

TERMES DE REFERENCE

"Hiring an External Consultant for Translation Service"

PROJET

Promouvoir le développement intégré des enfants et des services inclusifs pour tous au Rwanda

Consultant for Translation and Localization of the Open Tele-Rehab Application into Kinyarwanda

1. Background

Federation Handicap International which operates as Humanity & Inclusion (HI), is an independent and impartial international humanitarian and development organization dedicated to supporting people with disabilities and vulnerable populations living in situations of poverty, exclusion, conflict, natural disasters, and other crises. For more than four decades, HI has worked across multiple countries to promote inclusion, equal opportunities, and access to essential services, while advocating for the rights and dignity of persons with disabilities and other marginalized groups.

In Rwanda, Humanity & Inclusion collaborates with government institutions, healthcare providers, organizations of persons with disabilities, and community stakeholders to strengthen inclusive health systems and improve access to quality rehabilitation services. Recognizing that many individuals face geographical, financial, and logistical barriers in accessing rehabilitation care, HI supports innovative approaches that expand service delivery and ensure continuity of care, particularly for people living in remote and underserved areas.

As part of its commitment to advancing digital health and improving access to rehabilitation services, Humanity & Inclusion is supporting the implementation and use of the OpenTeleRehab mobile application in Rwanda. OpenTeleRehab is a digital platform designed to facilitate remote delivery of rehabilitation services by enabling communication and interaction between rehabilitation professionals and service users through mobile technology. The application supports treatment planning, follow-up consultations, monitoring of patient progress, and the sharing of rehabilitation information and resources, thereby enhancing the continuity, efficiency, and reach of rehabilitation services.

While the application is currently available in English, most rehabilitation service users, caregivers, community-based rehabilitation workers, and many frontline service providers in Rwanda primarily communicate in Kinyarwanda. The absence of a Kinyarwanda interface may limit comprehension, usability, and user engagement, particularly among individuals with limited proficiency in English. Furthermore, effective digital health interventions require not only linguistic translation but also cultural adaptation to ensure that content is understandable, contextually relevant, and aligned with local communication practices.

To promote equitable access to digital rehabilitation services and maximize the utilization of the OpenTeleRehab platform, Humanity & Inclusion seeks to engage a qualified consultant to support the translation and localization of the OpenTeleRehab application and associated materials from English into Kinyarwanda. The assignment will involve reviewing automated translation of user interface content, system messages, exercises, information and education materials, questionnaires, and other relevant resources while ensuring consistency in rehabilitation and disability-related terminology. The successful

completion of this assignment will contribute to improved accessibility, user experience, and adoption of the OpenTeleRehab platform in Rwanda, ultimately supporting Humanity & Inclusion's broader objective of strengthening access to quality, inclusive, and person-centered rehabilitation services through digital innovation.

2. Purpose of the Consultancy

The purpose of this consultancy is to provide translation services for the OpenTeleRehab application and associated user resources from English into Kinyarwanda, ensuring linguistic accuracy, cultural appropriateness, accessibility, and consistency with rehabilitation and disability-inclusive terminology used in Rwanda. The translation service will consist of reviewing translation generated automatically.

3. Objectives

The consultant will:

- Review the translations of all relevant application content from English into Kinyarwanda.
- Ensure consistency of rehabilitation, disability, assistive technology, and digital health terminology.
- Adapt content to the Rwandan cultural and linguistic context.
- Support review and validation of translated content

4. Scope of Work

The consultant shall review the auto translated Open Tele-Rehabilitation application content and related documentation as well as System-generated messages and notifications.

The estimated workload is:

- Exercises: 64.000
- Labels: 5.500
- Others;5.000

Total of around 75.000 words for which revision of automatic translation is required.

After the first review, the HI Team will review the work and give feedback to be addressed by the consultant.

Task 4: User Validation and Finalization

- Participate in review sessions with the HI team.
- Revise translations based on feedback.
- Submit a final validated translation package.
- Provide a final glossary of approved terminology.

5. Special Considerations

The consultant shall:

- Ensure terminology aligns with rehabilitation practices in Rwanda.
- Work closely with Humanity & Inclusion technical teams to ensure compatibility of translated content with the application's technical requirements.
- Maintain confidentiality of all project documents and information.
- Be available to revise translated content following review and user testing.
- Use disability-inclusive and person-centered language

People Involved in the translation

- Project Manager

The Project Manager will be responsible for planning, implementing, and monitoring the progress of the translation

- HI Associate to the Rehabilitation Technical Director

The HI Associate to the Rehabilitation Technical Director from headquarters will provide access to content requiring translation review.

- Rehabilitation Project Officers (2)

The 2 Rehabilitation Project Officers will contribute to planning, implementing, and monitoring the progress of the translation.

- Monitoring & Evaluation officer

The Monitoring & Evaluation officer will contribute to planning, implementing, and monitoring the progress of the translation.

The above-mentioned persons will also contribute in the:

- The recruitment process of the consultant except the HI Associate to the Rehabilitation Technical Director.
- Validation of Translated version by consultant

Ethical Considerations

The consultant shall comply with HI's ethical standards and protection policies (Child Protection Policy, Protection from Sexual Exploitation and Abuse Policy, and Anti-Corruption Policy), including adherence to HI's core values: humanity, inclusion, integrity, and commitment.

All translated content, glossaries, reports, and related outputs produced under this consultancy shall become the property of Humanity & Inclusion. The consultant shall maintain confidentiality of all information and materials accessed during the assignment and shall not disclose or reuse such information without prior written authorization

6. Duration

The assignment is expected to be completed within 30 working days over a period of 4-5 weeks from the date of contract signature.

7. Deliverables

Deliverable	Description
Inception Report	Methodology, work plan, and timeline
First translation: the review of auto translation package	Updated translation after to correct the auto translated version from English to kinyarwanda
Final Translation Package after review	Approved Kinyarwanda translation files ready for integration after Updated translation and incorporate the feedback from the committee in charge of this activity (PM, RP Officers, M&E Officer and HI Associate to the Rehabilitation Technical Director)
Consultancy Report	Summary of activities undertaken, challenges, and recommendations

- The consultancy will be conducted remotely, with virtual or in-person consultations as required by Humanity & Inclusion Rwanda. The consultant may be required to participate in review and validation meetings with HI staff and rehabilitation professionals once necessary
- The payment Modalities to will be defined in the contract basing on HI procurement standards in consultancies.
- The consultant will report directly to the Project Manager.

HI Associate to the Rehabilitation Technical Director will ensure all translated text fits within application interface constraints

8. Required qualifications

Required Criteria	Preferred Criteria
✓ Bachelor's degree in Translation, Linguistics, or related field, ✓ Minimum of three (3) years of professional translation experience. ✓ If it is a company, one among the owner or their staff should have Bachelor's degree in Translation, Linguistics, or related field,	✓ Native-level fluency in Kinyarwanda. ✓ Excellent written English. ✓ Strong understanding of medical and rehabilitation terminology. ✓ Excellent editing and proofreading skills. ✓ Attention to detail and commitment to quality. ✓ Demonstrated experience translating health, rehabilitation, disability, or digital health content. ✓ Experience translating software, mobile applications, or digital platforms. Experience working in Rwanda or with Kinyarwanda-language health content is an advantage.

10. Application Requirements

Interested consultants shall submit:

- **Technical Proposal:** The technical proposal must include a cover letter, CV detailing the experience of the lead consultant and the enumerators required for such an assignment, contact details of three referees, an understanding of the Terms of Reference (ToR), the proposed methodology, the work plan, the deliverables schedule, and a copy of a similar report produced within the last three (3) years.
- **Financial Proposal:** The financial proposal must include a detailed budget for the assignment.
- **Administrative document:**
 1. Submission letter duly signed, dated and stamped;
 2. Individual/Company profile with full address, legal name, location area, products/services, leadership team, telephone, E-mail, website...
 3. Copy of business registration certificate
 4. VAT registration certificate
 5. Valid and Certified clearance certificate for Rwanda Social Security Board/ for companies
 6. Valid and Certified Tax Clearance Certificate
 7. Proof of Using Use EBM
 8. Signing HI Declarations and Policies
 9. ID/passport of the company representative/ Consultant

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11. Evaluation Criteria

Criteria	Weight
Technical Proposal	60%
Financial proposal	20%
Administrative document	20%

Done at Kigali on 10 July 2026

Prepared by:

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Rehab Project Officer



Verified by

Martin JACOBS

Associate to the Rehabilitation Technical Director



Approved by

Immaculee MUKANDAYAMBAJE

Project Manager



Validated by

Mélanie GEISER

Country Manager

