

TERMS OF REFERENCE FOR PROCURING AN AGENCY TO PROVIDE TRANSLATION AND VIRTUAL INTERPRETATION SERVICES IN 2023

a) Background

Education Out Loud, a Programme of Global Partnership for Education managed by Oxfam IBIS, has grantees in more than 60 countries located in Africa, Asia Pacific, and Latin America. EOL portfolio includes a wide number of organizations with language diversity as follows: English (43), French (21), Spanish (5), Portuguese (5), and Arabic (4).

To guarantee accessibility to different communications and interactions with grantees, EOL's Management Units require frequent services of translations and interpretations for virtual meetings.

For the operation and functioning of EOL, Oxfam IBIS created a coordination structure consisting of a Global Management Unit (GMU) located in Copenhagen and 4 Regional Management Units (RMU) that facilitate learning and monitor grantees receiving funds in the 3 operational components:

1. Horn, East and Southern Africa – Uganda
2. West and Central Africa - Ghana
3. Asia Pacific - Nepal
4. Latin America and the Caribbean – Mexico

EOL aims to procure an Agency to sign a contract from 2nd January to 31st December 2023 that will provide the services mentioned above.

b) Objective

To deliver to EOL's Management Units translations and virtual interpretations during 2023 into the following languages: English, French, Spanish, Portuguese, and Arabic.

c) Scope

The Agency procured will be expected to deliver on the following tasks:

A. When a written translation is required:

- The EOL Management Unit will request the service and the Agency will notify their availability and they both will agree on a date to deliver the task.

- Translate the required documents in the following languages, as needed: English, French, Spanish, Portuguese and Arabic.
- All texts, including texts contained in figures, boxes, captions, sources, and covers are to be translated by the Agency.
- Ensure that the translation is written with specified style, correct grammar, spelling, and terminology used within EOL and in accordance with the [GPE style guide](#), when applicable.
- Deliver a draft version for review within the stipulated timeline/deadlines in the work order.
- Incorporate requested adjustments and deliver a final version of the documents within the stipulated timeline/deadlines in the work order.

B. When virtual simultaneous interpretation is required:

- The EOL Management Unit will request the service specifying date, duration, and languages required.
- The Agency will notify their availability and they both will agree on a date to carry out the event.
- The Agency will inform if they can provide their Zoom account or if EOL's account shall be used.
- Before each webinar, the Service Provider should organize a rehearsal with a maximum duration of 45 minutes for testing the use of the platform, reception and transmission of the signal, and resolution of doubts. The EOL team members responsible for the webinar should also be present.
- During each webinar, the Service Provider should provide professional service of remote simultaneous interpretation on the Zoom platform with the following characteristics:
 - Technical support specialized on the platform.
 - Relay devices as required, depending on the languages involved in each webinar.
 - The number of interpreters as required, depending on the languages involved and duration in each webinar (it might be needed to host sessions between 1 and 3 hours).
 - External recording equipment per language required in each webinar.
 - After each webinar, the Service Provider will send the video recordings for each language required in each webinar using the agreed electronic means.



d) Duration

The provision of the services will be from 2nd January to 31st December 2023, unless the Agreement is terminated early in accordance with its terms. Renewal for subsequent years is subject to satisfactory performance.

e) Payments

Oxfam IBIS will pay for the services provided on the basis set out in the Technical and Financial proposal from the selected Agency during this procurement process.

The selected agency will be responsible to include all fees and the applicable taxes according to their location.

Payments shall be made in accordance with the terms specified in the agreement, upon acknowledgement of invoice reception, which includes all services requested, according to the quotes specified in the Technical and Financial proposal submitted.

f) Desired qualifications and competencies

Translation-interpretations companies may apply to this call with the following characteristics:

- To have sufficient capacity to provide translations into the languages of the EOL grantees: English, French, Spanish, Portuguese, and Arabic.
- To be able to provide virtual simultaneous interpretations into the languages mentioned above taking into consideration that there might be sessions lasting between 1 and 3 hours.
- Demonstrate high quality and accuracy of the terms and terminology used within EOL in the translated documents.
- Demonstrate capacity to deliver translations and interpretations in the specified style, correct grammar, and spelling, ensuring a minimum percentage margin of errors.
- Ability to complete and deliver the work within the stipulated timeline/deadlines in the work order.
- Commitment to provide timely follow-up for related administrative tasks required for the payments.
- Acceptance to carry out the Services in compliance with the Oxfam's Supplier Code of Conduct and Oxfam's Non-Staff Code of Conduct.
- Commitment to preserve all materials pertaining EOL relating to translation,

transcribing or otherwise, being handled by the Agency as property of Oxfam IBIS and that they should NOT be shared with third parties either for research, studies, or any other reason without prior written consent from Oxfam IBIS.

g) Application details

Interested applicants are required to submit a Technical and Financial proposal that includes:

- The company's background, presentation, and composition of the team
- The quotes for all the services included in these Terms of Reference, including preferred periodicity of payments.
- A proof of being a legally registered entity.
- At least two reference organizations and contacts that the Agency has previously provided the services.
- Contact information
- Public examples of previous tasks performed by the agency (if available)

Applications must be written in English and sent by email to mhe@oxfamibis.dk. Please mark 'Application for Translation Services' in the subject line.

Applications should be received no later than **4th December (UTC-6)**.

If it is possible to procure one Agency that provides all the enlisted services, Oxfam IBIS may choose more than one which in combination covers the scope required.

h) Contact details at Oxfam IBIS

Any question or consultation related to this procurement process can be addressed to the following address: mhe@oxfamibis.dk.