



Terms of Reference
Consultant – Investigations Section
Office of Audit and Investigations

Background:

The Office of Audit and Investigations (OAI) reports to the Administrator and is responsible for internal audit and investigations services to UNDP and its affiliated entities. OAI provides independent, objective assurance on the effectiveness of risk management and the effectiveness and adequacy of internal controls. OAI also responds to allegations of misconduct by conducting and reporting on investigations.

The Investigation Section of OAI is responsible for conducting investigations into allegations of misconduct, such as mismanagement, fraud, corruption, retaliation on whistleblowers, workplace harassment, abuse of authority, violation or willful disregard of UNDP regulations, rules, and administrative instructions, that involve UNDP staff, contractors and other applicable persons. The Investigations Section is also tasked with investigating allegations against parties external to the UNDP of financial irregularities committed to the detriment of UNDP. In addition, OAI undertakes proactive investigations in high risk areas that are susceptible to wrongdoings, fraud and corruption.

OAI conducts investigations in accordance with the Uniform Principles and Guidelines for Investigations, the UNDP Legal Framework for Addressing Non-Compliance with UN Standards of Conduct, and the OAI Investigation Guidelines.

OAI maintains a roster and seeks to engage in a Long Term Agreement (LTA) with suitably skilled and experienced Transcribers to call upon as required from time to time.

Nature of Services:

The consultant is required to transcribe Investigations cases into English from Spanish, French, Russian, Chinese and Arabic as necessary.

The consult is require to:

- To complete transcriptions that are authorized and approved by the Investigations Manager, OAI on a case by case basis;
- Compile verbatim transcripts from audio recordings;
- Transcribe audio recordings;
- Provide a high standard of transcription service:
 - Numbering each sentence or line in each transcript;
 - Numbering each page of the transcript;



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- Provide a word document transcript;
- Provide a condensed PDF version of the transcript; and
- Provide an index of keywords for each transcript;
- Submit each transcript for review to the designated Investigation Specialist, OAI.

Expected Outputs:

A set of verbatim-transcribed documents in PDF and MS Word formats from the audio recordings in accordance with OAI SOPs and templates. The word documents should be presented in the following format requirements:

- Annotate each line of each transcript with a line number;
- Annotate each event on the recording to accurately reflect the conversation, e.g., if applause occurs, the transcript reflects the applause in a clear and concise manner, e.g., [Applause];
- Annotate each inaudible event on the recording in the transcript with a time reference, e.g., [unclear 0:07:21];
- Each page should be US Letter or A4; and
- The font size should be 11 points Arial;

Institutional Arrangement:

The Vendor will directly report to the Investigations Specialist or Investigations Consultant responsible for the case and audio file; the assigned Investigations Specialist or Investigations Consultant will review and certify the quality of the output delivered by the Vendor. All work product produced by the Transcriber as a result of this engagement is owned by UNDP and shall be submitted to the Investigations Manager.

Duration of the work:

OAI requires the task to be completed within 30 working days from the date of receiving the audio records from OAI.



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Qualifications:

- The Vendor should have a proven record of providing transcription services to the government, non-government and international organizations by submitting:
- Signed and dated P11;
- Proof of providing transcription services from the past three years, and reference contacts using the below table:

Client		Period of activity	References Contact Details (Name, Phone, Email)	Comment
Name of Organization	Name of Investigations Unit (if applicable)			

- Advanced University degree is an advantage;
- Working experience in an International Organization is desirable;
- University Degree is required;
- At least 3 years of working experience conducting transcripts.

Language Requirements:

- Fluency in English and one or more of the following languages:
 - i. Spanish,
 - ii. French,
 - iii. Russian,
 - iv. Arabic,
 - v. Chinese (Mandarin)



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Financial Proposal:

All interested individual consultants are requested to submit an itemized Price Proposal. The Price Proposal should be fixed and “all-inclusive”. This means that all costs (professional fees and other related costs, if any) that could possibly be incurred by the Vendor are factored into the final fixed price.

Submission Date:

Proposals are to be submitted by close of business **12 March 2014**.

Currency:

All prices shall be quoted in US Dollars (USD). However, where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals, UNDP will convert the currency quoted in the Financial Proposal into USD, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals.

Duration:

The Transcriber will be engaged on an ‘as needed’ basis. In other words, as and when OAI requires the services of Transcription, a selection will be made from the roster, according to investigation, language abilities and value for money of the Transcription on LTA and/or the roster (different investigations may require certain languages).

Payment Terms:

Payment will be made upon submission of invoice and approval of deliverable by OAI. Invoice to be submitted shall contain dates, document information and number of words translated.



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I have read and accept the terms indicated above.

Approved by: _____