TERMS OF REFERENCE (TOR) FOR INSTITUTIONAL CONTRACTORS

PART I		
Purpose of Assignment	5th GPE KIX Symposium- French, English and Portuguese Interpretation	
Location of Assignment	Remote	
Duration of contract	30 days	
Start date	10/10/2026	30/10/2026
Reporting to:	Polycarp Otieno- Education Specialist- Budget Reform and Financing	

Background

The GPE-KIX Africa 19 and Africa 21 Hubs are jointly organizing the 5th GPE-KIX Africa Research Symposium under the theme "Education Financing: Navigating Fiscal Constraints, Driving Transformation." The Symposium will bring together approximately 200 participants, including Ministers and senior officials from Ministries of Education and Finance, parliamentary representatives, researchers, development partners, regional institutions, civil society organizations, and education financing experts from across Anglophone, Francophone and Lusophone Africa. The Symposium aims to advance evidence-informed dialogue on education financing and provide a platform for sharing research, country experiences, financing reforms and policy innovations that support sustainable and transformative education systems. The event will showcase country case studies, policy uptake, financing commitments, and lessons emerging from the Knowledge and Innovation Exchange (KIX) initiative and broader education reform efforts across the continent.

Given the multilingual, high-level and hybrid nature of the Symposium, effective participation will depend on reliable, professional and inclusive language services. UNICEF therefore seeks an experienced institutional service provider to deliver an integrated package of simultaneous interpretation, sign language interpretation, interpretation equipment, technical support, coordination and quality assurance services throughout the three-day Symposium. The services shall enable participants to engage effectively across English, French and Portuguese, while also supporting the participation of persons who are deaf or hard of hearing through professional sign language interpretation and appropriate technical arrangements.

Objectives, Purpose & Expected Results

The purpose of this assignment is to provide professional, multilingual and accessible interpretation services for the 5th GPE-KIX Africa Research Symposium, ensuring accurate communication of highly technical discussions on education financing, public finance, policy reform and related areas. The service provider will deliver simultaneous interpretation in English, French and Portuguese, sign language interpretation, required equipment and technical integration, supported by appropriately qualified personnel, quality assurance and contingency arrangements. The expected result is accurate, technically sound, uninterrupted and inclusive communication across the Symposium.

Description of the Assignment

A. Interpretation Planning and Coordination

1. Develop a Language Services Implementation Plan covering language requirements, staffing, rotations, sign language, equipment, quality assurance and contingencies.

2. Map interpretation requirements across plenary, high-level and up to five concurrent thematic tracks, including language, room and accessibility needs.
3. Coordinate with UNICEF, the venue, AV/livestreaming provider and other relevant service providers to ensure seamless operational and technical delivery.
4. Provide interpreters with relevant programme and speaker materials and develop a multilingual glossary of education financing and related technical terminology.
5. Conduct a site assessment and full rehearsal, testing equipment, language channels, AV interfaces, sign language arrangements and backup systems.

B. Professional Simultaneous Interpretation Services

1. Provide professional simultaneous interpretation for agreed sessions in English ↔ French, English ↔ Portuguese and French ↔ Portuguese, where required.
2. Cover opening and closing ceremonies, plenaries, high-level dialogues and agreed concurrent thematic sessions across up to five tracks.
3. Deploy sufficient qualified interpreters, with appropriate professional rotations and standby arrangements, to ensure uninterrupted coverage.
4. Ensure interpreters are proficient in required language combinations and, where possible, familiar with education, public finance and development terminology.

C. Sign Language Interpretation and Accessibility

1. Provide qualified sign language interpreters for plenaries, high-level sessions and other sessions identified based on participant accessibility requirements.
2. Confirm sign language requirements in advance and ensure sufficient qualified interpreters and appropriate professional rotation.
3. Ensure appropriate positioning, lighting and visibility, including integration with venue screens, livestreaming and recordings where required.
4. Advise UNICEF on additional reasonable technical or operational arrangements needed to facilitate participation by persons who are deaf or hard of hearing.

D. Interpretation Equipment and Technical Integration

1. Supply, install, operate and dismantle professional booths, consoles, transmitters, receivers/headsets and related equipment for all designated rooms.
2. Provide sufficient equipment for the agreed concurrent room configuration, participant requirements and appropriate contingency stock.
3. Deploy dedicated technicians throughout the Symposium to monitor interpretation systems and promptly resolve equipment or signal failures.
4. Ensure interpretation and sign language services integrate effectively with venue sound, recording, livestreaming and hybrid participation systems.
5. Maintain backup equipment, power and other arrangements sufficient to minimize disruption from foreseeable technical failures.

E. Operational Management, Quality Assurance and Service Continuity

1. Designate a Language Services Coordinator to manage interpreters, technicians, rotations, room allocations, substitutions and programme changes.
2. Monitor interpretation and technical quality throughout the Symposium and ensure all language services are ready before each session.
3. Maintain standby personnel and backup equipment and provide immediate corrective action where service quality or continuity is compromised.
4. Liaise with UNICEF and relevant providers throughout the event and participate in daily operational coordination and debrief meetings.

Expected Deliverables

Service Area	Deliverables	Timeline
Language Services Implementation and Readiness	Approved implementation plan; programme/language mapping; staffing and rotations; accessibility	By 20 October 2026

	arrangements; equipment plan; technical site assessment and rehearsal completed	
Multilingual Interpretation Services	Professional English-French-Portuguese simultaneous interpretation delivered across agreed plenary, high-level and concurrent thematic sessions	21-23 October 2026
Sign Language and Accessibility Services	Professional sign language interpretation and agreed accessibility arrangements delivered across designated sessions	21-23 October 2026
Interpretation Equipment and Technical Support	Interpretation equipment installed and operational across designated rooms, with AV/livestream integration, on-site technicians and backup systems	21-23 October 2026
Operational Management and Quality Assurance	Language services coordinated throughout the Symposium, with interpreter rotations, technical monitoring, standby capacity and timely resolution of issues	21-23 October 2026

Realistic Delivery Dates

All pre-symposium deliverables are to be delivered by 20th October 2026, as the symposium will take place between 21-23 October 2026, all symposium deliverables are to be delivered during these 3 days while post-symposium deliverables will be delivered by 15th November 2026.

Payment Schedule

Deliverables	Schedule of Payment
Language Services Implementation and Readiness	Payment within one month of the end of the contract
Multilingual Interpretation Services	
Sign Language and Accessibility Services	
Interpretation Equipment and Technical Support	
Operational Management and Quality Assurance	

Official Travel Involved

Not Applicable

Desired Qualifications, Specialized Knowledge Or Experience

Organizational Capacity and Experience

The bidder shall be a legally registered firm or institution with demonstrated capacity to deliver integrated multilingual conference interpretation and technical services for international, regional or comparable high-level events. The firm should demonstrate:

- At least five years of relevant institutional experience in conference interpretation and integrated language services.
- Demonstrated experience providing simultaneous interpretation in English, French and Portuguese, including events with multiple concurrent sessions.
- Experience providing or coordinating professional sign language interpretation and accessibility services.
- Demonstrated capacity to provide and operate professional interpretation equipment and integrate with AV, livestreaming and hybrid event systems.

- Experience supporting governments, UN agencies, regional institutions, development partners or comparable organizations is desirable.
- Evidence of at least two comparable assignments completed successfully, supported by client references.

Proposed Team

The bidder shall propose a team of sufficient size and expertise to deliver the full scope of work, including simultaneous coverage of up to five concurrent thematic tracks where required. The proposed team should include:

- Language Services Coordinator/Team Lead - responsible for overall coordination, deployment, quality assurance and liaison with UNICEF and other providers.
- Professional conference interpreters - covering the required English-French, English-Portuguese and, where required, French-Portuguese language combinations.
- Professional sign language interpreters - with demonstrated experience supporting conferences or comparable high-level events.
- Interpretation technicians - responsible for equipment installation, operation, monitoring, AV/livestream integration and troubleshooting.
- Standby/backup capacity - sufficient to maintain professional rotations and continuity in the event of absence, technical failure or programme changes.

The proposal shall include CVs/profiles of key personnel, clearly indicating their proposed roles, language combinations, relevant qualifications and experience.

Performance Indicators

Performance will be assessed against:

- Timely completion of planning, language mapping, site assessment and technical rehearsal.
- Availability of qualified personnel and equipment across all agreed sessions and concurrent rooms.
- Quality and continuity of simultaneous and sign language interpretation.
- Effective integration of interpretation services with AV, livestreaming and venue systems.
- Adequacy of interpreter rotations, standby personnel, backup equipment and contingency arrangements.
- Timely resolution of interpretation, accessibility or technical issues.
- Effective coordination with UNICEF and other Symposium service providers.

Call For Proposals

A two-stage procedure shall be utilized in assessing the proposals, with assessment of the technical proposal being completed prior to any price proposal being compared. Applications shall therefore contain the following required documentation:

Technical proposal

Bidders shall submit a technical proposal responding to the ToR and demonstrating how the proposed approach, team and resources will deliver the required multilingual, concurrent, accessible and technically integrated services.

- A technical proposal that includes a brief cover letter and understanding of the assignment is required.
- Based on the proposed timetable laid down in the TOR, a proposal of the detailed methodology, tentative work plan and time schedule is required.
- Updated profiles/ CVs of the team members listing similar experiences/assignments.
- Quality assurance mechanism and risk mitigation measures put in place
- Example of similar projects done and at least two references from a previous vendor

Financial Offer

The Financial Proposal shall provide a clear breakdown of all costs required to deliver the full scope of work, including professional fees, interpretation equipment, technical personnel, sign language services, transport/logistics and any other cost necessary for delivery. It shall be submitted as a separate file clearly labelled 'Financial Proposal'. No financial information shall be included in the Technical Proposal.

Timetable

This section should include a proposed time/delivery schedule. An action plan specifying the timeframe with various milestones and activities should be included under this section.

In addition, the institution should consider the following in the submission:

a) Company profile (Company structure, team composition, organogram etc.)
b) A complete copy latest audited financial statements with comparative figures for the two most recent years; preferably signed by Company's accounting firm/certified external auditor. The financial statements are to include, but not limited to, the following:
   - The Balance Sheet (mandatory)
   - The Income Statement/Profit and Loss Statement (mandatory)
   - Statement of cash flows
c) Company registration

Unicef Recourse In Case Of Unsatisfactory Performance

UNICEF reserves the right to withhold payment on each individual and consolidated output until the consultant provide satisfactory quality output as reviewed by the project supervisor. In case of unsatisfactory performance, the payment will be withheld until quality deliverables are submitted.

Request For Proposal Evaluation And Weighting Criteria

Submitted proposals will be assessed using Cumulative Analysis Method. All request for proposal will be weighed according to the technical (80 points) and financial considerations (20 points). Financial proposals will be opened only for those application that attained 70% or above on the technical part. Below are the criteria and points for technical and financial proposals.

A. Technical Proposal

ITEM	TECHNICAL EVALUATION CRITERIA	MAX OBTAINABLE POINTS
1	**Overall Response**	**15**
1.1	• *Completeness of response*	10
1.2	• *Overall concord between TOR/needs and proposal*	5
2	**Proposed Methodology and Approach**	**25**
2.1	• Interpretation planning, language mapping and coordination.	8
2.2	• Approach to simultaneous interpretation and concurrent	5
2.3	coverage	4
2.4	• Sign language and accessibility approach	4
2.5	• Equipment and technical integration approach	4
	• Quality assurance, continuity and contingency arrangements	

ITEM	TECHNICAL EVALUATION CRITERIA	MAX OBTAINABLE POINTS
3 **3.1** **3.2**	***Relevant organizational experience*** • *Experience delivering comparable multilingual and multi-room conferences.* • *Evidence of comparable assignments and client references*	15 10 5
4 **4.1** **4.2** **4.3** **4.4** **4.5**	***Proposed team and deployment capacity*** • Qualifications and experience of proposed interpreters. • Adequacy of staffing, language combinations and rotations for concurrent sessions • Sign language interpretation capacity • Technical and coordination capacity	25 8 5 5 5
Technical Score		**80**
Financial Score		**20**
Technical & Financial Score		**100**

Minimum technical score: 70% of 80 points = 56 points

B. Financial Offer

A separate Financial Offer detailing all activity expenses and logistics should be submitted under this section. The financial offer (this section) should be submitted on a separate page from the Technical Capability and Schedule information. Only those financial proposals will be opened which have been technically accepted according to the above criteria. Financial proposal will be weighted based on the clarity and appropriateness.

Total Financial 20 points

The Contract shall be awarded to a bidder obtaining the highest combined technical and financial scores. Proposals not complying with the terms and conditions contained in this ToR, including the provision of all required information, may result in the Proposal being deemed non-responsive and therefore not considered further.

Conditions

- The contractor will work on its own computer(s) and use its own office resources and materials in the execution of this assignment. The contractor's fee shall be inclusive of all office administrative costs
- Local travel and airport transfers (where applicable) will be covered in accordance with UNICEF's rules and tariffs.
- Flight costs will be covered at economy class rate as per UNICEF policies.
- Any air tickets for travel will be authorized by and paid for by UNICEF directly, and will be for the attendance of meetings and workshops.
- Please also see UNICEF's Standard Terms and Conditions attached.
- Sourcing will be open through In-Tend/UNGM