Translation**

- 1- Ensure that the translation of English and Vietnamese texts is technically, linguistically and grammatically correct, error free and it should meet high quality standards, and would not need further editing after completion of translation.
- 2- The Contractor is expected to perform terminology research (i.e. UN/UNICEF/UN Terminology available on websites) to ensure the accuracy and appropriateness of all translations. The translator is also responsible for ensuring quality and accuracy of the entire document before submitting to UNICEF.
- 3- Professional translation from/to Vietnamese and, English languages.
- 4- Price will be calculated on per word basis and per page (350 words per page), also descriptions under drawings or photos need to be considered.
- 5- Provide accurate and timely translation to the satisfaction of UNICEF standards.
- 6- The Contractor is expected to provide advice and technical expertise on the quality of written translation and English terminology when requested by UNICEF
- 7- All texts submitted shall be treated as confidential by the selected company or any individual mandated by the company.
- 8- Return the original of the documents to UNICEF after completion of the services.
- 9- Translation shall be done within the stipulated deadlines in the work order.
- 10- Maximum percentage margin of errors per page should not be more than 3 errors.
- 11- The translated materials should be provided to UNICEF after completion of the required services in a hard copy or a soft copy.

- 12- The documents translated remains the copyright of UNICEF and should not be shared to any third party.
- 13- Fees will be paid upon actual services provided and after certification of satisfactory services, and upon submission of invoice for the payment.
- 14- Payments will be effected by bank transfer

**B. Simultaneous and Consecutive Translation**

1. Translators and interpreters should be duly qualified and fluent in both English and Vietnamese and have previously done similar work. They should have good working experience in the field of translation.
2. The translators/interpreters shall be available at the time requested. One working day is 8 hours excluding lunch hour. Interpreters may be requested/ expected to stay beyond the 8 hours schedules.
3. UNICEF shall reimburse costs incurred for assignments done outside of Ha Noi or Ho Chi Minh City, if travel is required, based on cost reimbursable or fixed priced or lump-sum contract agreement or through travel authorization by UNICEF
4. The agency is responsible to provide backup / standby translators in case of illness or incapacity of someone to perform his/her duty.

**C. Other translation services**

1. Translation of transcription from audio or audio-visual files as required
2. Translation of visibility material and Power point documents
3. Web translation

## **Reporting**

The contractor will work under the supervision of the Communications Section, and in close collaboration with various sections and units who will provide information, important details and materials about the topics of the events requiring interpretation or facilitation.

## **Payment**

Payment for the services provided shall be done in accordance with UNICEF rules and regulations, and upon satisfactory completion of assignment and within 30 days of submission of invoice and supporting documents. Services shall be paid at the rate established in the contract.

## **Engagement and selection of contractors**

UNICEF will establish a roster and sign Time-bound long-term agreements with qualified contractors. The contractor shall be engaged from the roster based on their availability at the time of the request, previous performance, and at the most cost effective for UNICEF.

A long-term arrangement (LTA) for 24 months will be established with possibility for an extension for another 12 months. UNICEF may sign several LTAs with several contractors who are technically qualified and offer competitive prices.

Individual work assignments shall be undertaken by the contractor against confirmed requests from assigned UNICEF focal person(s) in compliance with the LTA's terms and conditions and contracts issued against the LTAs. UNICEF may create contracts against the LTAs at the beginning of each year or every quarter with value of 1 USD and will amend the contract's value based on actual usage volume of the LTAs during that quarter/year.

The LTA can also be utilized by other UN agencies in Vietnam, who will benefit from the same terms and conditions of the LTA.

### 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.

### Qualification/Specialised Knowledge and Experience

The company should provide translators and interpreters with the following qualification, skills and experience to effectively carry out the tasks:

- Academic qualification: A bachelor's degree in English, or other related fields
- Excellent spoken and written English
- Excellent spoken and written Vietnamese
- At least three years' experience in working as an interpreter/translator
- Understanding of UNICEF Programme in Viet Nam is an advantage (in the areas of health, nutrition, education, water and sanitation, child protection, social and governance, innovation, communication, etc.)
- Excellent spoken and written of at least one of the major ethnic minority languages (applicable only for ethnic minority languages translation) is an asset.

Due to the need for the services to be provided locally (including possible travel in the country), local companies or international companies that have local branches and expert team in Viet Nam are recommended to bid for the LTA.

### Selection Process and Evaluation Criteria

Agencies are invited to submit a technical and a financial proposal detailing the qualification and experience, as well a standard cost for services (as per **Annex I – Price Schedule** – for unit cost per page of 350 words for written translation; unit cost per hour/day for simultaneous and consecutive translation; unit cost for other translation services). Agencies and institutions who also provide add-on services for interpretation and translation for ethnic minority languages can express their interest to introduce those services as a reference information to UNICEF.

Submitting agencies can apply for one or several of the requested services:

- A. Text translation (English/Vietnamese)
- B. Provision of simultaneous or consecutive translation (English/Vietnamese)
- C. Other translation services

NB: UNICEF is encouraging institutions that are specialized in ethnic minority languages to apply for those specific services.

In order to be included in the UNICEF roster agencies must submit a technical proposal that meets all the following criteria:

Evaluation Criteria	Assessment
<b>Completeness of Response</b> Responses is complete and addresses the scope of work detailed in this TOR	Met / No Met
<b>Relevant Experience</b> (Provide proof documents for each such as Curriculum Vitaes, Certificates, translation certificates, etc.) Qualified personnel to carry out this type of assignment? Relevant experience of personnel to do quality translation from/to English and Vietnamese under tight deadline; and to provide interpreter services to large institutions Relevant experience of personnel to translate from English and/or Vietnamese into at least one of the major Ethnic Minority languages (optional criteria and applicable only for ethnic minority language translation) Availability of a broad pool of translators and interpreters to meet several concomitant requests and to provide backup when needed. Demonstrate an understanding of the importance of the scope work and to meet deadlines.	Met / No Met
<b>Languages Capability</b> Availability of personnel with excellent written and oral language skill for Vietnamese and English. Availability of personnel with excellent written and oral language skill for ethnic minority languages (applicable only for ethnic minority language translation). References, recommendations from the other agencies UN, companies, government, and other institutions Demonstrate an understanding of the purpose and scope of the work and the terminology commonly used by UNICEF	Met / No Met

UNICEF's Technical evaluation panel shall assess the technical proposals and recommend technically qualified bidders who meet all above technical criteria.

Up to three (03) LTAs shall be awarded to the technically qualified bidders who offer the most competitive rates for translation and interpretation services.

## General Conditions

The required translation services shall be performed at the Contractor's premises at its own costs, with its own equipment, materials and supplies, and the Contractor shall be responsible for all arrangements, labor and services necessary to perform the translation services, including delivery of finished products.

Contractors are required to use bank accounts for firm/company only (no individual bank accounts shall be accepted for UNICEF's institutional contracts).

No advance payments or deposits shall be disbursed by UNICEF. Total fees of each contract/job order will be paid within 30 days of submission of the corresponding authenticated and accepted validation report also including:

- a) Invoice
- b) Reference contract number
- c) Certification of delivery of the required service to UNICEF by the service user defined in the contract or other focal point person accepted by UNICEF.

**Terms and conditions in below documents are applied for this Long-Term Agreement:**

Annex I-Price Schedule (Annex C of the Invitation to bid)

UNICEF General terms and conditions for Institutional/Corporate contracts (Annex A of the Invitation to bid)