



TERMS OF REFERENCE (TOR)
PROVISION OF SIGN LANGUAGE INTERPRETATION SERVICES
Draft TOR
March 2021



1. Introduction

The Resident Coordinator leads the UN agencies to Deliver as One – One Leader, One Budgetary Framework, One Programme, Operating as One, and Communicating as One. The Resident Coordinator's Office (RCO) is seeking a sign language interpretation services for its work, meetings and workshops.

2. Nature of the service

The successful bidder (s) is to provide sign language interpretation services to the RCO.

3. Statement of work

The RCO is interested in hiring the services of a vendor to provide sign language interpretation services. The contract will be awarded on a part time flexible working modality. The initial contract duration shall be 11.5 months during which period the consultant will be called upon to carry out specific tasks for specific number of days as the need arises.

Each assignment will be conveyed to the consultant via email by the RCO Operations Manager with at least 48 hours' notice, providing details of the task/deliverables and, consented to by the consultant via email, prior to actual commencement of work.

Payment will be made based on invoice from vendor for each completed task calculated on the basis of pre-agreed daily professional fee as will be stipulated in the contract. Any other cost item will be pre-defined in the contract, if possible, or negotiated based on the unique context of each task.

4. Scope of Work and Deliverables

- a. Provide Sign Language Interpretation Services for the hearing impaired/deaf members of RCO partners, audience during any workshops/trainings and meetings as requested via purchase order by the RCO; when required submit translation in word processed documents, incorporating any suggested changes as may be recommended.
- b. Interpret facilitators and participants' comments, questions, tasks, etc. to deaf participants voice to sign.
- c. Translate/interpret communication products in sign language
- d. Interpret deaf participants' comments, questions and responses to the facilitator and participants sign to voice.
- e. Interpret for deaf participants during plenary sessions and group tasks at RCO events.

- f. Mobilize and coordinate additional interpreters (if need be) at an event to avoid missed translations or poor interpretation quality.
 - g. At the conclusion of each event/meeting, provide a brief report (two pages maximum) giving a broad overview of the service provider's participation in the event, any challenges/issues encountered during the service provision, and recommendations for future events.
 - h. The Vendor shall ensure that the Sign Language Interpretation Services are of a consistently high quality and meet the requirements of the Client.
 - i. Share written reports of translation/interpretation activities with RCO via email
 - j. Complete the work within the agreed timeline and submit the final translation in soft copy.
 - k. Provide translation service during virtual meetings
5. Required qualification and Experience:
- a. Ghanaian national
 - b. A first degree in relevant area of studies. A professional certificate in Sign Language Interpretation.
 - c. At least five years experience in translation/ interpretation service (with examples of where these services have been used) with government coordinated interventions in hinterland communities
 - d. Other Proven skills in translation and interpretation focusing on field work, video translation, workshops/conferences/meetings
 - e. Ability to interact with ease with UN Implementing Partners and interpret/ translate with accuracy
 - f. Ability to work independently and capacity to reach partners
 - g. Ability to quickly mobilize and coordinate a team of sign language interpreters for a big event.
 - h. Very good knowledge of written and spoken main Ghanaian languages.
 - i. IT knowledge to successfully manage interpretation during virtual events
 - j. Willingness to travel to and out-of-town areas (when needed).
6. Competencies:
- a. Excellent teamwork skills
 - b. Ability to work independently and beyond the call of duty
 - c. Ability to network and provide necessary tools and logistics
7. Ethical Consideration:
- a. To ensure that the key ethical principles for the conduct of translation/interpretation services are followed, especially relating to UN standards and procedures
8. Data Management:
- a. The absolute safety of all data will be a priority i.e. no information or data to which the vendor is privileged during/beyond time of this consultancy can be shared and or used by the vendor, neither can s/he approve the use of the whole or any part of it, for personal or professional purposes, without approval, in writing, from all stakeholders jointly.
9. Procedures and Logistics:
- a. Vendor will use her/his computer and other equipment
 - b. Consultant will submit deliverables in electronic form to RCO

- c. Where RCO requires the Vendor to provide services outside of Accra, the Vendor will invoice RCO for reimbursable travel and transportation costs, supported by receipts and within the Client's project travel policy. For avoidance of doubt, the Vendor shall contact the RCO Operations Manager, XXX, prior to travel to ensure United Nations hotel and DSA rates are understood and adhered to.

10. Method of Payment:

- a. The fee will be based on the negotiated daily professional fee specified in the contract or specified for each task, and, based on completion of the agreed deliverables and timelines as will be certified by the RCO on the consultant's invoice..

11. Application Procedure:

Interested candidates should apply online to the link provided, indicate daily professional fee in Ghana cedis. A financial proposal showing fees and breakdown of required materials should be clearly itemized and submitted. Daily fee to be paid to additional team of interpreters (if needed) should be included. Cost of travels may not be added as travel locations are not yet known. This will be negotiated based on each task.

In addition to the CV/Resume, candidates should include samples of past assignments undertaken. It would be preferable if it was situated in rural Ghana.