



TERMS OF REFERENCE

Oxfam is a global movement of people who are fighting inequality to end poverty and injustice. Across regions, from the local to the global, we work with people to bring change that lasts.

OVERVIEW	
Title and brief description of the assignment	<p>The assignment involves delivering professional translation services to convert the existing content on the Oxfam website from English to Portuguese. This translation effort aims to make the website more accessible to Portuguese-speaking audiences, ensuring that they can fully engage with the resources and information provided.</p> <p>In addition to translating the current content, the consultancy will also be responsible for translating any supplemental materials or updates that may be added to the website in the future. This includes ensuring that all new information, articles, and resources are promptly and accurately translated into Portuguese, thereby maintaining the website's relevance and accessibility for all users. The overall goal is to promote inclusivity and enhance communication with Portuguese-speaking communities within the Southern Africa region.</p>
Assignment location	Zimbabwe, Zambia, Malawi, and Mozambique
Contract start date	01 May 2025
How to apply	<p>Interested candidates are invited to submit:</p> <ol style="list-style-type: none">1) A proposal describing how the translation will be conducted (including a budget in a separate file)2) CV (s)3) A sample of similar work done. <p><i>See section '8. Application Process' for further details</i></p>
Application deadline	31 March 2025

1. PURPOSE OF THIS CONSULTANCY

The primary objective of procuring consultancy services is to facilitate greater engagement of Portuguese-speaking individuals with the content available on the SAF Website. At present, the site's content is exclusively presented in English, which limits accessibility for Portuguese-speaking users. In light of this, the SAF Cluster has determined that it is essential to implement automatic translations for all website content, transitioning from English to Portuguese.

This initiative is part of the Oxfam SAF Cluster's broader commitment to embody the core values of Oxfam, particularly regarding inclusivity and equal access to information. By ensuring that language barriers do not hinder access to vital resources and content, the consultancy aims to promote a more inclusive environment that respects and acknowledges the diverse backgrounds of all users, regardless of their nationality.

2. BACKGROUND

Oxfam is a global movement of people committed to ending the injustice of poverty. We work in over 90 countries, helping individuals and communities to solve problems, claim their rights, and overcome barriers to achieving and sustaining a better life. In Southern Africa, Oxfam operates to address pressing issues, including inequality, marginalization, and humanitarian crises, through effective program thematic areas.

In line with our mission, Oxfam seeks to update its website to ensure that it accurately reflects our current projects and priorities. Additionally, we recognize the importance of providing accessible information to our Portuguese-speaking stakeholders in the

region. Hence, this Terms of Reference (ToR) outlines the requirements for individuals or firms interested in providing website update and translation services for Oxfam in Southern Africa.

3. SCOPE OF WORK

The translator(s) will be responsible for updating and translating specific pages and sections of the Oxfam Southern Africa website, primarily focusing on the following:

- The homepage
- About Us section
- Current projects and thematic areas
- News and updates
- Resources and publications
- Call to action pages.

The contractor is expected to review the entire site comprehensively to identify any additional content that may require translation.

Periodic Translations: After the initial translation, the consultant will be responsible for making periodic translations as the website content changes. This includes translating any new information, articles, and resources added to the website to ensure ongoing accessibility for Portuguese-speaking users.

4. EXPECTED OUTPUTS

Specific outputs

The successful bidder(s) will deliver the following outputs in relation to the translation services required for Oxfam SAF website:

Output1: Translated Website Content in Portuguese

- Complete and accurate translation of all existing website content from English to Portuguese, ensuring that the meaning, tone, and context are preserved.
- Attention to cultural nuances, idiomatic expressions, and terminology relevant to the target audience, making the content engaging and relatable to Portuguese-speaking users.

5. METHODOLOGY

The key steps to be followed though not explicit and the detailed modality and work plan will be agreed during consultation meeting include:

- Kick-off Meeting
- Content Review: 1 week from the Kick-off
- Completion of Translation: 4 weeks from Kick-off
- Final Review and Revisions: [Insert 1 week after translation completion.
- Project Closure and Submission of Deliverables: 1 week after final review

6. DELIVERABLES AND PAYMENT SCHEDULE

Remuneration is based on submission of final deliverables and the success of the project will be evaluated based on the following criteria:

- Linguistic accuracy of translations.
- Adherence to the project timeline and deadlines.
- Overall satisfaction of Oxfam's communications team and stakeholders with the translated content.

Below Payment Schedule will be adhered to:

No.	Deliverables or Documents to be delivered	Estimated Dates	% Payment
1	DELIVERABLE 1 Detailed Work Plan	TBC	[% total budget]
2	DELIVERABLE 2	TBC	[% total budget]
3	DELIVERABLE 3	TBC	[% total budget]
4	DELIVERABLE 4	TBC	[% total budget]
	TOTAL		100%

7. PROFILE REQUIREMENTS

The company/ individual(s) should have the following competencies:

Essential

Academic / Professional Qualification: A relevant degree in Translation, Linguistics, Communication, or a related field that demonstrates expertise in linguistic skills and translation methodologies.

Experience with Oxfam / NGOs / Working in Development / Humanitarian Settings: Proven track record in providing translation services for Oxfam or similar non-governmental organizations (NGOs), with an understanding of the humanitarian and development sectors.

Proficiency in Translation and Localization: Expertise in translating content accurately while considering cultural contexts and local dialects, ensuring that the translations resonate with the target audience.

Significant Experience in the Field: A minimum of 5 years of experience in translation services specifically related to non-profit organizations, development projects, or humanitarian work, showcasing a deep understanding of the specific language and terminologies used in these contexts.

Knowledge of Country and Context: Familiarity with the socio-economic, cultural, and political landscape of Southern Africa, particularly in relation to issues addressed by Oxfam, which is crucial for translating content appropriately.

Required Language Skill: Native or near-native proficiency in Portuguese and high proficiency in English, with demonstrated ability to translate complex concepts accurately.

Desired

Additional Academic / Professional Qualification: Certification in translation or localization from a recognized institution, which complements the academic background.

Experience in Digital Content Management: Familiarity with website content management systems (CMS) and tools commonly used for online content translation, enhancing the efficiency of the translation process.

Interest in/Knowledge of Development Issues: A strong interest in humanitarian and development issues, particularly those relating to poverty alleviation, social justice, and equity, which would inform the translation work and enhance the understanding of the content being translated.

8. APPLICATION PROCESS

Submission deadline

Quotations and applications must reach Oxfam no later than 30 March 2025

Submission instructions

Responses must be submitted electronically to: Zimtenders@oxfam.org.uk

The subject of the mail should be : Oxfam Website Translation – Proposal Submission + [Name of bidder]]

Clarifications

Any questions, remarks or requests for clarification can be sent up to 7 days before the submission deadline in writing. The (anonymised) questions will be answered to all applicants.

Administrative compliance (list of documents to be submitted)

Responses must be submitted and prepared in English and received by the deadline.

To be shortlisted for evaluation against award criteria, the following documents must be included in the application:

Administrative Criteria		Importance
1	Technical proposal / approach paper to conduct the assignment and achieve objectives including methodology, proposed work plan and timelines	Mandatory
2	<p>Financial offer (price quotation) including budget and pricing.</p> <ul style="list-style-type: none"> • All prices must appear in USD\$, with and without VAT (specify the VAT rate if applicable) • The total budget, which must include a detailed breakdown of costs by [deliverables / day / working hours]. • The total budget proposed by the Consultant must include all costs that will be invoiced to Oxfam in the financial offer¹: <ul style="list-style-type: none"> a) all technical services and activities e.g. research, report writing, analysis, instrument development costs. b) office related costs e.g. communications (phone), printing, IT costs (laptop), mail/courier. c) travel related costs (including flights, taxi, car, visas, vaccination, prophylaxis, accommodation, food). d) relevant insurance. e) and travel to destination and from countries (economy class). <p>Please provide a detailed breakdown of your daily rate and the number of days and resources required per activity, as well as the associated cost.</p>	Mandatory
3	Curriculum Vitae(s) (CV) of the proposed consultant(s) , proving relevant experience and/or qualifications. If multiple people are involved, an outline of roles/ responsibilities also needs to be included.	Mandatory
4	Two relevant references (minimum) for previous comparable assignments	Mandatory
5	Proof of registration: <i>The bidders also must include a copy of their registration at the relevant Chamber of Commerce and / or document showing self-employed tax registration.</i>	Mandatory
6	Evidence of previous work. <i>Links to other sites that have been translated before or any other related work</i>	Mandatory

Evaluation and award criteria

Incomplete applications will not be assessed, only quotations that meet the administrative criteria will be assessed.

Award decisions will be based on *best value for money criteria covering both technical quality and price.*

The award criteria are assessed according to the following distribution of points:

Award Criteria	
Experience/ competencies	Demonstrated expertise and experience in language translations.
	Relevant experience with Oxfam
	Relevant experience with the NGO sector
	Positive references/reputation

Award Criteria	
	Relevance and quality of sample previous work, reporting etc.
	Knowledge of country, context
	Knowledge of team languages
	Clearly indicated alignment with Oxfam values
Technical quality	Quality of application: complete, good presentation and format, etc.
	Understanding of the assignment and the scope of the project
	Quality of the methodology, workplan and feasibility of the timeline (concrete and realistic)
	Quality and experience of staff resources assigned to the services + sufficient assigned resources (where relevant)
	Ability to lead/manage a team (where relevant)
TOTAL:	
Financial offer	Total cost of the offer, all services included (without added tax)
	Level of detail/ breakdown and clarity of the financial offer (fees, travel expenses, accommodation, etc.) Payment terms (max 30% in advance)
TOTAL:	

Oxfam withholds the right to conduct interviews with one or more potential suppliers before an award decision is made. The purpose of the interview is to seek further clarification on the submitted quotations and learn more about the background and previous experiences of the potential suppliers and their teams.

9. OTHER CONDITIONS

Issuance of this Terms of Reference does not constitute an award commitment on the part of Oxfam, nor does it commit Oxfam to pay for costs incurred in the preparation and submission of a bid.

The attached Annexes are an integral part of this Request for Proposals – see section 13.

Oxfam may contact bidders to confirm contacts, addresses, bid amount and to confirm that the bid was submitted for this solicitation.

Quotation validity

- The quotation shall be valid for 90 days from the 30 April 2025. If this is not possible, the bidder may propose a different timeframe.
- If the bidder is awarded the contract, all information provided in the quotation and negotiation process is contractually binding.

Right to Select/ Reject

Oxfam reserves the right to select and negotiate with those firms it determines, in its sole discretion, to be qualified for competitive proposals and to terminate negotiations without incurring any liability. Oxfam also reserves the right to reject any or all proposals received without explanation.

Reserved rights

All applications and quotes become the property of Oxfam, and Oxfam reserves the right in its sole discretion to:

- Disqualify any offer based on applicant's failure to follow solicitation instructions.
- Waive any deviations by the applicant from the requirements of this terms of reference that, in Oxfam's opinion, are considered immaterial defects requiring rejection or disqualification; or where such a waiver will promote increased competition.
- Extend the time for submission of responses after notification to all applicants.
- Terminate or modify the process at any time and re-issue the request for quotation to whomever Oxfam deems appropriate.
- Issue an award based on the initial evaluation of offers without discussion.

- Award only part of the activities in the solicitation or issue multiple awards based on solicitation activities.

10. CODE OF CONDUCT

Oxfam is committed to integrity in its operations and supply chains and ensuring high ethical standards. Complying with all laws and regulations and ensuring fair competition are fundamental to this commitment. We actively promote these principles and standards, and expect all Oxfam suppliers to demonstrate commitment towards them.

All consultants/applicant are required to agree and adhere to the [Oxfam Supplier Code of Conduct](#), whereas individuals (including consultants) must sign the [Oxfam Non Staff Code of Conduct](#)². These Codes of Conduct set out the specific standards and principles in the areas of human and labour rights, environmental impact and anti-corruption that suppliers must follow.

Oxfam has the following requirements of its service providers, to ensure integrity in its supply chain:

Bribery and collusion

Oxfam does not tolerate fraud, including bribery or kickbacks, collusion among bidders, bribery or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement and barred from future procurement opportunities.

Employees and representatives of Oxfam are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange or as a reward for business.

False statements

Bidders must provide full, accurate and complete information as required by this solicitation and Annexes. False statements in bids constitutes grounds for immediate termination of any agreement with the supplier. OXFAM takes misstatements, falsification, manipulation, alteration of facts and/or documents very seriously, has a zero-tolerance policy to such behaviours, and may choose to take legal action in a case of misrepresented disclosures by

Conflict of interest

Bidders must provide disclosure of any past, present or future relationships with any parties associated with the issuance, review or management of this solicitation and anticipated award. Failure to provide full and open disclosure may result in Oxfam having to re-evaluate the selection of a potential bidder.

Diversion of funds

Oxfam is determined that all its funds and resources should only be used to further its mission and shall not be subject to illicit use by any third party nor used or abused for any illicit purpose. Suppliers (and their affiliates/group companies, employees, officers, owners, agents and sub-contractors) may be subject to formal screening against global lists of individuals subject to designation or proscription under financial sanctions or counter terrorism regulations.

11. Monitoring

Due diligence : As a charitable organisation, Oxfam must take care to protect its assets and funds, as well as the communities that we work with. One of the steps that Oxfam takes to comply with this legal duty is to conduct adequate and proportionate due diligence on suppliers prior to entering into a contract. This includes checking legal registration and financial solvency, but may also include other checks, such as misconduct/performance reference checks and if working with children or vulnerable adults, a criminal records check.

Important note: Oxfam performs a regular screening check of all suppliers against international sanctions lists.

Audit : Any audit requirements are detailed in the terms and conditions of business

Data protection :Oxfam is legally bound to ensure that all personal details held by the organisation relating to any individual or entity are kept secure and according to international data protection standards.




² Non-Staff Code of Conduct applies for any self-employed individuals or contracted employees of suppliers who are working on Oxfam sites, or who have access to Oxfam materials, or who may represent Oxfam in any manner but are not part of Oxfam's legal entity)

12. MISCONDUCT REPORTING AND WHISTLEBLOWING

Oxfam's reporting and whistleblowing mechanisms are available for Service Providers as well Oxfam employees, to ensure that Oxfam continues to operate under the highest ethical standards and principles.



You can use these reporting channels confidentially, anonymously, and in your own language to report any concerns involving fraud, corruption, waste, abuse or safeguarding concerns.

<i>Speak up</i>			
	Oxfam GB	Oxfam Novib	Oxfam Intermón
Email: 	SpeakUp@oxfam.org.uk	integrity@oxfamnovib.nl	buzon.etico@oxfam.org
Online: 	Oxfam Misconduct Reporting Webform (including possibility for anonymous reporting) https://oxfam.clue-webforms.co.uk/webform/misconduct/		
Phone: 	Global phone number: +44 1249 661808 Check https://speakup.oxfamnovib.nl for local numbers (you can request interpretation)		

13. ANNEXES

- Oxfam Supplier Code of Conduct: <https://oxfam.box.com/v/Oxfam-Supplier-CodeConduct>
- Oxfam Non-Staff Code of Conduct: <https://oxfam.box.com/v/Nonstaff-CodeConduct>
- Conflict of interest declaration form: <https://oxfam.box.com/v/Supplier-COI-declaration>
- [Safeguarding policy](#)
- (If applicable) [Oxfam child safeguarding policy](#)
- (Edit if applicable) Example privacy notice : <https://oxfam.box.com/s/mo8artt9l8a2x0cnpqrrugrt8k0r773>