



Clinton Health Access Initiative, Inc.

Request for Proposals

Request for Proposals (RFP) for the provision of Certified Bilingual Translation Services (Kinyarwanda into English)

Funded by: CHAI Rwanda

Date Issued: October 27, 2026

Ethical Conduct and Conflicts of Interest

In accordance with CHAI's [Global Code of Conduct](#) and [Conflict of Interest policy](#), CHAI is committed to conducting procurements with integrity and objectively selecting suppliers and vendors. CHAI maintains a zero-tolerance policy for acts including but not limited to collusion among vendors, submitting falsified bids, bribery, and/or other forms of fraud. Vendors engaging in such conduct will be disqualified from current and future opportunities. CHAI employees and others acting on CHAI's behalf are prohibited from accepting or asking for bribes, gifts, fees, or any other object of value or compensation related to doing business. Please contact ethics@clintonhealthaccess.org with any questions or concerns or to report any violations, or the CHAI Whistleblower Hotline at chai@integritycounts.ca (+1 866-921-6714 [Toll-Free U.S.] or +1 604-922-5953 [International]).

Summary of terms

A. Background

The Clinton Health Access Initiative, Inc. (CHAI) is a global health organization committed to saving lives and improving health outcomes in low- and middle-income countries by enabling the government and private sector to strengthen and sustain quality health systems. For more information, please visit www.clintonhealthaccess.org.

In line with the above, CHAI, through its Rwanda Assistive Technologies and Disabilities Program, is working with the University of Rwanda (UR) to implement a research project titled: *Assistive technology (AT) access, user experiences, and employment opportunities for youth with disabilities: A qualitative study in Rwanda*. The study will (a) contribute to addressing the root causes of poor access to AT by identifying the key barriers and enablers within the AT ecosystem in African countries; (b) inform AT policy formulation, program design, and implementation; and (c) identify strategic partnerships and investment opportunities which could lead to employment opportunities for youth and other vulnerable groups.

The project involves a heterogeneous range of participants, including youth with disabilities aged 15-35, parents/guardians/caregivers, and key informants at national governmental institutions, disability organizations, rehabilitation centers, educational institutions, and community networks. Data were collected in urban and rural parts of Rwanda from different stakeholders using interview guides, with Kinyarwanda as the participants' preferred language. Data collection covered different themes across different types of impairments, including mobility, visual, hearing, cognition, self-care, and communication, using study tools translated from English into Kinyarwanda to ensure that they ethically and linguistically accommodate the geographical contexts of Rwanda and different stakeholder roles, including youth with disabilities, AT users, government, AT service providers, civil society organizations, and policy representatives whose work involves or targets youth programming or disabilities and AT.

The collected data have been transcribed in Kinyarwanda, the original data collection language, and the transcripts need to be translated from Kinyarwanda into English before data analysis.

The Clinton Health Access Initiative, Inc. (CHAI) invites interested and capable organizations and individual consultants to submit proposals to provide certified bilingual translation services (Kinyarwanda into English) for the study data of the above research project. The selected vendor will translate, back-translate, and certify interview transcripts (approximately 650 pages) from AT users/youth with disabilities, parents/caregivers/guardians of youth with disabilities, policymakers, AT manufacturers/innovators, and service providers, so that validated and certified English translations are ready for data analysis. The vendor will work closely with CHAI. Offerors are invited to submit proposals in response to this RFP in accordance with Section D, Instructions for Preparation of Proposal and Submission to CHAI.

This RFP does not obligate CHAI to make an award or fund an applicant, nor does it commit CHAI to reimburse for the costs incurred for proposal preparation. All costs related to proposal preparation must be borne by the offeror. CHAI will accept no fee for the submission of these applications. CHAI makes no representations or warranties and will not incur any liability under any law as to the accuracy, reliability, or completeness of the information contained in the RFP.

B. Proposal Dates and Requirements

The table below summarizes key dates in the RFP process. Offerors are expected to comply with these dates and deadlines. CHAI reserves the right to modify the dates at its discretion.

Milestone	Date and Time
RFP Released	October 27, 2026
Deadline for Written Questions	November 4, 2026 (5 days before the proposal submission deadline)
Answers for Questions Released	November 06, 2026
Proposals due	November 13, 2026, no later than 5:00 p.m. Rwanda local time (CAT)

1. Questions and Answers

All questions regarding this RFP must be submitted by the date above and in writing to CHAI Rwanda Procurement at rwandaprocurement@clintonhealthaccess.org, with “**CHAI Rwanda: Certified bilingual translation services**” in the subject line. Questions and CHAI responses will be posted at the same location as the RFP. CHAI will only consider written requests for clarification. Only written answers from CHAI will be considered official and carry weight in the RFP process and subsequent evaluation. Answers of guidance received outside of the official channel from employees or representatives of CHAI will not be considered official information regarding this RFP.

2. Proposal Submission and Validity

All responses to this RFP must be submitted by the date and time above and must comply with the instructions below in Section D, Instructions for Preparation of Proposal and Submission to CHAI. Offers must be submitted electronically only, by email to rwandaprocurement@clintonhealthaccess.org, with “**CHAI Rwanda: Certified bilingual translation services**” in the subject line. The technical proposal (together with the administrative documents listed in Section C) and the financial proposal must be submitted separately, as two separate emails, clearly marked “Technical Proposal” and “Financial Proposal” respectively. Offers received after the deadline are invalid. By submitting this proposal, the offeror confirms that the proposal is valid for a period of 60 days.

3. Award

CHAI will examine the offers to determine if they are complete, comply with all the conditions of the RFP, and have been duly signed and are in general order. CHAI will select the offer that represents the best overall value. CHAI anticipates making one award to one entity, but reserves the right to make no award, or to make multiple awards. Only shortlisted offerors will be contacted.

C. Eligibility Requirements

Offerors that are firms or organizations, regardless of entity status (for-profit, not-for-profit, etc.), must be legally registered to conduct business in Rwanda. Companies are required to submit their technical proposal along with the following administrative documents: (i) Rwanda Development Board (RDB) certificate of registration with the list of shareholders; (ii) valid Rwanda Social Security Board (RSSB) clearance certificate; (iii) valid Rwanda Revenue Authority (RRA) clearance certificate; (iv) latest tax declaration; and (v) proof of Electronic Billing Machine (EBM) use. Individual consultants must provide an RDB certificate of registration and proof of Electronic Billing Machine (EBM) use if applicable. All offers must be submitted using Annex A below and must be signed by cognizant officers of the organization (or by the individual consultant).

In addition, offerors (and the translators proposed to perform the work) must meet the following minimum qualifications and experience:

- Must be a certified bilingual translator with proven experience in translating study data/transcripts in the context of qualitative research.
- Rwandan cultural awareness, sensitivity, and strong ethics.
- Must be able to read, write, and speak fluently in Kinyarwanda.
- Must be fluent in English and able to write good research reports in English.
- Must be able to provide a translation and back-translated document that is high-quality, precise, and suitable for data analysis.
- The consultant is expected to cover all costs needed to produce the final deliverables (e.g., computer and other materials/equipment).
- Preference will be given to candidates who have experience with the translation of disability, assistive technology, rehabilitation, and health-related fields in Rwanda.

D. Instructions for Preparation of Proposal

Offerors are required to use the form in Annex A, below, to reply to this RFP. Failure to provide all the information required by the RFP or submitting an offer that does not respond to the RFP in all respects may result in the rejection or disqualification of the offer. The information that the respondent considers proprietary must be clearly marked as such. All such information will be treated confidentially and used by CHAI for evaluation purposes only.

1. Technical Proposal

Offerors are required to write a technical response to the scope of work in Section G, Scope of Work and Deliverables. The technical proposal must include the following elements:

- Letter expressing interest in carrying out the services, addressed to the CHAI Rwanda Country Director.
- Detailed, updated CV(s) highlighting the experience and skills of the translator(s) who will perform the translation (**maximum three pages per CV**).
- Certified copies of academic and professional qualifications (including translator certification).
- Detailed methodology, demonstrating an understanding of the ToRs, including the approach to translation, back-translation, and quality assurance, and a clear timeframe/work plan detailing how the deliverables will be achieved within the period of performance.
- Two copies of certificates issued by previous clients for accomplishing similar assignments, with their contact details.
- Company administrative documents (for companies; see Section C):
 - RDB certificate of registration with the list of shareholders;
 - Valid RSSB clearance certificate;
 - Valid RRA clearance certificate;
 - Latest tax declaration; and
 - Proof of EBM use.
- Completed and signed Proposal Application Form (Annex A).

2. References

Offerors must complete the table in Annex A with past performance references. The two client certificates for similar assignments requested in Section D.1 must include the clients' contact details.

3. Budget

The resultant award will be deliverables-based: payment will be made after the completion and approval by CHAI of each deliverable listed in Section G.2. Offerors must provide a separate, detailed financial proposal, submitted by email separately from the technical proposal, detailing costs in man-days, including the unit cost and the total cost associated with the delivery of each task/deliverable. Once the award is signed, no additional fees, taxes, or costs may be added post award. All budgets must be made in Rwandan Francs (RWF). Budgets must be accompanied by a brief cost narrative that describes each line item and the assumptions made in the total cost.

All costs must be inclusive of all applicable taxes (including VAT, where applicable) in accordance with the tax laws of Rwanda. The consultant is expected to cover all costs needed to produce the final deliverables (e.g., computer and other materials/equipment).

E. Evaluation Criteria and Negotiation

CHAI will make an award based on which proposal represents best value to CHAI. Proposals will first be evaluated technically using the criteria below; following the technical evaluation, the first-ranked service provider with the cheapest financial proposal will be selected. Minimum technical pass mark is 70%. CHAI will use the following criteria to evaluate technical proposals:

Category	Criteria	Points
Qualifications and certification	Certified bilingual (Kinyarwanda-English) translator; relevant academic and professional qualifications (certified copies provided); CV(s) of proposed translator(s).	25
Relevant experience	Proven experience translating study data/transcripts in qualitative research; experience in disability, assistive technology, rehabilitation, and health-related fields in Rwanda (preferred); two certificates from previous clients for similar assignments.	30
Methodology and work plan	Understanding of the ToRs; clear approach to translation, back-translation, and quality assurance for accuracy, language, and cultural appropriateness; realistic timeframe to deliver ~650 pages within 4 weeks.	35
Language proficiency and cultural competence	Fluency in reading, writing, and speaking Kinyarwanda; fluency in English and ability to write good research reports in English; Rwandan cultural awareness, sensitivity, and strong ethics.	10
Total		100

Offerors are expected to submit their best offer. CHAI reserves the right to hold further discussions, conduct negotiations, ask for additional information, or request clarifications before making an award. CHAI reserves the right to hold a best and final offer or competitive range stage prior to award. CHAI may, at its sole discretion, ask for offerors to conduct oral presentations.

F. Terms and Conditions of Resultant Agreement

Any agreement that results from this solicitation will be subject to CHAI's standard agreement terms and conditions. A copy is available upon request. For this solicitation, please note that the following terms apply:

I. Confidentiality: Information which the offeror considers to be confidential or proprietary must be clearly marked as such. All such information is treated as confidential by CHAI for assessment purposes only. Should the offeror anticipate submitting confidential or propriety information to CHAI, please contact the POC for this procurement to request a copy of CHAI's standard NDA.

II. Data protection and consent: By submitting a proposal in response to this RFP, the offeror consents to the collection and use of its personal and company data by CHAI for the sole purpose of facilitating the tendering process, in accordance with the data protection laws of Rwanda.

III. Conflict of interest declaration: By responding to this RFP, the offeror confirms that no conflicts of interest exist between its organization and any CHAI staff involved in the procurement or evaluation process, nor with any members of the leadership team at CHAI's Rwanda country office.

G. Scope of Work and Deliverables

1. Scope of Work

Objective: to deliver a full translation and certification of the study data for the research project *Assistive technology (AT) access, user experiences, and employment opportunities for youth with disabilities: A qualitative study in Rwanda* from Kinyarwanda into English, as described below, so that translated, validated, and certified data are ready for analysis in English.

Translation of the collected data from Kinyarwanda into English is needed to allow comprehensive analysis of the collected data and subsequent dissemination to the public. The vendor will work closely with CHAI, and the work will involve translation of a document with all combined interviews, with a total of approximately 650 pages. The data comprise interview transcripts from AT users/youth with disabilities, parents/caregivers/guardians of youth with disabilities, policymakers, AT manufacturers/innovators, and service providers, covering different themes for different stakeholders (see Section A, Background). The certified translated study data will be submitted by the vendor in time for analysis and subsequent report writing.

The service tasks will be delivered as follows:

- The service provider will translate 650 pages of the collected data from Kinyarwanda into English in Word document format, and back-translate for accuracy, language, and cultural appropriateness and consideration before submitting to CHAI.
- The validated translated data will be reviewed by the CHAI team, and feedback will be provided to the translator to address the comments given, to produce the final version of the translated data, which will be certified for analysis.

Summary of the assignment

Name of the project	Assistive technology (AT) access, user experiences, and employment opportunities for youth with disabilities: A qualitative study in Rwanda
Type of service	Translation and certification of data transcripts
Expected starting date	Immediate
Duration of the assignment	3 weeks from the start of the assignment

Total number of pages to be back-translated and certified translated	A 650-page document from Kinyarwanda into English, comprising data collection interviews covering different themes for different stakeholders (see Section A, Background)
Duty station	Kigali, Rwanda

2. Deliverables and Deliverables Schedule

The bilingual translator will translate study data transcripts comprising 650 pages in total, which are expected to be translated and certified. Payment will be made after the completion and approval of each deliverable, as shown in the table below. All translations are to be submitted in Word document format.

Deliverable	Number of pages/verification	Indicative due date
1. First translation delivered and quality-checked by CHAI	650 pages; CHAI reviews first 130 pages (at least) 20% of translated data	December 04, 2026
2. Revised translation (back-translation) , with input/comments addressed after review and feedback from CHAI	650 pages; comments from CHAI review addressed	December 11, 2026
3. Final certified translation version delivered for analysis	650 pages; certified English translation in Word format	December 17, 2026

3. Warranty and Insurance Requirements (if applicable)

Not applicable. No specific warranty or insurance requirements apply to this assignment. The consultant is expected to cover all costs needed to produce the final deliverables (e.g., computer and other materials/equipment).

4. Period of Performance

The assignment is expected to start immediately upon signature of the agreement and to be completed within 4 weeks from the start of the assignment. Duty station: Kigali, Rwanda.

Annex A: Proposal Application Form

All offerors submitting a bid in response to this RFP must fill out and complete this template letter. The letter must be signed by an authorized representative of your organization (or by the individual consultant) and must be dated appropriately. This letter must be submitted with a copy of the company administrative documents listed in Section C (RDB certificate with list of shareholders, valid RSSB and RRA clearance certificates, latest tax declaration, and EBM proof) and the other documents requested in this solicitation.

To: **Procurement Contact**, CHAI Rwanda
Reference: **CHAI RFP 002**
Company Name: [Insert your company name]

General

We, the undersigned, hereby provide this offer to perform the work described in the referenced RFP. We acknowledge and agree to all terms and conditions. We certify that our organization, as well as our principal officers and key individuals, are eligible to participate in this procurement and are not debarred, nor on any watchlist or sanctions list. We further certify that, to the best of our knowledge, we have no close, familial, or financial relationships with CHAI staff or individuals representing CHAI; and that we have no close, familial, or financial relationships with any other bidders on this RFP. If we become aware of a potential conflict we will immediately notify ethics@clintonhealthaccess.org. We also certify that our business license, attached, is accurate and up to date with the relevant authorities.

Our offer remains valid for 60 days from the date of submission.

General Information	
Company Address	
Company Telephone	
Company Website (if applicable)	
Company Registration or Tax ID	
Does the company have a bank account?	
Name of Bank, if applicable	
Brief company description	

Past Performance

We hereby provide three references for similar work that we acknowledge may be contacted at any time by CHAI.

Past Performance	
Reference 1 - Company, Entity, or Individual Name - Contact Information - Brief description of work	
Reference 2 - Company, Entity, or Individual Name - Contact Information - Brief description of work	
Reference 3	

• Company, Entity, or Individual Name • Contact Information • Brief description of work	
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Technical Proposal

Attach a technical proposal that includes all elements listed in Section D.1: (1) letter of interest addressed to the CHAI Rwanda Country Director; (2) detailed, updated CV(s) of the translator(s) (maximum three pages each for a company); (3) certified copies of academic and professional qualifications; (4) detailed methodology, understanding of the ToRs, and a clear timeframe for achieving the deliverables; (5) two certificates from previous clients for similar assignments, with contact details; and (6) for companies, the administrative documents: RDB certificate with list of shareholders, valid RSSB and RRA clearance certificates, latest tax declaration, and EBM proof.

Budget

Submit, in a separate email from the technical proposal, a detailed financial proposal in Rwandan Francs (RWF), inclusive of all applicable taxes. Detail costs in man-days, including the unit cost and total cost associated with the delivery of each task/deliverable in Section G.2 (translation and back-translation, revisions following CHAI review, and final certification), over the 3-week period of performance. Include a budget narrative that explains each line item and the assumptions used in developing the cost.

Key officer signatures:

Name (Printed):

Title

Signature

Date

Name (Printed):

Title

Signature

Date

Name (Printed):

Title

Signature

Date