



TERMS OF REFERENCE (TOR)

Contextualization and Translation Support for the GBV Case Management Platform and Materials for Bangladesh

Item	Details
Contracting organization	Gana Unnayan Kendra (GUK)
Technical oversight	UNFPA Bangladesh Country Office
Assignment title	Contextualization and translation support for the GBV Case Management Platform, CMES materials, Durjoyee modules
Contract type	Institutional Consultancy
Duty station	Home-based, with in-person/ online meetings as required
Duration	Two months
Reports to	Joya Prasad, Assistant Coordinator, GUK, with technical clearance by the UNFPA
Languages required	Bangla and English (professional working proficiency in both)
Reference number	
Deadline for submission	20 December 2026

1. Background

UNFPA supports the Government of Bangladesh to strengthen gender-based violence (GBV) case management. This work covers the Ministry of Women and Children Affairs (MoWCA), the Department of Social Services (DSS), the National Academy for Social Services (NASS) and other partners. The aim is a competent, accountable and survivor-centred social service workforce.

The UNFPA Asia and the Pacific Regional Office (APRO) has developed a regional GBV Case Management Platform. The platform provides structured learning content for caseworkers, supervisors and trainers. It is grounded in the Inter-Agency GBV Case Management Guidelines

(2017) and the GBV guiding principles. The platform is designed for national adaptation. It is not ready for use in Bangladesh without contextualization.

In parallel, UNFPA Bangladesh is supporting the Case Management Enabling Environment Strengthening (CMES) process. CMES produces assessment findings, technical materials and training content for government and civil society actors. Much of this content is currently available only in English.

GUK is supporting to implement this work. GUK now seeks a qualified firm or individual to provide translation and contextualization services. The assignment has three linked components: translation of national inputs into English, development of contextualized GBV case studies, and translation of CMES materials into Bangla.

2. Purpose of the Assignment

The purpose is to make the APRO GBV Case Management Platform contextualize in Bangladesh. It is also to make CMES materials accessible to Bangla-speaking government and NGO practitioners. The assignment will deliver accurate, ethical and conceptually correct contents in Bangla and contextualize for Bangladesh context.

3. Specific Objectives

The assignment has five objectives.

1. Translate and contextualize 200 standard pages of the UNFPA APRO GBV Case Management Training Platform from English into Bangla.
2. Develop 20 contextualized GBV case scenarios for use on the training platform.
3. Translate 200 standard pages of CMES workshop materials from English into Bangla for a national level workshop with government practitioners.
4. Translate 250 standard pages of the UNFPA Bangladesh Durjoyee modules from English into Bangla for field level roll out.
5. Translate 36 standard pages of the One Stop Crisis Centre (OCC) Operational Guideline from English into Bangla.

A sixth, cross-cutting objective supports all five. The Contractor will develop and apply a single bilingual GBV terminology glossary. The glossary will keep terminology consistent across every deliverable.

4. Scope of Work

The assignment has five components. All five are mandatory. Bidders must quote for the full scope. The table below summarises the volume. Each component is described in detail after the table.

Component	Content	Direction	Volume
1	APRO GBV Case Management Training Platform	English to Bangla	200 pages
2	Contextualized GBV case scenarios	—	20 scenarios
3	CMES workshop materials	English to Bangla	200 pages
4	Durjoyee modules	English to Bangla	250 pages
5	OCC Operational Guideline	English to Bangla	36 pages
	Total translation volume		686 pages

Component 1: Translation and contextualization of the APRO GBV Case Management Platform (English to Bangla) – 200 pages

The Contractor will translate up to 200 standard pages of the UNFPA APRO GBV Case Management Training Platform from English into Bangla. UNFPA will provide the source content.

Translation alone is not sufficient. The platform is a regional product. The Contractor must adapt it for the Bangladesh context. The contextualization work includes:

- Replace regional legal references with the correct Bangladesh laws, rules and policies.
- Replace regional service structures with the Bangladesh referral pathway and the national service architecture.
- Align role titles and job descriptions with actual government posts under MoWCA, DSS, NASS and Bangladesh Police.
- Align forms, registers and documentation references with the formats already in use in Bangladesh.
- Adapt examples, names, places and illustration captions so that they make sense to a Bangladesh user.
- Flag any platform content that conflicts with Bangladesh law or national policy. Report this to UNFPA in writing rather than changing it alone.

To do this work, the Contractor will need to consult Bangladesh reference documents.

Indicative sources include national laws and policies on GBV, national and district referral pathways and service directories, government case management forms and standard operating procedures, and training curricula and supervision tools already in use.

UNFPA and GUK will provide access to these reference documents. The Contractor must not treat reference documents as translation volume. Only the platform content counts toward the 200 pages.

Component 2: Development of 20 contextualized GBV case scenarios

The Contractor will write 20 original GBV case scenarios for training participants on the platform.

Each scenario must fit the structure and learning objectives of the APRO platform. The Contractor will confirm the required format with UNFPA during the inception phase.

Each scenario must include:

- A case narrative of 600 to 1,000 words.
- The learning objective, and the step of the GBV case management process it relates to.



- Three to five guided discussion questions for participants.
- Facilitator notes, with suggested responses and common mistakes to avoid.
- Risk and safety considerations relevant to the scenario.

The 20 scenarios will cover the following themes. UNFPA may adjust this distribution during the inception phase.

Thematic focus	Number of scenarios
Intake, disclosure and initial assesment	4
Case planning and informed consent	3
Implementation of the case plan and referrals	3
Follow-up, risk monitoring and safety planning	2
Case closure and documentation	2
Child survivors and adolescent girls	2
Survivors with disabilities and older women	2
Complex and high-risk cases, including humanitarian settings, trafficking and technology-facilitated GBV	2
Total	20

The scenarios must reflect real service delivery conditions in Bangladesh. They must cover a mix of settings. These include urban areas, rural areas, disaster and flood-affected districts, and the Rohingya response areas in Cox's Bazar.

Language of delivery. The scenarios will be delivered in Bangla. The Contractor will also provide an English version of each scenario. UNFPA needs the English version for technical clearance and for APRO quality review. The English version is not counted in the 686-page translation volume. Bidders must price it as part of the per-scenario unit rate.

Ethical rule. All scenarios must be fictional or composite. The Contractor must not use any real case record, any real survivor information, or any identifiable detail. This rule has no exception.

Component 3: Translation of CMES workshop materials (English to Bangla) – 200 pages

The Contractor will translate up to 200 standard pages of CMES materials from English into Bangla. The Bangla version will be used at a national level workshop with government practitioners.

Indicative source materials include:

- CMES assessment findings and summary reports.
- Training modules, session plans and participant handbooks.
- Presentation slides and facilitator guides.
- Supervision and coaching tools.
- Standards, checklists and competency frameworks.

The Bangla version must be ready for direct use in the training room. It must not read as a literal translation. The Contractor will adapt examples, headings and instructions so that facilitators can use the materials without further editing.

Component 4: Translation of the Durjoyee modules (English to Bangla) – 250 pages

The Contractor will translate up to 250 standard pages of the UNFPA Bangladesh Durjoyee modules from English into Bangla. The Bangla version will be used for field level roll out. The materials are for frontline facilitators and community level users. The language must therefore be simple and practical. The Contractor will:

- Translate all module content, session plans, activity instructions and participant handouts.
- Translate all annexes, tools, checklists and job aids linked to the modules.
- Adapt examples, names and illustration captions so that they make sense in the Bangladesh field context.

- Keep the layout, numbering and page structure of the source documents.
- Match the language level to the literacy level of field users. Use everyday Bangla words where a technical term is not required. Where a technical term must be kept, add a short plain-language explanation on first use.

Component 5: Translation of the OCC Operational Guideline (English to Bangla) – 36 pages

The Contractor will translate 36 standard pages of the One Stop Crisis Centre (OCC) Operational Guideline from English into Bangla.

This is an operational document for service providers. Accuracy of procedure is the priority. The Contractor will:

- Use the official Bangla titles of all government bodies, posts and forms named in the guideline.
- Keep the clause numbering and the structure of the source exactly.
- Verify that any legal reference matches the current Bangladesh law.
- Submit a query log for any procedural step where the English source is unclear.

5. Deliverables and Payment Schedule

The following table sets out the deliverables. Timing runs from the date of contract signature. GUK will confirm final dates during the inception meeting.

#	Deliverable	Indicative timing	Payment
1	Inception report with work plan, sample translations, quality assurance approach and draft bilingual glossary	Within 2 working days of signature	
2	First tranche of Component 1: 150 pages translated from English to Bangla, plus approved glossary	Within 2 weeks	
3	First tranche of Component 3: 100 pages of CMES materials translated into Bangla	Within 4 weeks	

#	Deliverable	Indicative timing	Payment
4	Draft set of 20 GBV case studies in Bangla and English, with facilitator notes	Within 6 weeks	
5	Remaining 150 pages of Component 1 and remaining 100 pages of Component 3	Within 8 weeks	
6	Final package: all approved translations, 20 finalised case studies, final bilingual glossary, translation memory files and completion report	Within 10 weeks	
	Total		100% of the total contract value will be paid upon the successful completion and formal approval of all deliverables outlined in this Terms of Reference (TOR).

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Note on priority: some CMES materials are required for a national workshop. GUK will identify these documents at the inception meeting. The consultancy firm must prioritise them, even if this changes the order of delivery.

6. Quality Standards

The consultancy firm must apply a two-step quality process. A second qualified linguist must review every translated document before submission. The consultancy firm must confirm this in writing with each deliverable. GUK and UNFPA will review a sample of each deliverable. If the sample fails, GUK may return the whole deliverable for revision. The consultancy firm must revise it at no extra cost within 10 working days.

8. Methodology and Working Arrangements

- The consultancy firm will hold an inception meeting with GUK and the UNFPA Gender Unit within five working days of signature.

- The consultancy firm will submit a short sample for approval before starting bulk work. This applies to each language direction.
- The consultancy firm will join fortnightly progress calls. GUK will chair these calls.
- The consultancy firm may be asked to attend up to three consultation sessions in Dhaka. Government and NGO practitioners will validate the case studies at these sessions.
- Machine translation may be used only as a support tool. Raw machine output is not acceptable. Every page must be edited and verified by a qualified human linguist.
- The consultancy firm is responsible for its own equipment, software and internet.

9. Required Qualifications and Experience for a firm

- Legal registration in Bangladesh, with valid trade licence, TIN and VAT registration.
- At least five years of experience in professional translation between Bangla and English.
- Proven experience translating gender, protection, social work or public health materials. Provide at least three references from the last three years.
- A team that includes: a lead linguist, a second reviewing linguist, a GBV technical writer and a formatting or desktop publishing specialist.
- Demonstrated capacity to deliver 500 pages within the assignment period.
- A documented quality assurance system.

10. Ethical Standards and Safeguarding

This assignment involves sensitive subject matter. The following requirements are mandatory.

- The consultancy firm and all its personnel must sign a confidentiality undertaking before receiving any material.
- The consultancy firm must not access, request or use real case files or survivor data. All case studies must be fictional or composite.
- All personnel must comply with the UN standards on protection from sexual exploitation and abuse (PSEA). The consultancy firm must confirm that it has a safeguarding policy and a reporting mechanism.
- The consultancy firm must apply the GBV guiding principles in all content: safety, confidentiality, respect and non-discrimination.

- The consultancy firm must apply a do-no-harm approach. Content must not include graphic detail that is not needed for the learning objective.
- The consultancy firm must store all files securely. Files must be deleted or returned at the end of the contract, on written instruction from GUK.
- Personnel working on the case studies must have prior GBV sensitisation. GUK may require a short orientation before work begins.

11. Intellectual Property and Confidentiality

All materials produced under this contract are the property of GUK and UNFPA. This includes translations, case studies, glossaries and translation memory files. The consultancy firm may not publish, share, reuse or reference any material without written permission. This obligation continues after the contract ends.

The consultancy firm must not use any deliverable in its own marketing without written approval.

12. Supervision and Reporting

The consultancy firm will report to Joya Prasad, Assistant Coordinator at GUK. The UNFPA Gender Unit will provide technical guidance and clearance.

GUK will:

- Provide all source documents in editable format where available.
- Confirm the final page count after handover.
- Give consolidated feedback within 10 working days of each submission.
- Arrange access to government counterparts where validation is needed.

The consultancy firm will:

- Submit a short written progress update every two weeks.
- Raise risks and delays in writing as soon as they are identified.
- Keep a running query log and share it with GUK.

13. Evaluation Criteria



GUK will apply a combined scoring method. **The technical proposal carries 80 percent.**

The financial proposal carries 20 percent. Only proposals scoring 49 points or more on the technical section will be assessed financially.

14. Submission Requirements

Interested firms must submit the following in a single email to procurement@gukbd.net

- A technical proposal of no more than 10 pages. It must cover approach, methodology, quality assurance and work plan.
- A financial proposal in Bangladeshi Taka. It must show a unit rate per standard page for each language direction. It must show a separate unit price per case study. It must state whether VAT and AIT are included.
- Company profile or curriculum vitae, with legal registration documents where applicable.
- Two sample translations. One sample must be English to Bangla. One must be English to Bangla. Samples must be from gender, protection or social work content.
- Three client references from the last three years, with contact details.
- A signed safeguarding and confidentiality declaration.

Submissions must reach GUK . Late submissions will not be considered. GUK reserves the right to accept or reject any proposal without giving reasons.