

Annex F – Terms of Reference

Provision of Interpretation and translation services

1. Background

DRC international humanitarian response organization is hereby soliciting bid proposals from an interpretation and Translation Company to provide on-demand and scheduled interpretation for meetings, trainings, workshops, and events (online and onsite), and to translate documents and materials in English-Arabic, English French, Arabic-French with consistent high quality, confidentiality and timely deliveries.

2. Minimum Products and Services Required by DRC

Interpretation and translation services:

The successful interpretation and translation Company contractor shall provide full, prompt, accurate and expert interpretation services in the three languages mentioned above, the products and services required by DRC include, but not to be limited to, the following:

2.1. Interpretation:

- **Modes:** Consecutive, Simultaneous, Remote interpretation via video conferencing platforms (Zoom, Teams, etc) and onsite.
- **Gender:** Gender Balanced availability. Need to have male and female interpreters and will be requested from DRC side in advance.
- **Contexts:** The company shall provide interpretation services to DRC during meetings, workshops, training courses etc. with local partners based on the request of DRC.
- **Locations:** Onsite (various locations in the project area/country) and remotely/online. When onsite, the company will assume the transportation and accommodation of its employees (these costs are supposed to be included in the initial quotation provided to DRC).
- **Provision:** Qualified interpreters with relevant expertise and experience (protection in the humanitarian sector, project cycle management Finance, management, etc.) as required by the event.
- **Equipment (when onsite and needed):** Provide high-quality interpretation equipment (headsets, transmitters/receivers, booths if simultaneous interpretation is required for large events) or confirm availability of remote simultaneous interpretation (RSI) platform. The equipment costs are billed separately.
- **Briefing and Preparation:** Interpreters will be briefed by the organizing team and will be given materials in advance when possible (agendas, presentations, glossaries). Interpreters must prepare and attend a short pre-event briefing with organizers when needed and flagged by DRC.
- **Availability and conditions:** The company should provide and make available interpreters throughout the contracting period and should keep the same interpreters for the thematic areas when requested by DRC. To ensure the best delivery of the services the same interpreters started delivering the services with DRC continue doing so unless of force majeure.

2.2. Translation of materials:

- **Document Types:** Training modules, handouts, presentations (PowerPoint), reports, policies, flyers, forms, and other materials.
- **Formats:** Word, Excel, PowerPoint, PDF and other common formats.
- When documents contain complex layouts or require design preservation indicate additional fees and timelines.
- **Quality insurance:** The company must ensure terminology consistency across documents and deliver final files ready for use. DRC will provide its Glossary when available and needed to facilitate the translation process.
- **Confidentiality and Data Security:** The company should not under any circumstances keep the file of DRC after they finish the translation process and cannot share the documents with a third party.
- **Time Frame:** The company should provide a time frame for the translation and delivering the translated documents to DRC. The offer should include realistic time frame for the translation based on number of pages and the languages to translate to and from.
- **Last-minute translation:** Providing urgent translation of documents if any urgent matters arise within DRC and a 48h translation is requested.
- **Means of Communication:** Providing translation materials via email.

3. Deliverables and Timelines

- **Interpretation delivery:** On the day/time of the event; interpreters to be onsite/online 30–60 minutes prior for set-up and briefing (duration can be adapted by mutual agreement).
- Notice Period: DRC will, to the extent possible, inform the company at least one (1) week in advance of its interpretation needs. However, in certain cases, last-minute or ad-hoc interpretation support may be required, and the company is expected to support such requests subject to availability.
- **Translation turnaround (indicative):**
 - **Urgent (within 24 hours):** up to 10 pages¹.
 - **Standard:** 3–5 working days for documents up to 30 Pages.
 - **Longer documents:** schedule to be agreed per assignment
 - The company must state standard turnaround times, weekend/holiday policies, and surcharge rates for expedited work

¹ the approximate word counts based on DRC format of the font type and size is to be Calibri font (Headings 12pt, Body 11pt) and standard layouts:

Microsoft Word (A4, normal margins, single spacing):

490–500 words per page

PDF (same layout as Word) 490–500 words per page

PowerPoint (standard slide) 70–80 words per slide (depending on layout)

Format to follow: the approximate word counts based on DRC format of the font type and size is to be Calibri font (Headings 12pt, Body 11pt) and standard layouts:

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4. **Payment schedule**

- Payment will be processed by DRC every month and paid no later than 30 days from receipt of the invoice and supporting documents from the supplier.

5. **Timeframe**

The duration of the purchase agreement will be 12 months with the possibility of an extension of 12 months upon mutual agreement of both parties.

6. **Experience and qualifications**

- Registered company with proven track record (minimum 3 years) providing interpretation and translation services.
- Demonstrated experience working with international organizations, NGOs, or UN agencies is desired..
- Availability of a roster of qualified interpreters and translators fluent in English, Arabic, and French.
- Interpreters with proven experience in humanitarian/protection contexts preferred.
- CVs of proposed interpreters/translators should be available on request and must include: language combination, qualifications, years of experience, and sector experience.
- Quality assurance procedures (proofreading, revision, terminology management).
- References: Provide at least three references, preferably Organizations, UN agencies etc (with contact details) from similar assignments in the past 1–3 years

7. **Technical Requirements:**

Ability to provide both onsite and remote interpretation reliably across the country.

For remote assignments: stable internet, tested audio/video setup, and familiarity with common conferencing platforms.

Provide list of available interpretation equipment and technical specifications.

8. **Administrative evaluation**

The supplier must complete and submit the following documents as part of the Bid:

| # | Document Name | Instruction |
|---|---|--|
| 1 | Annex A – Financial Bid Form | Complete in full, sign and stamp - mandatory |
| 2 | Annex B – Tender and Contract Award Acknowledge Certificate | |

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|----|---|--|
| 3 | Annex C – General Conditions of Contract | Sign and stamp - mandatory |
| 4 | Annex D – DRC Code of Conduct | Sign and stamp - mandatory |
| 5 | Annex E – Supplier Registration Form | Complete in full, sign and stamp - mandatory |
| 6 | Annex F – Terms of Reference (ToR) | For reference only |
| 7 | Company Portfolio | As part of the Technical Evaluation (below) |
| 8 | 3x References (see Technical Evaluation below) | As part of the Technical Evaluation (below) |
| 9 | Technical proposal describing approach, team, equipment, and quality control measures | As part of the Technical Evaluation (below) |
| 10 | Copy of data protection / confidentiality policy and insurance details if available | As part of the Technical Evaluation (below) |

9. Technical Evaluation

Selection is based on the following weighted criteria. Suppliers must ensure that all requested information and documentation is submitted with the bid:

| Criteria # | Criteria | Documentation to be Submitted | The weightage (%) |
|------------|---------------------------|---|-------------------|
| 1 | Company Information | Company portfolio/brochure/website, staff, opening hours etc. | 30% |
| 2 | References and experience | Three References | 30% |
| 3 | Technical Proposal | Technical proposal describing approach, team, equipment, and quality control measures | 40% |
| Total | | | 100% |

10. Financial Evaluation

Suppliers who pass the technical evaluation will be asked to submit prices for the services offered in the financial evaluation.

Bidders must provide a clear, itemized financial proposal including but not limited to:

- Hourly and daily rates for each interpretation mode per language combination (EN↔AR, EN↔FR, AR↔FR). Specify minimum call-out hours.
- Per-page or per-presentation rates for documents (PowerPoint/PDF/InDesign).
- Rates for remote interpretation (per hour).
- Travel, accommodation, and per diem rates for interpreters when onsite outside their base location (if applicable). Specify whether travel and subsistence costs are included or invoiced separately against receipts.
- Equipment rental costs and technician fees.
- Surcharges for urgent/after-hours/weekend/public holiday services.
- Any other costs.
- The financial evaluation scoring will be based on service fees and lead times for delivery of service.

- The financial bid must be completed on Annex A.2 – Financial Bid Form and priced in **TND**.

11. Confidentiality, Data Protection & Intellectual Property

- All interpreters and translators must adhere to strict confidentiality of all information shared during the interpretation sessions.
- All translated materials produced under this contract will not become the property of the company and the company cannot leave a copy after a translation unless a written approval by DRC.

12. Monitoring & Performance Management

- DRC will monitor performance through regular feedback, post-assignment reports and periodic meetings.
- KPIs to be monitored may include: timeliness, accuracy of translations, interpreter punctuality, beneficiaries satisfaction scores, and responsiveness.
- Poor performance may lead to reduction in work allocation or contract termination.

13. Risk Management

- The company should indicate contingency arrangements in case of interpreter unavailability (qualified backups) and technical failures during remote assignments.