

TERMS OF REFERENCE

TRANSLATION SERVICES FOR WORLD VISION VIETNAM (WVV)

1. BACKGROUND

World Vision is a Christian relief, development and advocacy organization working to improve the quality of life of people, especially children who are marginalized and living in poverty. World Vision helps all who are in need, regardless of their religion, race, ethnicity or gender. As a child-focused organization, WV's work focuses on children, ensuring they are protected and their basic needs are met. World Vision Vietnam (WVV) has been funded from 13 support countries in Europe, Asia, the Americas and Australia. Funding of WVV consists of sponsorship program funding (70%) and Private Non-Sponsorship (PNS)/grants (30%). WVV employs about 370 staff, of which 99% are Vietnamese nationals.

WVV is operating in 29 Area Programs (AP) in 4 zones: North 1 (Dien Bien, Ha Noi, Hai Phong), North 2 (Thanh Hoa, Hung Yen, Quang Ninh), Central (Quang Tri and Da Nang), and South (Quang Ngai, Ho Chi Minh, Lam Dong, An Giang).

World Vision Child Sponsorship connects sponsors with vulnerable children, creating life-enriching experiences for children, families, communities and sponsors. Child Sponsorship enables and fosters personal relationship between sponsors and sponsored children through data, photos, videos, cards, and correspondence. Each year, World Vision Vietnam must ensure the quality and timely mailing of thousands of communications to sponsors. Correspondence is consistently ranked as the most important feature sponsors receive. Thus, the sufficient and accurate translation of these letters is crucial for building a strong connection and commitment from sponsors, as these communications are often treasured and kept for years.

2. OBJECTIVES

The primary objective of this TOR is to select a professional and reliable translation company to provide high-quality translation services for World Vision Vietnam's child sponsorship communications. The selected partners will be responsible for translating various correspondence and other materials, ensuring accuracy, quality, and timely delivery to strengthen the relationship between sponsors and sponsored children.

3. SCOPE OF WORK AND MAIN REQUIREMENTS

The selected translation company will be required to perform the following tasks:

A. Child expression worksheet (CEW) translation

- i. Receive and check the quantity of CEW batches from Area program offices (APs) against provided lists.
- ii. Conduct a preliminary content review of each CEW according to WVV guidelines.
- iii. Translate handwritten content from Vietnamese to English.
- iv. Print and attach the translated content to the original CEW (if requested).
- v. Handle all CEW translation work exclusively at the company's office to ensure data security and prevent loss or misplacement of materials.
- vi. Return the translated CEW to the designated APs or the national office (NO), along with a soft copy summary of content feedback for the entire batch.

B. Birthday bounceback (BB) card translation

- i. Receive and check the quantity of BB cards, and categorize them as "short" or "long" cards.

- ii. Translate the pre-printed template text of the cards from English to Vietnamese.
- iii. Translate the sponsor's handwritten messages on the cards.
- iv. Print and attach the translated content to the original cards.
- v. Dispatch all BB cards to the NO and provide a soft copy file containing a summary of quantities and all translated content.

C. Routine correspondence translation

- i. Receive scanned letters from APs via email or postage.
- ii. Translate letters from English to Vietnamese and vice versa.
- iii. Perform quality control to ensure all information is accurate and meets WVV's standards.
- iv. Return the translated soft/ hard copies to the APs.

D. Other Translation Services

- i. Provide bilingual translation (EN/VIE) for various reports, training materials, communication materials, presentations, speeches, and video subtitles as needed.

4. DELIVERABLES AND TIMELINES

The selected translation companies must adhere to the following timelines for service delivery:

- **For 1-10 letters per project/per delivery:** Translations must be returned within 3 working days of receipt.
- **For more than 10 letters per project/per delivery:** Translations must be returned within 5 working days of receipt.
- **For Birthday Bounceback cards:**
 - For quantities under 1,000 cards: The translation must be completed and returned within 7 working days.
 - For quantities over 1,000 cards: The translation must be completed and returned within 10 working days.
- **Peak Hours:** In periods of high demand, specific delivery periods will be discussed and agreed upon by both parties in a written agreement before implementation.

5. SELECTION CRITERIA

- Proven experience in translation services with a strong background in working with NGOs or development programs.
- Proven understanding of social work, cultural diversity, and ethnic contexts within Vietnam or a related field.
- Experience in handling high-volume workloads and managing administrative workflows efficiently.
- Companies with offices based in Hanoi, Da Nang, or Ho Chi Minh City will be given preference.