

**Terms of reference ToR for documentary
(Translation Service Provision)**

Documents Translation Services

Timeline	
Title : Documents Translation Services ; English, Dari, and Pashtu languages	
Date of publication	31 st OCT 2024
Close Date of publication	10 th NOV 2024
Review of proposals	11 th – 21 st of November 2024
Technical Interviews	26 th of November 2024
Final Selection	28 th of November 2024
Contract Starting date	1 st of December 2024
Contract Duration	12 Months (Extendable)
Contact person to respond to applicant questions	t.fidelis@hi.org
Application Submission email	procurement.afghanistan@hi.org

1. INTRODUCTION

About Humanity and Inclusion (HI)

Outraged by the injustice faced by people with disabilities and vulnerable populations, we aspire to a world of solidarity and inclusion, enriched by our differences, where everyone can live in dignity.

Humanity & Inclusion is an independent and impartial aid and development organization working in situations of poverty and exclusion, conflict, and disaster. We work alongside disabled and vulnerable people to help meet their essential needs, improve their living conditions, and promote respect for their dignity and fundamental rights.

For further information about the association: <http://www.hi.org/>

Present in more than 55 countries, Humanity & Inclusion is composed of 2 operational divisions:

- The Direction of Humanitarian Action
- The Direction of Development Action

2. DESCRIPTION OF THE REQUIRED SERVICE PROVISION

2.1. Background/ rationale

Handicap International Federation (HI), operating as Humanity & Inclusion, is a global non-profit organization founded in 1982, supporting vulnerable populations, particularly individuals with disabilities, in over 60 countries. In Afghanistan, HI collaborates with local authorities and international organizations to empower people with disabilities, promote inclusivity, and improve quality of life.

To further its mission, HI requires reliable, high-quality translation services to effectively communicate across English, Dari, and Pashtu languages within its operational frameworks.

The selected service provider will be responsible for delivering professional, high-quality translation and interpretation services to support Handicap International (HI)'s humanitarian and development activities in Afghanistan. The scope of work includes:

- Translation of official and project-related documents between English, Dari, and Pashtu.
- Ensuring accuracy, cultural appropriateness, and consistency in terminology in the translations.
- Translations must capture the intent and tone of the original document, ensuring clarity and accessibility for the target audience.

The service provider will be required to adhere to HI's timelines, high-quality standards, and strict confidentiality protocols to support effective communication across language barriers in HI's Afghanistan operations.

2.2. Expected output of the Service Provision:

The translation service provider is expected to deliver linguistically accurate, contextually relevant, and culturally sensitive translations. These translations will cover documents across English, Dari, and Pashtu, ensuring that the intended meaning, tone, and purpose of the original content are maintained in each language. By providing translations that resonate with the intended audience, the service will enhance Handicap International's (HI) ability to communicate effectively with stakeholders across diverse linguistic backgrounds.

Timeliness is crucial, with all translations and interpretations required to meet HI's established deadlines, allowing the organization to maintain smooth project workflows. The provider should demonstrate responsiveness and flexibility to accommodate urgent requests and high-priority projects, especially those that demand immediate attention.

In addition, the provider will deliver formatted and designed documents that are professionally presented and align with HI's standards. These documents should be ready for use or publication, with layouts that are accessible, easy to navigate, and true to the original structure.

Lastly, the provider is expected to uphold strict confidentiality, safeguarding all documents, information, and conversations as per HI's confidentiality agreements and code of conduct. This commitment to confidentiality will ensure that sensitive information remains secure and trusted within HI's operational framework.

2.3.Target group:

The primary target audience for these translation and interpretation services includes Handicap International (HI) staff, partners, and stakeholders engaged in HI's humanitarian and development efforts in Afghanistan. This group encompasses project managers, field officers, local authorities, community leaders, and beneficiaries who rely on accurate and accessible information for effective communication and decision-making.

Additionally, HI collaborates with other international organizations, donors, and Afghan government entities. Accurate translation and interpretation services will support clear communication with these external stakeholders, enhancing coordination, fostering partnerships, and ensuring transparency in HI's operations. This audience requires translations that maintain professionalism, cultural relevance, and clarity to support mutual understanding across languages.

2.4.The process to be followed to undertake the required service:

2.4.1. Initial Briefing and Requirements Gathering

The service provider will participate in an initial briefing with Handicap International (HI) to fully understand the scope, context, and objectives of the required translations and interpretations. This session will clarify timelines, specific terminology needs, document formats, and other unique requirements for each service.

2.4.2. Document Submission and Review

HI will provide the necessary documents or details for live interpretation sessions in advance, allowing the service provider to review content, familiarize themselves with any specific language or terminology, and ask questions to ensure clarity before work begins.

2.4.3. Translation and Interpretation Execution

The provider will conduct the translation of documents in a manner that retains accuracy, tone, and contextual relevance. For live interpretation, the provider will follow a professional approach that respects cultural nuances and facilitates clear communication, whether for in-person meetings or remote sessions.

2.4.4. Quality Control and Proofreading

All translations will undergo a quality control process, including proofreading and contextual review to ensure accuracy and coherence. The provider is responsible for verifying that translations align with HI's standards and requirements.

2.4.5. Submission and Feedback

Upon completion, translated documents will be submitted to HI in the specified formats for review. The provider will be open to receiving feedback and, if necessary, making any adjustments to ensure HI's satisfaction with the final deliverable.

2.4.6. Final Approval and Documentation

Once reviewed and approved, HI will confirm acceptance of the translations or interpretation services. The provider will maintain a record of completed services and feedback for future reference, ensuring continuous improvement in service quality over the contract duration.

2.4.7. Confidentiality and Compliance

Throughout the process, the provider must adhere to HI's confidentiality policies and ethical guidelines, ensuring that all information handled remains secure and strictly confidential.

3. SERVICE DURATION AND LOCATION

The contract for translation and interpretation services will be effective for an initial period of 12 months, with potential for renewal contingent on service quality and HI's operational requirements. This duration enables Handicap International (HI) to establish a steady collaboration with the service provider, supporting consistent and reliable language services across projects in Afghanistan.

The primary location for these services will be Afghanistan, covering both HI's field offices and areas where its projects are active. The service provider must be capable of delivering both in-person and remote interpretation to adapt to HI's logistical and operational needs. Document translations will generally be submitted electronically, although certain assignments may require on-site presence for interpretation during key meetings, events, or as otherwise specified by HI.

4. EXPECTED DELIVERABLES

The expected deliverables for the translation services include precise document translations across English, Dari, and Pashtu languages, along with on-demand live interpretation (both in-person and remote) tailored to the context and culture. Additionally, professionally formatted and designed documents are required, ensuring clarity and accessibility. All services must meet HI's deadlines and adhere to confidentiality standards, maintaining strict compliance with HI's policies, ethics, and Code of Conduct. These deliverables are essential for enabling Handicap International's effective and secure communication within its Afghanistan operations.

The provider will work under the supervision and guidance of HI's logistics and project management teams in Afghanistan to ensure quality and adherence to contractual obligations.

The final outputs as per the above expected deliverables should be submitted after a systematic process of interpretation, translating, drafting, reviewing, editing and sending for validation of the works requested.

All deliverables will be submitted for verification by HI via email or shareable link where the documents are of huge volume and size. Email for submission of works will be communicated at the time of contracting.

5. Expertise required

The required expertise for these translation services includes high-level fluency in English, Dari, and Pashtu, with a deep understanding of the contextual and cultural nuances essential for accurate translation and interpretation in Afghanistan.

The service provider should have proven over 3 years' experience in professional document translation and interpretation, particularly within the humanitarian or development sectors.

Additionally, expertise in document formatting and design is needed to ensure translated materials are accessible, professional, and aligned with Handicap International's presentation standards.

A strong commitment to confidentiality and ethical standards is also critical, ensuring the secure handling of sensitive information. Flexibility and responsiveness will be preferred, as the provider must consistently meet deadlines, manage urgent requests, and adapt to changing project needs while upholding high-quality standards.

6. Service Condition

The conditions for translation services require the provider to deliver high-quality, culturally relevant translations and interpretations that accurately capture the original content's meaning and tone. All services must meet agreed deadlines, maintain strict confidentiality, and ensure secure handling of sensitive information. Translations should be provided in accessible, editable formats compatible with HI's systems, and must align with HI's ethical standards and guidelines. The provider's team is expected to demonstrate professionalism, cultural sensitivity, and responsiveness, ensuring reliable and contextually appropriate services that support HI's operations in Afghanistan.

The Translation Service Provider will be responsible for covering all costs associated with delivering the required services. These expenses should be factored into the financial proposal, ensuring that all aspects of service delivery, including any operational, administrative, or logistical costs, are fully accounted for in the proposed fees.

7. Application procedures

Service providers should submit:

- a comprehensive proposal that includes sample translations in English, Dari, and Pashtu.
- Relevant experience - a list of past projects, particularly within the humanitarian sector, and client references.
- Educational qualifications - degrees or certifications in Translation, Linguistics, or related fields for key personnel.
- Document design and formatting skills – samples of past and prior works, highlighting adherence to professional standards.
- Workplans and timelines and a communication plan to ensure consistent engagement with HI’s team.
- Confidentiality and ethical standards - Service Provider will sign HI declaration of compliance with HI’s Code of Conduct.
- Finally, a quality control plan - including proofreading and accuracy checks, with workflow documentation detailing quality assurance steps to maintain high standards throughout the project.
- Tax registration certificate + Proof of Tax Payment
- Director / Representative Identification documents (Passport/ID)
- Registration certificate / Documents proving the Service Provider registration or any other documents certifying to the regularity of activity

Technical + Financial Evaluation Criteria:

Evaluation Criteria	Description	Points
Linguistic Proficiency and Accuracy	Fluency in English, Dari, and Pashtu; quality of sample translations; ability to retain meaning and tone.	15
Relevant Experience	Proven experience in translation and interpretation, especially in humanitarian or development sectors.	10
Educational Qualifications	Relevant qualifications in Translation, Linguistics, or related fields (e.g., Bachelor’s or Master’s degree).	5
Document Design and Formatting Skills	Proficiency in document formatting and design, ensuring translations meet HI’s standards.	10
Timeliness and Responsiveness	Track record of meeting deadlines, ability to handle urgent requests, effective communication with HI.	10
Confidentiality and Ethical Standards	Commitment to confidentiality, secure handling of information, adherence to HI’s Code of Conduct.	10
Quality Assurance and Review Processes	Quality control practices, including proofreading and use of language technology tools for accuracy.	15
Total for Technical Proposal		75
Financial Proposal	Cost-effectiveness of the proposal. Score = $\frac{\text{Lowest Financial Offer}}{\text{Financial Offer}} \times 25$ Points	25



	The lowest Price will receive maximum of 25 Points while the maximum will receive Least Points	
Combined Total		100

Requests for Clarification should be sent to: t.fidelis@hi.org with Cc to: procurement.afghanistan@hi.org

The Technical and Financial Proposals should be submitted **ONLY** to the following email: procurement.afghanistan@hi.org

The subject of the Email should be: “**Provision of Translation Services**” and to reach the above email address on or before 10th of November 2024.

END