

REQUEST FOR PROPOSALS (RFP) FOR CONSULTANT PROFESSIONAL LINGUIST

(ENGLISH, FRENCH, KINYARWANDA)

1. Invitation

NCBA BANK RWANDA PLC invites qualified independent contractors or consultants to submit proposals for the provision of professional translation and interpretation services. The selected consultant must be fluent in spoken and written **English, French, and Kinyarwanda**. This initiative aims to support NCBA's marketing objectives, enhancing brand awareness and engagement through culturally relevant, linguistically precise, and innovative content creation.

2. Profile of Contractor

NCBA seeks an independent consultant with the following qualifications:

- A **recognized professional profile** and clear digital visibility on platforms such as LinkedIn or other relevant social media within this field of work.
- Proven **expertise in translation, interpretation, and content localization**, particularly for corporate or financial institutions.
- A **portfolio or work samples** that clearly demonstrate the required expertise.

3. Scope of Work and Responsibilities

The contractor will be responsible for the following:

1. **Content Development, Translation, and Localization:**
 - Accurately create and translate marketing materials, advertisements, bank forms, and other bank-related content between English, French, and Kinyarwanda.
 - Ensure cultural relevance and linguistic precision in all translations.
2. **Content Review and Quality Assurance:**
 - Proofread and edit translated materials to maintain high-quality standards.
 - Ensure consistency in terminology, tone, and style across all languages.
3. **Terminology Development and Management:**
 - Develop and maintain a bank-specific glossary of terms and phrases in English, French, and Kinyarwanda to ensure uniformity in all communications.
4. **Marketing Content Creation:**
 - Create materials for NCBA events and campaigns, as well as internal documents, reports, and other communications as needed.
5. **Availability for In-Person Briefings:**
 - Be present at NCBA Bank premises for 2 to 3 working days per week (9:00 AM – 5:00 PM) to receive briefings on new projects and provide feedback on existing ones.
6. **Remote Work:**

- Perform additional tasks remotely outside of the agreed working days, as required.

4. Evaluation Criteria

a) Qualifying Requirements

Bidders who fail to provide the following mandatory documents will be immediately disqualified:

- **Tax Clearance Certificate**
- **National Identification Document (ID)**
- **Curriculum Vitae (CV)**
- **Two certificate of completion or formal letter of recommendation for completion of similar work.**
- Management accounts for two consecutive years (2023 & 2024)

b) Price (40%)

- Bidders must provide a price per month with an assumption that a contract to be signed will cover a period of two years.
- Financial proposals will be evaluated for cost-efficiency.

5. Submission of Proposals

Bidders must submit one consolidated PDF document containing all the required information. Proposals should be emailed to **procurement@ncbagroup.rw** by **25th February 2025** with the subject line: **TRANSLATOR / LINGUIST NCBA**

6. Responsibilities of the Bidder

The selected consultant is expected to:

- Execute all duties with diligence, professionalism, and compliance with NCBA's policies.
- Maintain the highest standards of quality and ensure that all campaigns and communications align with NCBA's brand guidelines.

7. Contact

For inquiries regarding this RFP, please contact:

Email: Procurement.Rwanda@ncbagroup.com

Telephone: +250 788 149 500

All inquiries must be directed to the above contacts.