

## REQUEST FOR QUOTATION

**Title:** Multilingual Translation Services  
**Issue Date:** August 19, 2026  
**Submission Deadline:** September 6, 2026, at 5:00 PM EST  
**Submit To:** [procurement@actionagainsthunger.ca](mailto:procurement@actionagainsthunger.ca)

### BACKGROUND: ACTION AGAINST HUNGER

Founded in 1979, Action Against Hunger is a global humanitarian organization that takes decisive action against the causes and effects of hunger. Our mission is to save the lives of severely malnourished children while helping communities become self-sufficient. Recognized as a world leader in the fight against malnutrition, Action Against Hunger has pursued its vision of a world without hunger for almost four decades, combating hunger in emergency situations of conflict, natural disasters, and chronic food insecurity. With more than 6,000 staff in nearly 50 countries, our programs in nutrition, food security, livelihoods, water, sanitation, and hygiene reach more than 20 million people each year.

### BACKGROUND: ACTION AGAINST HUNGER CANADA

With an annual budget of \$35 million and a staff strength of nearly 35 people, Action Against Hunger Canada (est. in 2006) works tirelessly in the fight against hunger globally through our specialized nutrition technical programs that build the knowledge and skills of nutrition and public health professionals worldwide for the detection, treatment and prevention of malnutrition. We are a leading recipient of funding from Global Affairs Canada (GAC) and advocate for changes to policy and practice in support of better nutrition and increased food security. Our collaborative programmatic model brings together communities, civil society, government, and the international assistance community to work jointly on fundamental public health issues that contribute to hunger in this world.

Our leading-edge programs have been built on the foundations of technical excellence, rigour and innovative practice over many years. We are experts in nutrition information systems, emergency nutrition and gender equality. Action Against Hunger Canada plays a hosting role to two significant global programs (SMART and the Global Nutrition Cluster Operations Team Programme Support) that provide guidance, tools and training in the areas of nutrition data collection and analysis and best practices for emergency nutrition service delivery for hundreds of Governments, civil society organizations and international organizations worldwide. Our programs support the capacity of public health professionals who deliver lifesaving and long-term initiatives in communities globally. We also work towards sustainable, transformative health system strengthening in all our efforts to ensure a long-lasting impact together with our partners, including members of the Humanitarian Coalition. As a member of the Action Against Hunger International Network, we also provide a range of technical support for the mainstreaming of gender equality across our programs and operations worldwide. Our commitments towards a gender transformative approach are integrated into our core health programming and our technical support to our International Network.

To learn more about Action Against Hunger, visit our website at [www.actionagainsthunger.ca](http://www.actionagainsthunger.ca)

## **BACKGROUND: PROJECT/PROGRAM/INITIATIVE**

Action Against Hunger Canada, in support of its global technical programs (including the Global Nutrition Cluster Operations Team and SMART initiative), regularly produces technical guidelines, training packages, reports, policy papers, and digital communications. To ensure equitable participation, accessibility, and effective knowledge transfer across international humanitarian actors, Action Against Hunger Canada requires comprehensive, high-quality language support. This includes written translation, proofreading or revision of pre-translated technical materials, and live remote simultaneous interpretation for online webinars, events and meetings across multiple target languages.

## **OBJECTIVE**

Action Against Hunger Canada seeks qualified language service providers or individual consultants to deliver multilingual services. The primary objective is to secure standardized unit rates for high-quality written translations, rigorous revision and editing of pre-translated text, and seamless remote simultaneous interpretation.

## **ACTIVITIES/RESPONSIBILITIES**

- **Document Translation:** Translation of documents across languages including but not limited to French, Spanish, Portuguese, Swahili, Arabic, Urdu, Bengali, Hindi, Burmese, Pashtu, Dari, Ukrainian and Nepali.
- **Review and Editing of Written Content:** Proofreading, reviewing, and editing of written content in languages including but not limited to English, French, Spanish, Portuguese, Swahili, Arabic, Urdu, Bengali, Hindi, Burmese, Pashtu, Dari, Ukrainian and Nepali.
- **Live Simultaneous Interpretation:** Simultaneous verbal interpretation in languages including, but not limited to: English, French, Spanish, Portuguese, Swahili, Arabic, Urdu, Bengali, Hindi, Burmese, Pashtu, Dari, Ukrainian and Nepali delivered remotely.

## **DELIVERABLES**

- Accurately translated and proofread written documents delivered in agreed electronic formats within specified project timelines.
- Thoroughly revised and edited versions of pre-translated text, with tracked changes or clear review logs.
- Live simultaneous interpretation during webinars, virtual training sessions, events and meetings delivered remotely.

## **QUALIFICATIONS AND EXPERIENCE**

- Minimum 5 years of demonstrated experience providing translation, revision, and/or interpretation support in the target language combinations.
- Proven track record in technical language and terminology translation within the humanitarian or development sector, specifically in public health, nutrition, gender, gender-based, protection, and safeguarding.

## **KNOWLEDGE, SKILLS, ABILITIES AND OTHER ATTRIBUTES**

- Expertise in Computer-Assisted Translation (CAT) tools (e.g., TRADOS, Wordfast, MateCat) and

translation memory management.

- Operational capacity to support remote simultaneous interpretation via virtual platforms (e.g., Zoom, Microsoft Teams, etc.).
- Ability to deliver high-quality work under tight timelines, including a standard written daily output capacity (e.g., 3,500–5,000 words/day).
- High commitment to quality assurance, confidentiality, and alignment with humanitarian principles.

## **SELECTION CRITERIA**

- Minimum 5 years of demonstrated experience providing translation, revision, and/or interpretation support in the target language combinations.
- Proven track record in technical language and terminology translation within the humanitarian or development sector, specifically in public health, nutrition, gender, gender-based, protection, and safeguarding.

## **EVALUATION CRITERIA**

Proposals will be evaluated based on the following criteria:

- Competitive pricing - (40%)
- Technical capability and operational capacity - (40%)
- Turnaround timelines - (20%)

## **CONTRACTUAL ARRANGEMENTS**

The selected vendor or contractor will enter into a fixed-term written agreement with Action Against Hunger Canada, formalizing all activities, responsibilities, deliverables, timelines, payment terms, and any other obligations arising from this engagement.

The contracting modality for this engagement will be a Framework Agreement, which defines agreed prices and conditions but does not constitute a commitment to purchase. Specific quantities and delivery dates will be determined on an as-needed basis.

## **ENGAGEMENT PERIOD**

The anticipated duration of this engagement is 12 months, with the possibility of extension. The start and end dates will be confirmed and formalized upon signing of the agreement.

## **BUDGET AND PAYMENT TERMS**

No fixed budget has been established for this engagement. This RFQ will result in a framework agreement, and applicants are requested to submit a detailed price list including unit costs, daily rates, and applicable volume discounts. Orders will be placed on an as-needed basis against the agreed price list.

All payments will be made upon submission of a valid invoice and in accordance with the agreement terms and relevant organizational policies.

## REPORTING RELATIONSHIP

The vendor or service provider will report to the ACF Operations Coordinator for guidance and coordination.

## LOCATION OF SERVICES

The services will be provided remotely.

## PROPOSAL SUBMISSION REQUIREMENTS

Proposals must include the following:

- **Technical proposal** demonstrating a clear understanding of the translation assignment, including the proposed terms and conditions, quality assurance and terminology management processes, as well as a timeline for delivery of services.
- **Financial proposal**, including detailed prices in Canadian dollars , outlining per-word rates for translation and review, hourly or daily rates for simultaneous interpretation and technical support, and any other applicable expenses. Please list all languages offered and the associated rates.
- **Resume/CV/organizational profile/portfolio**: Demonstrated experience providing translation and interpretation support in languages including, but not limited to English, French, Spanish, Portuguese, Swahili, Arabic, Urdu, Bengali, Hindi, Burmese, Pashtu, Dari, and Nepali. Experience handling technical language and terminology in the humanitarian or development sector, specifically in public health, nutrition, gender, gender-based, protection, and safeguarding, including the total number of available translators.
- **References** (Minimum of three for whom similar work has been conducted).
- **CAT Tools and Translation Memory**: Overview of any Computer-Assisted Translation (CAT) tools used (e.g., TRADOS, WORDFAST, or MateCat) and translation memory management, including any adjusted cost structures or discounts applied for repetitive text/matches.
- **Past Work Samples**: Submit 1–2 pages of previously completed translations from recent humanitarian projects to demonstrate familiarity with relevant sector terminology and content.

## SUBMISSION INSTRUCTIONS

Proposals must be submitted by email to [procurement@actionagainsthunger.ca](mailto:procurement@actionagainsthunger.ca) no later than September 6, 2026, at 5:00 PM EST, with “RFQ - Multilingual Translation Services” indicated in the subject line.

Questions or clarification requests regarding this RFQ can be sent to the email address indicated above.

## CONDITIONS

This RFQ is open to individuals, firms, teams, and organizations.

By submitting a proposal in response to this RFP, the applicant acknowledges and agrees to all terms and conditions outlined herein. Unless otherwise stated, submission also confirms that the applicant has read, understood, and accepted all instructions contained in this request.

Submission of a proposal constitutes the applicant's unconditional acceptance of Action Against Hunger's Good Business Regulations (see attached).

The organization is not obligated to accept the lowest-priced proposal.

The organization reserves the right to cancel this RFQ.

All costs associated with proposal preparation are the responsibility of the applicant.

## **COMPLIANCE**

The provision of services shall comply with applicable laws, organizational policies, health, safety, and security requirements, as well as relevant donor regulations.

*Action Against Hunger Canada is committed to procuring goods and services through a process that is fair, inclusive, and accessible to a diverse pool of qualified bidders. We encourage proposals from organizations and individuals of all backgrounds and welcome inquiries regarding accommodations to support equitable participation in the procurement process.*

*Action Against Hunger Canada is committed to promoting the well-being of people around the world and focuses its efforts on saving lives through the elimination of hunger. To that end, we uphold the principles of Independence, Neutrality, Non-discrimination, Unrestricted Access to Humanitarian Assistance, Professionalism, and Transparency in all our operations. We have ZERO TOLERANCE towards any behaviour violating our Code of Conduct, including workplace violence, harassment, sexual harassment, any form of exploitation or abuse, corruption, fraud, and any behaviour lacking integrity.*

*Action Against Hunger Canada is committed to safeguarding children and adults in the communities where we work. We ensure that all children and adults are protected from deliberate or unintentional harm or abuse by employees or anyone working with or on behalf of Action Against Hunger Canada under a temporary or contractual arrangement, including interns, volunteers, board members, organizational ambassadors, trustees, contractors, and consultants. This commitment explicitly includes the prevention of sexual exploitation and abuse (PSEA).*

*In an effort to safeguard children and adults in the communities where we work, engagement under procurement contracts with Action Against Hunger Canada is conditional on successfully completing background checks, which may include, but are not limited to, criminal record, vulnerable sector, sanctions, restricted-party, and reference checks.*

## ACTION AGAINST HUNGER GOOD BUSINESS REGULATIONS

Action Against Hunger tackles the causes and effects of hunger and diseases that threaten the lives of vulnerable children, women and men. Established in France in 1979, Action Against Hunger is a non-governmental, non-political, non-religious, non-profit organization.

These Good Business Regulations are the ground for a professional working relationship between Action Against Hunger and the suppliers.

They are general regulations valid unless other particular conditions are mentioned in the contract. In case of conflicting terms within documents, the conditions of the contract or tender dossier will prevail over these Good Business Regulations.

### Principles of the Procurement Procedures

---

Action Against Hunger has transparent procedures to award markets. Essential principles are:

- Transparency in the procurement process
- Proportionality between the procedures followed for awarding contracts and the value of the markets
- Equal treatment of potential suppliers

Usual criteria to select a supplier are:

- Authorization to perform in the market
- Financial and economic capacities
- Technical expertise and Professional capacities

Usual criteria to award markets are:

- Automatic award (the cheapest offer complying with all requirements)
- Best value for money (price/quality ratio)

Furthermore, Action Against Hunger is committed to limiting its environmental impact to a minimum and expects its suppliers and service providers to adopt a similar policy.

### Misbehaviour, Ineligibility, and Exclusion

---

Action Against Hunger considers the following misbehaviour (in accordance with its policies) as a valid ground for a systematic exclusion of an awarding market procedure and for the termination of all working relationship and contracts with suppliers or one of its sub-contractors, affiliates or subsidiaries.

- **Fraud:** defined as any intentional act or omission relating to:
  - The use or presentation of false, incorrect, or incomplete statements or documents, which has as its effect the misappropriation or wrongful retention of Action Against Hunger or institutional donors' funds.
  - Non-disclosure of information, with the same effect.
  - The misapplication of such funds for purposes other than those for which they were originally granted.

- Active Corruption: to deliberately promise or give an advantage to an official for them to act or refrain from acting in accordance with their duty in a way which damages or is likely to damage Action Against Hunger or institutional donors' financial interests.
- Collusion: the coordination of firms' competitive behaviour, with the likely result that prices rise, output is restricted, and the profits of the colluding companies are higher than they would otherwise be. Collusive behaviour does not always rely on the existence of explicit agreements between firms but can also be tacit.
- Coercive Practice: harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process or affect the execution of a contract.
- Bribery: to offer Action Against Hunger employees monetary or in-kind gifts in order to gain additional markets or to continue a contract.
- Involvement in a Criminal Organization or Any Other Illegal Activity: as established by a judgment, by the US Government, the EU, the UN or any other donor funding Action Against Hunger.
- Unethical HR Practices: exploitation of child labour and the non-respect of basic social rights and working conditions of employees or subcontractors.
- Sexual Exploitation or Abuse: any form of sexual, psychological or verbal abuse, or physical harassment, including the following practices: sexual harassment, sexual abuse, sexual relations with children, sexual assault, sexual exploitation or any other contributions to the "sex market".

Action Against Hunger reserves the right to use international supplier screening tools to check the supplier's record with regard to their possible involvement in illegal or unethical practices or exploitation.

Action Against Hunger will exclude from a procurement procedure any candidate or tenderer falling into one of the following cases:

- To be bankrupt or to be wound up, to have affairs administered by the courts, to have entered into an arrangement with creditors, to have suspended business activities, to be the subject of proceedings concerning those matters, or to be in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
- To have been convicted of an offence concerning professional conduct by a judgment.
- To have been guilty of grave professional misconduct proven by any means that Action Against Hunger can justify.
- To have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established, or with those of the country where Action Against Hunger mission is operating or those of the country where the contract is to be performed.
- They have been the subject of a judgment for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the Communities' financial interests.
- To have been declared to be in serious breach of contract for failure to comply with their contractual obligations in another previous procurement procedure.

Action Against Hunger will not award contracts to candidates or tenderers who, during the procurement procedure:

- Are subject to a conflict of interest.
- Are guilty of misrepresentation in supplying the information required by Action Against Hunger as a condition of participation in the contract procedure, or fail to supply this information.

### **Administrative and Financial Sanctions**

---

In the event a supplier, candidate or tenderer is engaged in corrupt, fraudulent, collusive or coercive practices, Action Against Hunger will impose:

- Administrative sanctions: Administrative sanctions are the official notification of the misconduct to the relevant civil or commercial authorities and the immediate termination of all existing working relationships.

- Financial sanctions: Action Against Hunger will request the reimbursement of the cost linked directly to the conduct of a new tendering process or market award. If any, the tender or performance guarantee will be kept by Action Against Hunger.

---

### **Information and Access for the Donors**

Action Against Hunger will immediately inform the Institutional Donors and will provide all the relevant information in the event a supplier, candidate or tenderer is engaged in corrupt, fraudulent, collusive, or coercive practices.

Furthermore, the contractors agree to guarantee a right of access to their financial and accounting documents to the representatives of Action Against Hunger's institutional donors for the purposes of checks and audits.

---

### **Documents to be a Supplier**

Hereafter, is the minimal documentation a contractor working with Action Against Hunger will have to provide:

- Personnel national ID document of the supplier/company representative.
- Status and registration of the company.
- Mission order or power of attorney authorizing the representative to contact.

Important note: Additional documentation may be required for a particular market.

In addition, the contractor must have the capacity to issue invoices, receipts, and waybills (or delivery notes), to provide a tax clearance certificate and certify documents with an official stamp.

---

### **Whistleblowing**

If you believe that the action of anyone (or a group of people) working with or volunteering for Action Against Hunger programs is responsible for violating the above rules, you should file a report in accordance with Action Against Hunger Canada's Whistleblower Policy.

In order to enable the treatment, reports should give as precise information as possible; your name and contact information are optional but encouraged. All reports are treated confidentially to the extent permissible by law. Action Against Hunger Canada will use all reasonable efforts to preserve the confidentiality of the whistleblower and protect them against any possible retaliation.

Reporting contact information is available on the '[Contact Us](#)' page of Action Against Hunger Canada's website.