Section 5: Schedule of Requirements

A. Project Description

The United Nations Development Programme (UNDP) is the UN's global development network, advocating for change and connecting countries to knowledge, experience and resources to help people build a better life, as envisaged by 2030 Agenda for Sustainable Development. We are on the ground in more than 170 countries and territories, working with governments and people on their own solutions to global and national development challenges. As they develop local capacity, they draw on the people of UNDP and our wide range of partners that can bring about results.

The primary role of UNDP is to support country-led efforts to achieve the Sustainable Development Goals (SDGs). The work of UNDP around the world is anchored in diverse and effective partnerships, which are vital to our two critical roles at country level: (a) as an integrator across policy, programmatic and organizational silos; and (b) as an operational backbone for the United Nations and other partners.

UNDP Saudi Arabia works on Sustainable Economic and Social Development through diversifying economic sources, developing human capabilities, creating job opportunities and promoting private sector involvement in the Sustainable Development Goals achievement. This focus area is addressing SDG 1, 8, 9, 11 and 16.2

The partnership between UNDP and Saudi Arabia dates back to UNDP’s launch in 1965. Since then, UNDP has been providing technical cooperation for various national development goals and facilitating assistance from Saudi Arabia to least developed countries. In the early 1970s, UNDP initiated operations in Riyadh through a sub-regional office to serve the Gulf. Gradually the office was transformed from a sub-regional office into a Country Office fully dedicated to technical cooperation with Saudi Arabia. From that time, the Kingdom has been a strong supporter of UNDP cooperation in the Kingdom, with UNDP premises and project financing in the Kingdom fully supported through the contributions of the Kingdom. Indeed, Saudi Arabia’s status as a Net Contributing Country (NCC) to UNDP makes it a unique context with strong levels of ownership and programmes uniquely tailored to the local needs.

Cooperation with UNDP in Saudi Arabia has matched the evolution of development needs and priorities in Saudi Arabia responding to specific needs of the Government over the past 40 years. Partnerships between national institutions and UNDP enjoy a unique bond of common responsibilities towards the national interest. This has included a working relationship over the past decades built on open dialogue and common interests for national development. The joint programmes between UNDP and the Government have covered a variety of development priorities and sectors, with key results over the years in strategy and policy development, and capacity development of Saudi people and institutions.

Examples of UNDP Support to the development process in the Kingdom is exemplified through a number of successful projects. UNDP supported the formulation and to some extent the implementation of national strategies and policies in the energy, water, youth, urban, tourism, and food and drug sectors. UNDP technical expertise assisted in formulating strategies and action plans, as well as economic modelling, to assist the Ministry of Economy and Planning, and the Ministry of Foreign Affairs. UNDP provided support for the development of national capacities and institutions such as the General Authorities of Statistics. UNDP provided long- and short-term advisory services to partners on policy development and strategic direction-setting for many entities including G20 Saudi Secretariat. Moreover, the new commitments of the kingdom to advance the gender balance has created a new project with the Ministry of Human Resources and Social Development to increase the percentage of women's participation and representation at all levels of employment and in all job categories including women's leadership positions.

English and Arabic are one of the UN official languages widely used by the UN Agencies in Saudi Arabia and as such most documents to be shared with partners are produced in these two languages, thus, may require different languages occasionally. Simultaneous translations and or interpretations services from or to those languages are also frequently needed in events organized by either Entities.

It is therefore in view of the foregoing that the UNDP, Saudi Arabia intends to enter into a Long Term Agreement -LTA- with specialized firms/companies for the provision of translation services of documents from English and or English and vice-versa, including versions, revisions and editing in the same languages.

B. Objective:
To provide support to translation and interpretation needs for the UNDP Country Office in Saudi Arabia (UNDP CO) and Multiple Projects within UNDP CO Portfolio. The translation needs span across website content, brief documents, thematic discussion papers and reports. Additionally, there is an occasional need for interpretation services during conferences and workshops.

A long-term agreement (LTA) is a mutual arrangement between UNDP and a supplier/service provider to provide goods or services as required, over a specific period of time, with the quantity to be determined at prescribed prices or pricing provisions.

The LTA will be issued for a period of 1 year and may be extended for an additional period of 2-5 years subject to satisfactory performance.

Under an LTA, UNDP or the Agencies under this arrangement do not warrant that any quantity of Services will be purchased during the term of this Agreement. The UND(P) Agency will directly engage Contract the LTA service provider based on its needs to carry out those activities. For each task, the LTA service provider would be issued a requisition for services, Purchase order or a specific contract for services.

C. Scope of the Work:

A professional, accurate and fast translation service from English to Arabic and vice-versa such that the meaning and understanding of each principles and analysis presented in the documents reflect their true sense and correspond to the highest industry standards such as ISO 17100:2015 and or other internationally recognized standards for translation services. To that end, interested firms must detail their structure, demonstrate their quality and information security management measures and systems in place to meet and satisfy customers’ needs.

While it is recognized that translation of documents may be carried out from any geographical location of the firm (provided qualified translators and information technology systems avail) the consecutive and simultaneous translations/interpretations, will normally require physical presence in events or meetings with partners/stakeholders. Given this practicality, firms may consider bidding for either (Translation of documents and simultaneous/consecutive interpretation/translation) requirements or choose only one, however for simultaneous interpretation services, rental of equipment costs must be provided.

Firms / companies may apply for all or any of the following services (Lots).

**Lot 1:** Translation services including translating and/or transcribing presentations, manuals, documents, articles, letters, studies, and reports, as well as recorded video or audio content and speeches, from Arabic to English or vice versa.

**Lot 2:** Simultaneous and/or consecutive interpretation services from Arabic to English/ French / Russian / Spanish and/or vice-versa during workshops and trainings / meetings / conferences, including note-taking.

While it is recognized that translation of documents may be carried out from any geographical location of the firm (provided qualified translators and information technology systems avail) the consecutive and simultaneous interpretations, will normally require physical presence in events or meetings with partners/stakeholders. Given this practicality, firms may consider bidding for either (translation of documents and consecutive / simultaneous interpretation/translation) requirements or choose only one, however for simultaneous interpretation services, the equipment costs must be provided.

D. To better perform the required services, the terms translation and version of texts shall imply:

- Translation of texts: shall consist of texts and documents whose contents are in a foreign language and will be transposed into the English or Arabic language
- Version of texts: shall consist of texts and documents whose contents are in the Arabic language and will be translated into the foreign language
- Editing of texts: examining the text with the aim of improving both the flow and quality of writing.
- Revisions of text/documents: Shall mean checking the quality and completeness of a translation, with reference to the original, ensuring terminological accuracy and consistency. This shall also include proofreading for any grammatical, spelling and punctuation errors.

E. Main Tasks and Responsibilities of Translator / Interpreter:

- Translate documents/reports, books, brochure products from English to Arabic and vice-versa.
- Transcribe and translate documents on a need basis.
• Ensure accuracy in language, structure, and rhetoric expressions.
• As part of translation, word choice, style, sentence structure, comprehension, and terminologies are checked intensively, and the content is fine-tuned to achieve native English and Arabic expressions respectively.
• Based on standards of the profession; UNDP considered:
  • Small documents (500 - 5,000 words) – Maximum 4 working days
  • Medium size documents (5,000 to 10,000 words) - Maximum 7 working days
  • Large documents (10,000 words and more) - Time limits according to volume and complexity but with a minimum of 1500 words per working day
  • Urgent delivery : 50 % of the normal time mentioned here above for small and medium documents; and for large documents no less than 3.000 words per day to be considered.
  • Consecutive or simultaneous interpretation/translation from English to Arabic and vice-versa, at UN Agencies events and workshops, as may be needed.
  • Avail equipment for simultaneous translation, with installation / uninstallation and general management of the equipment

F. Deliverables:

Document shall be (preferably) in Microsoft Word / Excel format as a clean copy, a copy with changes track marked, and a copy with comments of translated text in a clear and jargon free language content ensuring no language errors, structure is improved, and such that the meaning and understanding of each principles and analysis presented in the documents reflect their true sense.

a. Translation:
  ✓ Service Provider/Company conducts translations upon request.
  ✓ Service Provider/Company researches UN commonly used terminologies from official sources (Such as UNTERM) to ensure using unified terms across the Organization
  ✓ Service Provider/Company translates various documents (including reports, project documents, work plans, terms of reference, contracts and so on) from Arabic into English and vice versa
  ✓ Service Provider/Company edits and reviews translations generated from the Office or externally to ensure proper quality and reflection of content.
  ✓ Service Provider/Company works closely with the Communications Team for the translation of public information products including the Website, brochures and other knowledge products
  ✓ Service Provider/Company translates the produced documents by the Experts from English to Arabic (Such as analytical reports, questionnaires, policy briefs...etc.)
  ✓ Service Provider/Company translates correspondences from English into Arabic and vice versa as needed.

b. Interpretation and Transcribing:
  ✓ Service Provider/Company acts as interpreter in meetings and conferences, according to needs.
  ✓ Service Provider/Company provides interpretation in workshops, thematic dialogue sessions, and conferences organized by UNDP.
  ✓ Service Provider/Company provides other interpretation tasks as needed.
  ✓ Service Provider/Company provides interpretation for UNDP experts under assigned Projects during bilateral meetings and/or interviews with government counterparts
  ✓ Service Provider/Company transcribes inputs from bilateral meetings and/or interviews with government counterparts
  ✓ Service Provider/Company interprets and/or transcribes any presentations or oral briefs made by UNDP Experts and government counterparts
  ✓ Service Provider/Company other interpretation/transcribing tasks as needed within assigned project implementation.

G. Type of Documents:

The documents generally consist of verbatim reports including press releases/statements, speeches, newspaper and magazine articles, features, audio/video interview clippings and policy papers, guidelines etc. Such documents contain either normal, scientific or legislative words.
  • The volume of each document to be translated may vary from 100 to more than 100,000 words, based on the word-count tool in Microsoft Word.
• The document/report to be translated shall be transmitted to the contractor, by email, preferably in editable electronic form (Microsoft Word); similarly, translations must be returned to UN Agencies in electronic editable form (.docx).
• Format specifications (including templates) shall be communicated to the Contractor, together with the document to be translated.
• Non-compliance with format specifications shall require the translator to correct/edit the document accordingly.

H. Reporting:

The Contractor/translator will be accountable for his/her deliverables to the UN Agencies.

I. Quality Standard:

All translations by the Contractor must be rendered publication-ready, commensurate with what an experienced professional translator can offer. The term “publication-ready” shall mean that the translation respects the formatting conventions specified by UN Agencies and is devoid of typographical, spelling and grammatical mistakes. The translations must also be written in clear, correct and readable language. The content and meaning of the original must be accurately rendered in the target language, and a high level of terminological and style consistency must be achieved.

J. Confidentiality and Copyrights:

• All documents compiled by or received by the Contractor in connection with this LTA shall be property of UNDP or the requesting Agency, and shall be treated as confidential and shall be delivered only to duly authorized UN Agencies officials on completion of the work or services under the Contract.
• In no event shall the contents of such documents or any information known or made known to the Contractor by reason of its association with UNDP or the requesting Agency part of the agreement be made known by the Contractor to any unauthorized person without the written approval of UN Agency concerned.
• The Contractor shall take all reasonable measures to ensure that its agents, employees, subcontractors and independent contractors comply with the provisions of this Article.
• The obligations in this Article shall not lapse upon termination of the Contract.

K. Recourse:

UNDP or the Agencies part of the agreement reserve the right to withhold all or a portion of payment if performance is unsatisfactory, if work/outputs is incomplete, not delivered or for failure to meet deadlines.

L. Education, Experience and Qualifications of the firm’s translators and translator’s network:

• Profile of the firm: Experimented Firm in translations and interpretation services – at least 3 years of relevant and certified similar experience
• Master’s degree or equivalent from reputable institution in Social Science, Literature, and Linguistics, Law or any related field with an interest in development in general.
• Certification in translation services from a renowned entity is an added asset
• Experience on issues relevant to UN Agencies, International Organizations, UE, Embassy, International Private Forum, etc ... is an asset.
• Excellent command of written and oral English and Arabic
• Proven hands-on computer skills (MS Office) and internet tools.
• Understanding of the Saudi Arabia socio-economic situation and civil society, with special emphasis on social welfare sector and poverty issue;
• Knowledge of key UNDP concepts on the above (understanding of vocabulary and terminology, with the special emphasis on the above issues);

M. Proposed Staff:

The bidder shall submit CVs of the below proposed key personnel:
CVs of managerial personnel highlighting experiences in servicing international organizations of similar size and nature as UNDP/UN, including relevant certificates, accreditations, awards and citations received;

CVs of the Translators English to Arabic or vice versa (at least 4 CVs); reflecting the following:
I. Provide copy of the CV, Academic certificates, any other relevant certificates
II. Required Academic qualification: Master’s degree or equivalent from reputable institution in literature, linguistics, law or related field or with bachelor’s degree with over 5 years of experience
III. Proven track record working with UN, International Organizations
IV. Adequate knowledge of programme areas and sectors in which UNDP is operating.
V. Ability to work both independently and in teams in a multicultural environment;
VI. Superior communication and interpersonal skills;
VII. Excellent writing skills in English and Arabic;

• UNDP will directly engage contract the LTA service provider(s) based on its needs to carry out those activities. UNDP will issue a written request / Purchase Order to the LTA service provider.
• Capacity to change the translator in case of illness, emergency or unsatisfactory performance with equal qualification requirements set in current ITB with prior UNDP agreement
• The prices shall remain in effect for the entire duration of the Contract for Services. The rates shall not be subject to any adjustment or revision because of price or currency fluctuations, or the actual costs incurred by the Supplier in the performance of the Contract for Services
• The document/report to be translated shall be transmitted to the Service Provider, by email, preferably in editable electronic form (Microsoft Word); similarly, translations must be returned to UNDP in electronic editable form (.docx).
• Any additional cost related to possible trips within Sudan needs to be agreed and approved by UNDP/UN Agency in advance.
• UNDP or UN Agencies reserve the right to withhold all or a portion of payment if performance is unsatisfactory, if work/outputs is incomplete, not delivered or for failure to meet deadlines.
• The Service Provider will provide a liaison person who will be responsible as focal point and manage the relationship with the Order Placers for delivering the service orders under the LTA.

Request for additional staff:
(a) When additional translators/interpreters are required, the Service Provider/Company shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract with UNDP. The Service Provider/Company shall assign the relevant personnel according to their technical know-how and reliability.

(b) The Service Provider/Company shall notify UNDP in case of any changes or resignations of proficiently translators and submit CV’s of newly recruited personnel for UNDP acceptance.

(c) The Service Provider/Company shall insure availability of personnel during the high demand periods and provide a rate for emergency high priority translation when requested by UNDP.

(d) The Service Provider/Company employees shall perform their functions in a highly efficient and professional manner.

N. Key Performance Indicators (KPI)

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<tr>
<th>SERVICE LEVEL [PRODUCT/SERVICE]</th>
<th>PERFORMANCE ATTRIBUTE</th>
<th>DEFINITION</th>
<th>ACCEPTABLE LEVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Translation and Interpretation services</td>
<td>Accuracy</td>
<td>Ability to perform task completely and without error.</td>
<td>Zero-Error translation and simultaneous interpretation services.</td>
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<td>Timelines of Delivery</td>
<td>Ability to deliver product or service on or before promised date.</td>
<td>confirmation of availability is made at the latest (5) days before the event takes place.</td>
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<td>2. Administrative contractual services</td>
<td>Mode of request</td>
<td>UNDP Will request the Service Provider in writing for each</td>
<td>Required services are delivered within the specified deadline</td>
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<td>SERVICE LEVEL/PRODUCT/SERVICE</td>
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<tr>
<td>Specific event</td>
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<td>Regular service request</td>
<td>UNDP will request the services before 24 hours of event</td>
<td>The Service Provider is required to strictly adhere to the timeline in delivering the services</td>
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<tr>
<td>Urgent service request</td>
<td>UNDP will request the services before 12 hours of event in case of highly urgent requirement</td>
<td>The Service Provider is required to strictly adhere to the timeline in delivering the services</td>
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3. Provision of interpreter

- As requested by UNDP
- Qualified interpreter for specific languages and in line with the ToR requirement should be provided within the requested timeline defined in the written request.
- The interpreters must have the adequate language ability and they must be available at least 15 minutes prior to the happening of events.

4. Provision of interpretation system and equipment

- As requested by UNDP
- The equipment including booth, interpretation system, mikes etc. must meet the number of participants who requires interpretation system. The equipment shall be in very good working conditions at all times.
- No disruption in the interpretation services due to lack of functioning the equipment or lack of adequate quality of equipment requested.

5. Reporting and documentation

- Management Information (LTA Ceiling)
- Information is captured for all services provided.
- Provide the cumulative Value of the LTA every 3 months; Provide the copies of the service requests if necessary

- Timelines of Delivery
- Ability to provide report on or before the promised date.
- If required, activity Report is delivered within one (1) week after the event

6. Service Quality

- Accessibility
- Ability to access or approach Service Provider
- Response Time: Answer 80% of calls within 3rd ring.
- Hold Time: Maximum 20% of calls placed on hold
- Call Back Time: 90% of all call-back within 60 minutes
- Abandoned Calls: Maximum 5% lost calls during normal hours
- E-mail: available and response within the same day

- Speed and Efficiency
- Ability to provide Face to Face Assistance with the minimum use of resources.
- Waiting Time for Assistance: Not more than five (5) minutes

7. Hours of Operation

- Readiness to do Business
- Sufficient manpower to commence business at the start of office hours.
- Service hours: Sunday – Thursday between 8.00 am and 6.00 pm. And during event arrangement.

8. Complaint and Disputes

- Problem Solving
- Ability to resolve complaints in a constructive way.
- Within ten (10) days disputes and misunderstanding are resolved.

9. Quality Control

- Accuracy
- Ability to provide service with agreed upon standards without deviation.
- Log maintained to compare errors
<table>
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<tr>
<td>Speed and Efficiency</td>
<td>Ability to deliver service promptly and with the minimum use of resources.</td>
<td>Lessons learned from poor quality services applied to enhance the speed and efficiency in the future</td>
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<td>10. workshop materials and others as required</td>
<td>Quality</td>
<td>Ability to deliver excellent product or service.</td>
<td>Product or service is delivered with minimum 95% of the required quality</td>
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<td>11. Invoices</td>
<td>Accuracy</td>
<td>Ability to generate billing statements without errors.</td>
<td>Zero-Error or no discrepancy between invoices and attachments.</td>
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<td>Clarity</td>
<td>Ability to generate invoices that capture the actual transactions and are easy to understand.</td>
<td>Zero-Returns for clarification/explanation.</td>
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<td>12. Quotation</td>
<td>Timeliness of Delivery</td>
<td>Ability to provide quotation on or before the promised date.</td>
<td>Within (3) days from time of request shall immediately submit quotation based on the activities requested.</td>
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<td>Accuracy</td>
<td>Ability to prepare quotation without errors.</td>
<td>Zero-Error or no discrepancy between quotation and agreed unit price stated in the LTA.</td>
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<td>Fairness</td>
<td>Reasonable charges for services that do not have unit price in the LTA, in case required.</td>
<td>At lower rates than or same rates as market standards.</td>
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<td>13. Conditions for LTA Termination</td>
<td>The LTA may be terminated under following circumstances: a) Unavailability of service: Continuous unavailability of staff and/ or equipment for more than 3 times despite advance requests b) Poor Service Level: Lack of improving service level despite 3 rounds of feedback requesting for improvement;</td>
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