

## **Terms of Reference (TOR) for Translation Services (English to Kinyarwanda)**

### *1. Background*

Raising The Village's (RTV's) mission is to build and strengthen pathways out of ultra-poverty through an approach guided by data, designed with communities, and scaled by partnerships. We work with last-mile communities to implement solutions that raise incomes, sustain impact, and chart sustainable pathways to possibility within 24 months. To date, we have supported more than two million people in Uganda, Rwanda, Tanzania and the Democratic Republic of Congo, with support from our partners and our team in North America. Find out more about our programs and impact at [www.raisingthevillage.org](http://www.raisingthevillage.org).

RTV develops community training and learning materials for diverse audiences across multiple countries, requiring high-quality translation and cultural adaptation across different linguistic contexts.

As such, RTV invites qualified and experienced translation service providers to submit a proposal to support the translation of community training materials from **English to Kinyarwanda**, as described in this Terms of Reference.

### *2. Purpose of the Assignment*

The purpose of this assignment is to ensure that RTV's community training materials are accurately, clearly, and culturally appropriately translated into Kinyarwanda for the use of staff and communities in Rwanda, while maintaining the original meaning, intent, and technical accuracy of the source documents that RTV uses.

This ToR will establish a **call-down contract** with the selected Translator(s) for the provision of translation and quality assurance services on an as-needed basis. RTV does not guarantee a minimum volume of work or expenditure under the contract. Specific assignments will be issued through individual **Work Orders**, which will define the scope of work, materials, language requirements, deliverables, timelines, applicable rates, and any other relevant requirements. Work will only commence upon RTV's issuance and the Translator's acceptance of a Work Order.

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The call-down contract will remain valid for **two (2) years** from the effective date, subject to the terms and conditions of the contract. Individual Work Orders may be issued during the contract period, subject to RTV's requirements and the availability of funding.

### *3. Scope of Work*

The translator will be responsible for:

- Quality assuring of machine-translated RTV community training materials or direct translating RTV community training materials from English to Kinyarwanda, as required and in accordance with individual work orders.
- Ensuring accuracy, clarity, and consistency in terminology throughout all translated documents.
- Adapting content to be culturally appropriate for Kinyarwanda-speaking audiences, while preserving the original intent.
- Reviewing and editing translated content to ensure high linguistic, grammatical quality and ease of use.
- Incorporating feedback from RTV and making revisions accordingly.

### *3. Deliverables*

The expected deliverables include:

- Final Kinyarwanda versions of RTV materials, either translated from English or quality-assured from machine translation, as specified in the applicable Work Order.
- Final, publication-ready documents that meet RTV's requirements for linguistic accuracy, clarity, grammar, terminology, consistency, cultural appropriateness, and usability.
- Revised versions incorporating consolidated feedback provided by RTV.
- A completed translation/QA tracker, where requested by RTV, documenting the materials reviewed, revisions made, and any outstanding issues requiring RTV input.
- Translations submitted in editable electronic format (e.g. Microsoft Word).

### *4. Duration and Timeline*

The assignment is expected to be completed within

**four (4) weeks** from the date of contract signing for translation services and within **two (2) weeks** from the date of signing contract for quality assuring machine translation. The proposed timeline includes an initial briefing and alignment phase, phased delivery of

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translated content, internal peer review and quality assurance, and incorporation of feedback from Raising The Village - prior to final submission.

### 5. *Required Qualifications and Experience*

The translator should meet the following minimum requirements:

- Proven professional experience translating documents from English to Kinyarwanda.
- Demonstrated experience translating training, educational, development, or community-focused materials. Experience in translating materials for Non-Government Organizations (NGOs) is an added advantage.
- Strong command of both English and Kinyarwanda, including grammar, syntax, and style.
- Ability to meet deadlines and respond promptly to feedback.
- Familiarity with development, agriculture, livelihoods, or community programming terminology is an added advantage.

### 6. *Payment and Fees*

The Consultant shall be paid per source-language word for translation services. The source-language word count, as determined by Microsoft Word or an equivalent industry-standard word-count tool, shall form the basis for invoicing. All source words shall be included in the word count, while punctuation marks shall be excluded. Payments will be made in accordance with RTV's standard financial procedures.

| Service                | Unit            | Payment basis                             |
|------------------------|-----------------|-------------------------------------------|
| Direct Translation     | Per source word | Agreed rate per English source word       |
| Machine Translation QA | Per source word | Agreed lower rate per English source word |

### 7. *Submission Requirements*

Interested firm(s) and individual(s) should submit a single PDF (quotation + supporting documents) by email to [tenders@raisingthevillage.org](mailto:tenders@raisingthevillage.org) with the subject line: "TRANSLATION SERVICES 2026 - [Supplier Name]", by **2<sup>nd</sup> October 2026**

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Late submissions, partial quotations, or offers submitted to other addresses will not be considered.

Should you require clarification, kindly submit questions by **21<sup>st</sup> September 2026** (17:00 EAT) to [logistics@raisingthevillage.org](mailto:logistics@raisingthevillage.org). Responses will be shared as soon as possible.

### *8. Evaluation Criteria*

Proposals will be evaluated based on:

- a. Mandatory Requirements (Yes/No)
  - Proof of professional translation experience (individual or firm)
  - Valid business registration (where applicable)
  - Tax registration documents (where applicable)
  - Company/consultant profile with contact details
- b. Technical Compliance - 70%
  - Demonstrated experience translating training, development, or educational materials
  - At least two (2) references or samples of similar work
  - Clear quality assurance and review process
  - Capacity to deliver within proposed timelines
- c. Financial Compliance - 30%
  - Cost competitiveness and value for money- the financial proposal need only have the cost per word (word as defined in section 6)

### *9. Confidentiality*

All materials shared as part of this assignment are confidential and shall not be shared or used for any purpose outside the scope of this work without prior written consent from Raising The Village.