



**Annex A**  
**RFQ/UNHCR/ISR/2024/003**  
**Terms of Reference (ToRs)**  
**Request for proposal for interpretation services**

## 1 Introduction

### 1.1 Background

The Office of the United Nations High Commissioner for Refugees (UNHCR) is a humanitarian and non-political organization mandated by the United Nations to protect refugees and stateless persons and help them find lasting solutions to their problems. UNHCR's activities are based on a framework of international refugee law and standards that includes the 1951 Convention relating to the Status of Refugees and its 1967 Protocol, as well as an array of international and regional treaties on human rights and humanitarian law. UNHCR works with States, civil society organizations, the legal community, the media and other actors to ensure effective protection and promote long-term solutions through a mix of capacity-building, refugee law promotion, advocacy and public awareness activities. UNHCR's workforce consists of many diverse nationalities, cultures, languages and opinions. The Organization is constantly looking for talented, motivated and passionate individuals from around the world who bring new innovative ideas and skills and whose work ethic and motivation inspire others.

The Service Provider will work with the Protection Unit at UNHCR Israel. Under the overall direction of the Senior Protection Associate, and in coordination with other relevant UNHCR staff, the vendor will assist in facilitating cross-cultural communication between asylum-seekers and UNHCR personnel during asylum interviews, counselling meetings and telephone enquiries to ensure quality service delivery. This requires creating a trustful relationship with both counterparts, and exercising tact, diplomacy and good judgement. The vendor's primary role in this respect is the provision of consecutive interpretation services for asylum-seekers from Eritrea and Ethiopia. The service provider will also support UNHCR staff in understanding specific aspects of the cultural background of the beneficiaries with whom he/she has cultural affiliations with the aim to improve the provision of UNHCR services.

#### ***Statement of Purpose & Objectives***

UNHCR Israel is seeking to identify a competent external service provider who has experience and capacity to undertake **consecutive interpretation from English and/or Hebrew to Tigrinya and/or Amharic and from Tigrinya and/or Amharic to English and/or Hebrew.**

The proposed frame agreement will be signed for twelve (12) months, potentially extendable twice, each for the period of one (1) year, subject to satisfactory performance. The contract assignment will start as soon as the Frame Agreement (FA) is signed by both parties.

UNHCR might select a main and back-up service provider. The service providers will be requested to maintain their quoted price structure for the entire duration of the contract.

Please note that the proposed frame agreement is not considered as financial commitment towards the selected company. The volume of the work and corresponding fees/payments will be detailed on project basis via purchase order and statement of work.

### 1.2 Pre-selection criteria

To be eligible to participate at this bidding process, your company must have a valid business company registration certificate. To establish compliance with this criterion, please submit the copy of the certificate along with the technical proposal.

In addition, **prerequisite** for any service provider **to be deemed eligible** for an award of contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations.

### **Requirements**

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#### **1.3 General requirement**

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Have a high level of capacity to execute interpretation services in timely manner, the selected company must be available to interpret on a regular basis and may be called upon for urgent requests with little advance notice (less than 12 hrs).

Experience in consecutive interpretation; experience in consecutive interpretation for Eritrean asylum claims and/or for vulnerable individuals (e.g. victims of torture and trauma) is an asset. Be able to start service delivery immediately after the **FA** is signed.

Work in a comparable time zone to Israel and be available to interpret during working hours of UNHCR in Israel (UTC+2, DST observed).

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#### **1.4 Account management**

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Designate a focal point for regular communication with UNHCR during the service period and back-up solution.

The interpreters must be politically sensitive and be able to interpret sensitive issues in an appropriate manner.

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#### **1.5 Interpretation services**

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The selected company is to be able to provide the following services:

- Ability to deliver high-quality consecutive interpretation remotely .
- Perform terminology research to ensure the accuracy and appropriateness of interpretation.
- Responsible for ensuring quality and accuracy of the interpretation.
- Guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be timely notified to UNHCR and a solution suggested and agreed upon so that the services can be uninterruptedly provided.

The interpreters will be requested to sign a UNHCR timesheet certifying the number of interpretation hours/day.

The selected company and interpreters will be requested by UNHCR to sign the UNHCR Special Data Protection Conditions.

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#### **1.6 Estimated volume**

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Interpretation services: up to 80 hours per month.

The volume of the work and corresponding fees/payments will be detailed on a project basis via purchase order and statement of work.

The above number of hours cannot be considered a financial commitment from UNHCR.

The service will be generally require up to six (6) hours per day, but it may be more in accordance with operational needs.

UNHCR working hours are from Sunday to Thursday, from 8:30 am to 16:30 pm. The service might be needed beyond the standard working hours, including weekends.

UNHCR reserves the right to reject any work performed by the service agency, in whole or in part that, upon UNHCR's sole and absolute discretion, are unsatisfactory or inappropriate.

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### **1.7 UNHCR Responsibilities**

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UNHCR is responsible for:

- Designated focal point
- Prepare Statement of Work to specify each project and produce a purchase order
- Performance evaluation

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## 2 Key Performance Indicators

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### 2.1

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UNHCR will monitor the performance of the selected agency through the following criteria:

- Requests for interpretation are accepted.
- Urgent interpretation (same day or next day) is prioritized.
- The selected agency shall meet periodically with UNHCR to discuss issues of mutual concern, to review the performance and to discuss improvements.
- The selected agency shall arrange meetings as needed to discuss updates and other matters related to the interpretation industry with UNHCR.