



Amna TOR and RFQ – Interpretation and Translation Service Provider

Overview

Amna envisions a world where refugees can shape their futures, free from the impact of trauma, conflict, and displacement.

Amna mean ‘safety’ in Arabic. We a refugee-centred organisation, committed to expanding mental health support and community-led psychosocial services, giving displaced communities the tools to heal, resource their resilience, rediscover joy and belonging, and rebuild their futures.

Our approach is simple, rooted in evidence and designed by people with lived experience of conflict and displacement, along with trauma care, education and training experts. We work globally to fund, train and equip frontline organisations and humanitarians to deliver community-based, trauma and identity-informed care.

We support communities affected by conflict and displacement to regain a sense of safety, grieve their losses, and gently express and release trauma through creative, collective healing practices that blend evidence-based methods with cultural wisdoms.

By fostering safe spaces for healing, we aim to break the cycle of intergenerational trauma and address the long-term effects of displacement, creating lasting change.

Learn more at www.amna.org

Objective

The objective of this Terms of Reference is to **identify and engage** a qualified service provider to deliver high-quality, timely, and contextually appropriate translation and interpretation services in support of Amna’s programme delivery.

Given the sensitive, trauma-centre and identity informed nature of our Mental Health and Psychosocial Support (MHPSS) programming, the selected provider must offer services that extend beyond basic linguistic accuracy. We require a partner adept at translation and interpretation about psychological and spiritual concepts, who can translate sensitively across different cultures and communities and who can ensure that all translations and interpretations are accessible, inclusive, and aligned with the principles of trauma-informed care, cultural sensitivity, and emotional integrity, enabling Amna to communicate effectively, respectfully, and safely across diverse contexts.

Additionally, Amna’s work is focused on working with communities impacted by conflict and displacement, violence, trauma and grief. Many of our trainees are themselves enduring these circumstances. Therefore, the content of the sessions requiring interpretation are sensitive

and can be very moving. The selected provider must have a team equipped to hold this translation and interpretation work with the utmost sensitivity and hold their own emotional experience.

Scope of Work

The service provider will support Amna in the following areas:

Document Translation

Translate Amna's MHPSS materials such as training manuals, workshop guides, slides, policies, community engagement tools, evaluation forms, and internal reports between **English and the following languages:**

- Arabic (Palestine, Jordan, Syria and Lebanon)
- Dari and Pashto (Afghanistan)
- Polish
- Ukrainian
- Romanian

Please note that these languages are subject to change as our Programmes grow and change. *The average number of total words needed for translation is approximately 100000 words (subject to programme activity changes).*

- **Interpretation Services**

Provide simultaneous or consecutive interpretation during:

- MHPSS trainings or workshops (online & in-person) - mainly simultaneous interpretation
- Field consultations and feedback sessions with communities
- Meetings with local partners, donors, or stakeholders

The average number of interpretation hours for a 12-month period is approximately 600 hours.

- **Expectations for work**

- Ensure preservation of tone and intent, especially in sensitive MHPSS content.
- Work with staff to clarify ambiguous language or cultural expressions.
- Respond to short-notice assignments when feasible.
- Ensure interpreters are set up for interpretation in a timely manner ahead of any agreed sessions.
- Ensure availability of required equipment for live Interpretation.

4. Deliverables

- Translated materials submitted as Word documents or PowerPoint slides within an agreed turnaround time of specified days.
- On-time provision of interpretation services for scheduled events (most likely delivered on Zoom)
- Timely incorporation of edits or revisions following review.
- Monthly service log or summary (if ongoing contract).

Note: In specific circumstances, Amna might request for Ad-hoc rapid translation requests, the company must have the roster and capacity to respond to some requests within less than 24 hours.

5. Roles and Responsibilities

- **Service Provider:**
 - Deliver professional, accurate, timely and culturally appropriate services.
 - Maintain confidentiality of sensitive and personal data.
 - Ensure familiarity with core MHPSS concepts and trauma-informed language, preferred if has previous experience with similar INGOs.
 - Assign translators/interpreters with relevant experience.
 - Proactively report timely bottlenecks that could hinder the delivery of their service, and provide alternatives
 - Provide the necessary supporting documents for service delivery as per Amna procurement and finance guidelines
- **Amna:**
 - Provide background documents and necessary context for assignments.
 - Confirm schedules and timelines in advance.
 - Review deliverables and provide feedback promptly.
 - Provide the necessary Information to the company focal point to facilitate delivery and logistics.

6. Payment Terms

1) Vendors are requested to submit unit-based pricing in the following format:

- Per word (for translation)
- Per hour (for interpretation)
- Per document or page (if applicable)

Additions or extras upon adding additional equipment or materials given the nature of Interpretation and work.

2) Amna will evaluate proposals based on both quality and cost.

3) Final rates may be subject to negotiation based on expected volume and contract terms, including:

- Clear deliverables and timesheets based on work completed and approved by Amna focal point.
- Invoicing: Monthly, based on completed assignments
- Currency: [EUR / GBP / USD – specify]
- Payment Terms: Within 30 days of receipt of a valid invoice

4) No additional charges may be applied without prior written approval from Amna.

7. Contract length

The assignment will run from **March 15th, 2026, to September 15th 2026 (renewal will be subject to satisfactory performance and quality of deliverables)**

8. Quality Assurance

Given the sensitive nature of the themes we address, including trauma, displacement, mental health, and protection, it is essential that all communications are handled with care, empathy, and contextual awareness. This includes being attuned to culturally specific expressions of distress and well-being, using non-stigmatizing and trauma-informed language, and ensuring that translated content reflects the values of dignity, safety, and emotional sensitivity that underpin our approach to psychosocial support.

- All materials must be proofread and reviewed for clarity, tone, and accuracy.
- Interpretation must be delivered by professionals with experience in social work, MHPSS, protection, or related fields and lived experience.
- Corrections must be made at no extra cost within no more than 5 working days
- Familiarity with terms such as *psychosocial well-being*, *trauma*, *safe space*, *protection*, and *child safeguarding* is essential. See annex (Amna training glossary)

9. Confidentiality and Data Protection

The provider agrees to strict confidentiality of all verbal and written content and compliance with applicable data protection and safeguarding standards. Sensitive information particularly about children, Amna participants, or mental health concerns must never be

shared or stored . Service Provider must adhere to Amna GDPR policy and applicable UK laws for data protection and confidentiality.

10. Contact and Communication

- **Primary Focal Point – Amna:**
Head of operations : Walaa Abu Zaiter
Email: Walaa@amna.org

In copy: Secondary focal point

Operations Officer: Jonelle Gyamfi

email: Jonelle@amna.org

11. Proposal Submission Requirements

Interested service providers must submit the following by 27 February, 2026:

1. Completed **Annex 1 – Quote Submission Form**
2. Technical Proposal including:
 - Company profile and relevant experience
 - Approach to trauma and identity-informed translation/interpretation
 - Bios/CVs of proposed translators and interpreters
 - Description of quality assurance process
 - At least 2 recent references or samples of similar work
3. Copy of business registration or legal entity status
4. Any other relevant certifications (e.g., ISO, data protection)

11. Annexes

Annex 1: Quote Submission Form

Vendors must complete the table below and submit it along with their proposal. Prices must be included of all applicable fees and taxes. No additional charges will be accepted without prior written approval from Amna.

1) Translation Company Information

Legal Name	
Contact person	
Email	
phone number	
VAT number (If applicable)	
Country of Registration	
Signature	
Company Stamp	
Date	

2) Proposed rates per task

Service (i.e English to Arabic)	Unit	Proposed Rate (Currency)	Comments (if any)
Written Translation	Per word	£_____	Specify language pairs if different
Interpretation	Per hour	£_____	Specify simultaneous/consecutive or online/in-person
Proofreading/Editing	Per word/hour	£_____	Optional
Emergency Turnaround Fee	Per request/hour	£_____	For rush services
Minimum Charge	Per assignment	£_____	Optional
live Interpretation equipment	per assignment	£_____	Specify in case needed
Other Fees (if any)	Specify	£_____	Specify clearly

Repeat this table for the different languages required In this assignment,

Annex 2: Technical Evaluation Criteria All proposals will be evaluated against the criteria below. Only proposals scoring a minimum of [70 out of 100] points will be considered for the next step and financial assessment.

Criteria	Weight (%)	Details
Technical Capacity & Experience	30%	Proven experience in translation/interpretation, especially in MHPSS or humanitarian contexts
Understanding of Trauma-Informed Language	20%	Familiarity with trauma-sensitive, culturally appropriate language
Language Coverage	20%	Ability to provide services in all requested languages (English, Arabic, Dari, Pashto, Polish, Ukrainian, Romanian)
Turnaround Time & Flexibility	10%	Ability to handle short-notice assignments and provide timely delivery
References & Past Performance	10%	Previous clients and sample assignments, particularly with INGOs or UN agencies
Quality Assurance Measures	10%	Process for proofreading, safeguarding, supervision, review, quality control and accuracy verification

Technical weight Is 60%

Financial weight Is 40%