TERMS OF REFERENCE

Engage a Consultant or Firm to Update, Translate, Finalize a Print-ready Production of the Ashshash's Case Management Guideline in Bangla and English

Solicitation Number: Ashshash Phase-II-TOR-018/2026

Issue Date: November 18, 2026

Deadline for Submission of Proposal: November 30, 2026

ASHSHASH
FOR MEN AND WOMEN WHO HAVE ESCAPED TRAFFICKING

House: 45 (2nd Floor), Road: 07, Block: F, Banani, Dhaka - 1213, Bangladesh



1. Background

The second phase of Winrock International's Ashshash project is being implemented in Bangladesh in collaboration with local partners and government agencies, with funding support from the Embassy of Switzerland in Bangladesh. Ashshash supports women and men who have escaped human trafficking to improve their physical, social, and economic wellbeing through survivor-centred social and economic reintegration services. To ensure consistent, ethical, and coordinated support, Ashshash developed a Case Management Guideline in Bangla in 2023 for use by staff of Ashshash partner organizations. The guideline was updated in 2024 and continues to guide case assessment, individualized planning, service coordination, referrals, follow-up, documentation, safeguarding, and case closure for Ashshash beneficiaries.

2. Rationale

The implementation context of Ashshash project, service-delivery arrangements, safeguarding expectations, referral systems, documentation practices, and learning from implementation have continued to evolve. Ashshash therefore intends to review and update the existing Bangla Case Management Guideline so that it reflects contemporary needs, relevant national frameworks, recognized good practice, and practical experience from partner staff and beneficiaries. Following approval of the updated Bangla version, the guideline must be translated into clear, accurate, and accessible English. Both language versions must then be professionally edited, designed, laid out, and prepared as consistent, user-friendly, printable publications, with editable source files and print-ready PDF and AI/EPS files.

3. Objectives

The overall objective of this assignment is to engage a qualified consultant or firm to review, update, translate, edit, design, and finalize the Ashshash Case Management Guideline. The assignment will produce an updated Bangla guideline aligned with the contemporary context, a faithful and professionally edited English version, and coordinated print-ready publications in both languages for use by Ashshash and its partner organizations.

The specific objectives are to: (i) assess the existing Bangla Case Management Guideline and identify required technical, contextual, operational, and editorial revisions; (ii) update the Bangla guideline through consultation with Ashshash, partner staff, relevant specialists, and other stakeholders; (iii) translate the approved Bangla text into accurate, consistent, and reader-friendly English, using harmonized case-management and protection terminology; (iv) conduct technical editing, copyediting, proofreading, and cross-language quality assurance; and (v) develop coordinated, accessible, and professionally designed printable Bangla and English versions, including editable source files and print-ready PDF and AI/EPS files.

4. Detailed Scope of Work

The consultant or firm will carry out the assignment in close coordination with Winrock International Ashshash, designated technical focal persons, and relevant partner staff. The work must be participatory, survivor-centred, trauma-informed, gender-responsive, disability-inclusive, and consistent with safeguarding, confidentiality, data-protection, and do-no-harm principles. Key tasks will include:



i. Review the existing updated Bangla version, implementation records, tools and forms, relevant project documents, applicable national policies and legal frameworks, and recognized international good practice in case management, trafficking-in-persons response, protection, safeguarding, and referrals.
ii. Prepare and submit an inception report setting out the methodology, consultation plan, review framework, proposed outline, work schedule, responsibilities, and quality-assurance process.
iii. Consult Ashshash staff, partner case-management personnel, technical specialists, and other relevant stakeholders including project beneficiaries to document practical lessons, gaps, emerging needs, and recommendations.
iv. Update the Bangla guideline, including its principles, roles and responsibilities, case-management cycle, informed consent, assessment, case planning, referrals, service coordination, follow-up, case review and closure, safeguarding, complaints and feedback, confidentiality, data protection, documentation, supervision, quality assurance, and relevant tools and templates.
v. Facilitate technical review and validation workshop with relevant stakeholders of the draft Bangla guideline, maintain a feedback-response matrix, and incorporate agreed feedback into the final Bangla text.
vi. Translate the approved Bangla guideline into English, ensuring conceptual equivalence, consistent terminology, plain and inclusive language, and fidelity to the approved source text.
vii. Edit and proofread both versions and conduct bilingual quality assurance so that headings, numbering, cross-references, tables, forms, annexes, terminology, and meaning correspond across the two publications.
viii. Develop an agreed visual concept and professionally design and layout both Bangla and English versions for printing and digital use, applying Ashshash/Winrock branding and accessibility considerations, and submit packaged editable source files, fonts and linked assets where permitted, and press-quality and optimized PDF files.

5. Inception, Consultation, Validation and Closure

The consultant or firm will participate in an inception meeting with Winrock International–Ashshash to confirm the methodology, deliverables, timeline, consultation arrangements, approval sequence, translation protocol, branding requirements, and production specifications. Consultations and a validation workshop will inform the revised Bangla draft. Translation into English will begin after technical approval of the Bangla content unless otherwise agreed. A closure meeting will be held to present the final bilingual publications, the disposition of comments, and all production files.

6. Milestones Based on Deliverables/Technical Guidance, and Associated Timelines

The selected consultant or firm must submit the following deliverables within the agreed assignment period. Each deliverable will be reviewed and accepted by Winrock International–Ashshash and will serve as a milestone for payment.

i. **Inception package:** inception report, detailed work plan and timeline, consultation plan, review framework, proposed annotated outline, translation and terminology approach, and quality-assurance plan.
ii. **Review and consultation package:** desk-review summary, consultation findings, gap analysis, and recommendations for updating the 2024 guideline.
iii. **Draft updated Bangla guideline:** complete revised text with updated tools, templates, annexes, and a change log identifying substantive revisions.
iv. **Validation package:** facilitation of the validation workshop or technical review, workshop/review summary, consolidated comments, and comment-response matrix.
v. **Approved Version Bangla:** Finalized and submitted Bangla version
vi. **Developed and Approved English Version:** Develop a professionally translated English version based on the Finalized-Bangla-Version and submission of edited English manuscript with cross-language quality assurance.
vii. **Final designed publications:** consistent, proofread Bangla and English versions in editable source format, print-ready high-resolution PDF, and optimized accessible PDF for digital circulation, together with all permitted fonts, links, graphics, and packaged design assets.

7. Instructions and Deadlines for Proposal Submission, and Required Documents

Interested consultants/firms must submit one technical proposal and one financial proposal by the deadline specified by Winrock International - Ashshash. Proposals must be submitted in signed PDF format via email to wi.ashshash@winrock.org or through any other submission method communicated by Ashshash.

The financial proposal must include all applicable costs, including professional fees for technical review and revision, stakeholder consultation, Bangla and English editing, translation, proofreading, graphic design and layout, production of editable and print-ready files, travel and accommodation if required, communication, workshop facilitation support, VAT, tax, and any other cost necessary to complete the assignment. Printing costs should be presented separately only if physical printing is specifically requested by Winrock International–Ashshash. Applicable VAT and tax will be deducted at source in accordance with Government of Bangladesh rules.

The proposal package should include the following documents:

1. Technical proposal, including understanding of the assignment, methodology, consultation and validation approach, translation and bilingual quality-assurance process, design approach, work plan, timeline, and team composition.
2. Financial proposal with an itemized budget by major task and deliverable.
3. Updated CV/profile of the consultant or proposed team members, clearly identifying the technical lead, Bangla–English translator/editor, and graphic designer/layout specialist.
4. Samples of comparable case-management or protection guidelines, Bangla–English translations, and designed publications, with the applicant's role specified.
5. Contact details for at least two relevant professional references.
6. TIN/BIN/VAT registration and other legal documents, if applicable.
7. Bank information.



8. Competency and Expertise Requirements

- Advanced degree in social work, psychology, public health, gender studies, development studies, law, or another relevant discipline; a multidisciplinary team is preferred.
- Demonstrated experience in developing or revising case-management guidelines, SOPs, manuals, tools, or service-delivery protocols, preferably related to trafficking in persons, survivor support, protection, gender-based violence, child protection, health, or social services.
- Strong understanding of survivor-centred, trauma-informed, gender-responsive, disability-inclusive, safeguarding, confidentiality, data-protection, referral, and do-no-harm approaches.
- Excellent command of Bangla and English and demonstrated experience in professional Bangla–English translation, technical editing, proofreading, terminology management, and quality assurance; native-level Bangla writing ability is essential.
- Demonstrated capacity in publication design and layout for Bangla and English documents, including preparation of accessible, editable, and press-ready files using licensed professional software and fonts.
- Knowledge of Bangladesh's trafficking-in-persons response, protection and social-service systems, relevant policies and laws, and experience working with international development organizations, government institutions, and local implementing partners will be considered an advantage.

9. Evaluation Criteria

Criteria	**Weight (%)**
Relevant case-management, protection, translation, editing, and publication-design experience	30
Technical approach, understanding of the assignment, and bilingual quality assurance	20
Quality of methodology, consultation plan, work plan, and design approach	20
Team composition and qualifications, including technical, translation/editorial, and design expertise	15
Financial Proposal	15
Total	**100**

10. General Terms and Conditions

The selected organization must strictly adhere to the following Terms and Conditions within the policies of Winrock International in Bangladesh.

- Property Rights: The updated Bangla guideline, English translation, tools, templates, reports, artwork, layouts, editable source files, print-ready and digital PDFs, and all other outputs produced under this assignment shall be the intellectual property of Winrock International-Ashshash unless otherwise agreed in writing. The consultant or firm must ensure that all fonts, images, illustrations, and other design assets are properly licensed for the intended use and must disclose any restrictions.



- Conflict of Interest: Any actual or potential conflict of interest must be disclosed at the proposal submission stage.
- Reporting Line: The consultant will work under the direct supervision of the designated Ashshash focal person from Winrock International.
- Payment Conditions: Payments will be made based on accepted deliverables and milestones. VAT and tax will be deducted at source as per Government of Bangladesh rules.
- Payments will be processed upon formal written acceptance of each milestone by Winrock International.

    i. Acceptance of the inception package and detailed work plan (20%).
    ii. Completion and acceptance of the desk review, consultations, gap analysis, and draft updated Bangla guideline (25%).
    iii. Completion of validation and acceptance of the finalized Bangla manuscript and quality-assured English translation (30%).
    iv. Acceptance of the fully proofread and professionally designed Bangla and English publications, including editable source files and print-ready and optimized PDFs (25%).

- Winrock International reserves the right to accept or reject any or all proposal without providing justification.
- Neither party shall be held liable for delays or failures resulting from events beyond reasonable control, including natural disasters, political unrest, or public emergencies

