

Terms of Reference

Consultancy Services for English to Bangla/Rohingya languages translation

1. GENERAL INFORMATION

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Bangladesh, invites qualified service providers to make a firm offer for an Agreement for the provision of translation services from the English language to Bangla. Occasionally, translation into Rohingya may be required.

UNHCR may award for one-off procurement with a duration of three (3) months, initially and may be extended for a further period of 2 months. The successful bidders will be requested to maintain their quoted price model for the entire duration of the agreement.

2. SCOPE OF REQUIREMENTS

The consultant/vendor will be responsible for the following:

1. Translation of EASE Manual from English to Bangla with translation of some parts to Rohingya.
2. Redesigning and proofreading Part B of the translated manual to make it more reader friendly.
3. Ensuring translations are accurate, precise, culturally appropriate, and respecting the people's dignity.
4. Meeting agreed deadlines for all deliverables.
5. Providing revisions as required by UNHCR.
6. Ensure professional translation, proofreading, and editing of all text, including figures, boxes, captions, sources, and covers.
7. Perform terminology research and consistently use the correct terms and names throughout the translated text.
8. Ensure translated text is complete; check and correctly quote references to published documents.
9. Pay attention to detail at all levels and check for errors (e.g., grammar, syntax, spelling, punctuation, formatting) to ensure the translated text is an accurate, faithful, and consistent rendering of the original text.
10. Deliver the translated version as a word and PDF document with design as per the original EASE standards.

3. REQUIRED QUALIFICATION

In the evaluation of the technical proposals, the following criteria will be looked at:

- Minimum three years of professional experience in the translation sector with an excellent command in writing and speaking of the Rohingya language, English, and Bangla.
- Demonstrated translation experience in asylum, humanitarian crisis, statelessness, human rights, international humanitarian law, and related fields will be considered an asset.
- Experience in translating UN documents in general and UNHCR in particular will be an advantage.
- Experience in translated EASE material to other languages.

4. MISCELLANEOUS

UNHCR is committed to receiving high-quality translations that meet their specific requirements. To achieve this, the selected vendor will ensure the accuracy and completeness of all translated documents. UNHCR reserves the right to review all translations and request revisions for any work that does not adhere to their quality and technical standards as outlined in this ToR. Payment will only be initiated upon successfully completing the assignment and receiving final approval from UNHCR.

Description of Services:

- i) Paid proofreading and redesigning Part B of the manual – 73,036 words
- ii) Translation of Part A: Paid translation and revision – average of 75,000 words total

UNHCR will regularly evaluate the vendor's translation services using a Vendor Performance Evaluation form. This ensures consistent quality and adherence to UNHCR's expectations. Feedback will be provided for each translation. Should there be a pattern of unsatisfactory performance, as evidenced by more than five evaluation forms, UNHCR reserves the right to terminate the contract with the respective supplier. Additionally, UNHCR reserves the right to negotiate the payment terms for a specific translation deliverable if a portion is unusable or to refuse payment entirely if the translation is completely unusable.

Throughout the collaboration, all information shared by UNHCR for translation purposes, especially official documents, and those about individual cases, will be treated with the utmost confidentiality. The successful bidder/translator must sign a Non-Disclosure Agreement (NDA) with UNHCR before commencing work.

Reporting to: Hivine Ali, Mental Health and Psychosocial Support Officer