

## TERMS OF REFERENCE AND TECHNICAL SPECIFICATIONS

### I. General information

Assignment name	<b>Provision of Translation and Interpretation Services for AfCFTA-Related Activities</b>
Beneficiary	EU-TAF/ EF
Country	GHANA AND OTHER AFRICAN COUNTRIES
Total estimated number of days	1 YEAR RENEWABLE

### II. Context and justification of the need

Expertise France (EF), the French public agency for international technical cooperation. It designs and implements projects that support public policy reform, institutional strengthening, and sustainable development, working closely with governments, regional organisations, and international partners.

Operating under the Agence Française de Développement (AFD) Group, Expertise France mobilises French, European, and international expertise to respond to complex development challenges across Africa, Europe, the Middle East, Asia, and Latin America. . Expertise France (EF) is implementing the European Union Technical Assistance Facility (EU-TAF) in support of the African Continental Free Trade Area (AfCFTA) Secretariat and the African Union Commission (AUC). The EU-TAF provides demand driven technical assistance, advisory services, and operational support to strengthen policy development, institutional capacity, and implementation of continental integration agendas. In the course of implementation, the EU-TAF regularly supports:

- High-level political and technical meetings
- Negotiation sessions, statutory bodies, and committees
- Capacity-building workshops and trainings
- Drafting, review, and dissemination of policy, legal, and technical documents

These activities require high-quality, accurate, confidential, and timely interpretation and translation services across all African Union languages; Arabic French, English, Arabic, Portuguese, Kiswahili, and Spanish. To ensure operational continuity, quality assurance,

and rapid mobilization, Expertise France intends to establish a Framework Agreement with one or more qualified service providers for interpretation and translation services.

### III. Objectives

#### Overall Objective

The overall objective of this assignment is to establish a Framework Agreement with a qualified company (or companies) capable of providing professional interpretation and translation services to support EU-TAF activities implemented by Expertise France for the AfCFTA Secretariat and the African Union.

The Framework Agreement will enable rapid, flexible, and cost-effective access to high-quality linguistic services on an as-needed basis, without commitment to a minimum volume of services.

### IV. Description of the assignment

#### 1. Translation Services

The Contractor shall provide written translation services for: technical reports and studies; policy documents; contracts and administrative documents; training materials and presentations; websites and digital content; communication materials (press releases, brochures, newsletters); social media content; and event documentation (concept notes, agendas, proceedings).

Document types may include:

- Legal texts, protocols, annexes, and draft agreements
- Policy frameworks and strategies
- Technical studies and reports
- Meeting documentation (agendas, background notes, outcomes)

Key requirements:

High accuracy and terminological consistency

Familiarity with trade, legal, institutional, and development terminology

Capacity to work under tight deadlines

#### 2. Interpretation Services

The Contractor shall provide onsite and remote interpretation for high-level conferences and ministerial meetings; workshops, trainings and technical working groups; business forums;

and virtual meetings (e.g., MS Teams, Zoom, Webex). Modes include simultaneous (booth or remote), consecutive, whispered (chuchotage), and hybrid event support.

### **3. Additional Requirements**

- Provision of technical equipment where needed (booths, headsets, microphones, audio systems).
- Ability to sub-contract other vendors in other countries to provide equipment where necessary.
- Technical support for virtual platforms hosting multilingual meetings.
- Rapid turnaround for urgent tasks.
- Use of standardised glossaries and terminology for AfCFTA and African Union

## **1) Deliverables**

Translation:

- Professionally translated and proofread documents delivered in MS Word, PowerPoint, Excel, PDF, or other specified formats.
- Consistent terminology aligned with AfCFTA and EF reference materials.
- Delivery within agreed deadlines (standard, fast-track, emergency).

Interpretation:

- Professionally competent interpreters with proven experience in trade, economics, public policy, and international cooperation.
- Technical equipment (where requested) tested and operational before events.
- Short summary reports when requested by EF.

## 2) Coordination

Expertise France will provide activity schedules, reference materials, and language requirements. The Contractor shall designate a Project Manager responsible for coordination, planning, quality assurance, and communication with EF. All outputs must meet EF branding and quality guidelines.

Edem AGBOADO and Aminaata TOURE of the administrative and Finance Department will be the service provider's sole contact person for Expertise France

E-mail: edem.agboado@expertisefrance.fr

[Aminata.toure@expertisefrance.fr](mailto:Aminata.toure@expertisefrance.fr)

A launch meeting shall be held X days after the contract award has been notified.

Close collaboration must take place with ..... personnel from assignment preparation right up to completion. Furthermore, regular exchanges must take place with Edem Agboado and Aminaata TOURE on assignment progress and any difficulties that may be encountered.

## V. Place, duration and terms of performance

**Implementation period:** The framework contract shall be valid for 12 months from signature, renewable subject to performance and budget availability. Estimated financial volume: EUR 200,000 per year.

Services may be required across the African continent and remotely. For onsite assignments, logistics shall be agreed in advance with EF. Remote assignments must ensure reliable connectivity and platform readiness.

## VI. Required expertise and profile

Company Requirements:

- At least 5 years of experience providing multilingual services in Africa.
- Provide at least a list of 3 minimum or 5 relevant meetings covered plus 2 references
- Demonstrated experience with international organisations (EU-funded programmes, AU/AfCFTA institutions, development agencies).
  - Access to a network of certified professional translators and interpreters.
  - Proven capacity to manage large volumes and concurrent assignments.

Translator and Interpreter Profiles:

- University degree in translation, interpretation, linguistics or related fields.
- Minimum 5 years of professional experience.
- Membership of professional associations (e.g., AIIC, AITC, ATA) is an asset.
- Subject-matter expertise in trade policy, regional integration, economics/finance, public administration.

## VII. Assignment reports

- VIII. • Monthly summary of tasks completed and upcoming activities.  
• Quarterly status updates including service utilisation.  
• Incident reports for technical or delivery challenges.  
• Financial reporting aligned with EF procurement requirements.

## IX. Budget and Payment Terms

Payments will be made based on approved deliverables and evidence of work done – a Decision of Reception Form or timesheets where applicable (for interpretation), translation word counts, and event logs. Unit rates shall be submitted for: (i) translation (per word), (ii) interpretation (per hour/day), (iii) equipment rental, (iv) technical assistance, and (v) travel and accommodation where applicable but pre-approved and agreed with EF. Payments are subject to EF validation of deliverables.

## X. Practical information

### Confidentiality

All documents, recordings, and information disclosed during the contract are strictly confidential. The Contractor must ensure secure handling and non-disclosure by all staff and subcontractors. Confidentiality obligations survive contract termination.

### 13. Ethical and Compliance Requirements

Service providers must comply with EU procurement rules, EF anti-corruption and integrity policies, applicable national laws, and African Union protocols where relevant. The Contractor shall avoid conflicts of interest and declare any potential issues without delay.

### 14. Sustainability Requirements

Environmental Sustainability:

- Resource-efficient practices (digital document exchange; limiting printing).
- Use of energy-efficient equipment for events.
- Promotion of virtual/hybrid interpretation, where appropriate, to reduce travel emissions.
- Proper waste management and recycling at events.
- Suppliers and subcontractors to follow environmentally responsible practices.

Social Sustainability:

- Compliance with national labour laws and ILO conventions.
- Fair remuneration and safe working conditions.
- No discrimination; promotion of gender equality and inclusion.

- Inclusion of youth and local professionals where feasible.

Economic Sustainability:

- Use of local interpreters/translators where feasible to support local economies and reduce costs.
- Transparent pricing; avoidance of exploitative subcontracting.
- Support to micro and small language service providers when subcontracting.

Ethical Conduct & Governance:

- Adherence to EF's Anti-Corruption and Integrity Charter, EU ethical guidelines, and data protection rules.
- Confidentiality and responsible handling of materials.
- Declaration and management of conflicts of interest.

Sustainability Reporting:

- Evidence of sustainability practices/policies.
- Reports on efforts to minimise environmental impact.
- Information on use of local and inclusive staffing.
- Documentation on ethical compliance, upon request.

## 15. Data Protection and Confidentiality Requirements

Compliance:

The Contractor shall comply with the EU General Data Protection Regulation (GDPR – Regulation (EU) 2016/679), relevant African national data protection laws, and EF internal data protection policies. The Contractor acts as a data processor and processes personal data solely for the purposes of this contract. Subcontractors must also comply.

Categories of Data:

Personal data may include information in participant lists, registration forms, attendance sheets; contact details; audio/video recordings requiring transcription or interpretation; and documents containing personal identifiers. No special category data shall be processed unless explicitly authorised by EF.

Security Measures:

- Secure storage (encryption; password protection).
- Secure file transfer (no unencrypted emailing of sensitive files).
- Restricted access on a need-to-know basis.
- Anti-malware protection and regular updates.
- Secure handling and deletion protocols for recordings.
- Remote platforms must meet recognised privacy and encryption standards.

**Confidentiality:**

All staff and subcontractors shall sign confidentiality undertakings. Information shall not be disclosed or used outside the assignment. Obligations survive contract termination.

Retention and Deletion:

Personal data may be retained only as necessary for the assignment or as required by EF's policies. Upon completion or on request, data must be securely deleted or returned, with written confirmation to EF.

Data Breach Notification:

Suspected or actual personal data breaches must be notified to EF within 24 hours with relevant details and mitigation steps, and full cooperation provided.

**Cross-Border Transfers:**

Transfers of personal data outside the EU or the country of origin must comply with GDPR (e.g., Standard Contractual Clauses) and be pre-approved by EF with appropriate safeguards in place.

**Instructions to Tenderers**

Format: Proposals shall comprise (i) Technical Offer, (ii) Financial Offer, and (iii) Administrative Documents. Technical offers should include company profile, methodology/QA, team CVs, relevant experience, sustainability approach, and data protection measures.

Submission: Electronic submission via email or EF's e-procurement platform (PLACE). Tenders must remain valid for 60 days. Clarification questions may be submitted up to 7 calendar days before the deadline.

**Evaluation and Award Criteria**

Evaluation will follow a Best Value for Money approach. A minimum technical threshold of 70/100 is required to qualify for financial evaluation. EF reserves the right to conduct interviews or request samples/tests.

**Annexes**

Annex A: Financial Offer Template (unit rates)

Annex C: Mandatory Requirements & Declarations (to be completed by Tenderer)

Annex D: PLACE user guide for companies

Annex E: Service supply framework contract

Annex F: Expression of interest form

Annex G: GDPR compliance verification form

**Annex A: Financial Offer Template**

Service Category	Unit	Rate (EUR)	Taxes (specify)	Notes
Translation – Standard	Per word			Up to 2,000 words/day
Translation – Fast Track	Per word			Up to 4,000 words/day; surcharge applies
Proofreading/Editing	Per word			
Interpretation – Simultaneous	Per day			2 interpreters per booth; max 7 hours incl. breaks
Interpretation – Consecutive	Per day			
Remote Interpretation Setup	Per event			Platform configuration and testing

Equipment – Booth & Headsets	Per day			
Technician/AV Support	Per day			
Travel & Accommodation	Actuals			To be agreed with EF

**Annex C: Mandatory Requirements & Declarations**

Tenderers must confirm compliance with: (i) Eligibility (no conflict of interest; not subject to exclusion grounds), (ii) GDPR compliance, (iii) Acceptance of EF's standard terms, (iv) Anti-corruption and integrity policies, and (v) Valid business registration. Provide signed Declaration of Honour and relevant certificates.