Request for Proposals: Spanish Translation Services for a Drupal 10 Website

Issue date: September 13, 2023     Responses due: September 28, 2023

Summary

Massachusetts Legal Assistance Corporation (MLAC) is seeking a translation service provider to translate English content on MassLegalHelp.org, the civil legal aid information website for Massachusetts, into Spanish. At this time, we are only seeking proposals from translation service providers who can provide a secure connector, compatible with the Drupal TMGMT module, between your ecosystem and our Drupal 10 website.

About MassLegalHelp.org (MLH)

MassLegalHelp.org (MLH) contains a robust library of articles, videos and other materials on civil legal aid topics such as tenants’ rights and family law to help Massachusetts residents learn more about their legal problems and to take steps to help themselves if they cannot find legal representation.

Articles are written in “plain language,” at a 4th to 7th grade reading level. We are in the midst of a major redesign of MLH, and are moving it to the Drupal 10 platform. We anticipate that the redesigned English site will launch in mid-January 2024. We are installing the Translation Management Tool (TMGMT) module to facilitate translation management in the site.

About MLAC and the Massachusetts Legal Aid Websites Project

The Massachusetts Legal Aid Websites Project is based at the Massachusetts Law Reform Institute (MLRI) and is supported by funding from the Massachusetts Legal Assistance Corporation. The Websites Project uses technology to provide easy-to-understand, free legal resources to people with low incomes in need of legal help.

MLAC is the largest funding source for nonprofit civil legal aid programs in Massachusetts. MLAC provides funding and support to civil legal aid programs throughout the state. See www.mlac.org for more information.

Scope of Services

The successful vendor will contract with MLAC to provide the following:
• A secure connector between the translation service provider and the MLH Drupal 10 website, so translation requests can be funneled automatically from MLH to the translation provider and pushed-back to the MLH website without requiring manual downloading and uploading or copy/pasting. This connector must be compatible with the Drupal TMGMT module.
• In addition to the connector, we would like the option to submit content needing translation to you outside of the Drupal connector, and get the translations back outside of the connector (for example, if we need to translate PDFs that are not initially on our Drupal site).
• Translation memory that allows previously translated content to be recognized and reused throughout the site.
• Style Guides and a Spanish/English Glossary that clearly defines translation standards, to be created in conjunction with MLH staff.
• Translations of content from English into Spanish, primarily in the format of informational web articles explaining legal topics in easy-to-understand plain language. Our target audience for the Spanish content is residents of Massachusetts who have low incomes and limited proficiency in English. Depending on cost, we are seeking to translate up to 1,000,000 words, starting sometime in November 2023 through the end of June 2024. We will then continue to translate new content, as well as update existing translations, into the future.
  o **Note:** We cannot consider proposals that rely on machine translation alone. We will consider proposals that use machine translation plus human post-editing, or human translation plus proofreading. Preference will be given to providers who can use both of these approaches.

**Due Date and Method of Submission**

The submission deadline for the proposal is **Thursday, September 28, 2023 at 11:00pm EST.** Responses should be submitted via email, in Microsoft Word or Adobe PDF format, to Rochelle Hahn, RFP Coordinator, at **rhahn@mlri.org.** The email subject line should be in this format: “Massachusetts MLH Translation Services Proposal - Your Company Name.”

**Inquiries About the RFP**

Any inquiries about this RFP must be sent in writing to Rochelle Hahn, RFP Coordinator, at **rhahn@mlri.org.** Responses to vendor questions will be posted on a rolling basis as an FAQ at this link, **www.mlri.org/advocacy-issue/legal-aid-websites/**. Vendors should regularly check this link prior to the submission deadline. Any oral communications will be considered unofficial and nonbinding on MLAC. Only written statements issued by the RFP Coordinator, or posted to the FAQ, may be relied upon.

**Evaluation Criteria**

MLAC’s Evaluation Team (“Team”) will evaluate the responses to this RFP. MLAC may take into account any criteria it desires, including, without limitation, those listed below (not necessarily in order
of importance):

- Demonstrated understanding of the project objectives, scope and requirements
- The extent to which the proposal addresses the project needs as identified in the RFP
- Professional qualifications, skill and experience of the translation services provider
- Cost of the project, including translation costs, setup and licensing fees
- Overall proposal quality, which includes answers to RFP questions in a well-organized, and easy-to-follow format with a thoughtful and achievable timeline
- Demonstrated experience with similar projects, particularly work with nonprofit legal services organizations and/or nonprofits in general
- Results of communications with references.

As part of the evaluation process, at the discretion of the Team, vendors may be asked to clarify specific points in their response and the Team may seek to interview the vendor over Zoom. The Team may also check references beyond those listed in the vendor’s response. MLAC reserves the right to waive minor administrative irregularities contained in any response.

Proposal Response Requirements

Please make sure to include the following information in your response:

1) **Introduction/executive summary** conveying your understanding of the project purpose, vision, and objectives and including recommendations for how to complete this project most successfully.

2) **Scope of work**, including description of work to be performed, the Spanish dialect you would propose to translate content into, and a list of deliverables and services.

3) **Timeline**, including how long you anticipate it will take to set up the connector and develop glossaries and style guides, as well as the general turnaround time for translations once setup is complete.

4) Description of the **translation workflow and your platforms**, including any quality control measures.

5) Description of the **security and privacy measures** that you have in place, both with respect to the Drupal connector and also with respect to our data.

6) **Total cost estimate for translation of 1,000,000 words from English to Spanish**, including
   a) Any setup and/or licensing fees for use of the connector, including any annual fees should we continue to use you as a translation service provider after this scope of service is complete.
   b) The per-word rate for translations into Spanish, including any discounts such as nonprofit discounts, volume discounts, fuzzy matches, repetitions, etc. Although we are estimating that we will want to translate about 1,000,000 words, please specify if this rate would change if we translate a different number of words (either more or fewer). Please include the rates for both of the following approaches:
      i) machine translation plus human post-editing,
      ii) human translation plus proofreading.
   c) Proposals should be “total cost” bids covering all specifications. Any setup or licensing fees
must be fixed bid with a not-to-exceed amount.

7) Information as to who would be **working on this project**, and whether anyone working on this project from your company would be a subcontractor, vendor, or other non-employee. If so, please identify those people and the roles each person will play.

8) Describe the qualifications and prerequisites for **translators** who will be working on this project, including where they are based and their linguistic background/dialect.

9) **Company profile**, including information highlighting the company’s diversity, woman or minority ownership, and demonstration of commitment to diversity, equity and inclusion.

10) **Three work samples** of similar projects or links to similar projects that you have completed.

11) **Two to three references** (with phone and email contact) for other related projects you have completed or are currently working on.

12) Vendor’s name, address, federal tax identification number or Social Security Number (SSN), and a description of the vendor’s legal status, e.g., corporation, sole proprietor, etc.

13) Vendor contact’s name, telephone number, and email.

14) A statement that guarantees that the response constitutes a firm offer valid for sixty (60) days following receipt and that MLAC may accept any time within the sixty (60) day period.

15) A statement on whether the vendor or any employee of the vendor is either:

   a) related by blood or marriage to an employee or Board Member of MLRI or MLAC, or
   b) resides with an employee or Board Member of MLRI or MLAC.

   If there are such relationships, the statement should list the names and relationships of said parties. Include the position and responsibilities within the vendor's organization of such vendor employees.

16) State whether the vendor has been a party in any litigation during the past five (5) years. All such incidents except employment related cases must be described, including the other parties' name, address, and telephone number. Present the vendor's position on the matter and status of litigation.

### Disclaimers:

1) MLAC will not pay any vendor costs associated with preparing proposals submitted in response to this RFP.

2) MLAC reserves the right to change the RFP Schedule or issue amendments to this RFP at any time. MLAC also reserves the right to cancel or reissue the RFP. All such actions will be posted on the Websites Project page on the MLRI website, https://mlri.org/advocacy-issue/legal-aid-websites/.

3) MLAC reserves the right to eliminate from further consideration any vendor that because of legal or other considerations, MLAC is unable to contract with at the time responses are due in accordance with the schedule contained above.

4) The release of this RFP does not compel MLAC to enter into any contract.

5) MLAC reserves the right to refrain from contracting with any vendor that has responded to this RFP whether or not the vendor's response has been evaluated and whether or not the vendor has been determined to be qualified. Exercise of this reserved right does not affect MLAC's right to contract with any other vendor.

6) MLAC reserves the right to request an interview with any vendor and/or a demonstration from any vendor prior to entering into a contract with that vendor. If a vendor declines the request for an
interview or demonstration for any reason, the vendor may be eliminated from further consideration.

7) MLAC reserves the right to enter into contracts with more than one vendor as a result of this RFP.
8) The selection of a vendor pursuant to this RFP does not constitute an endorsement of the vendor's services. The vendor agrees to make no reference to MLAC in any literature, promotional material, brochures, sales presentations, or the like without the express written consent of MLAC.

9) Website, product, deliverables, data, and other shall be owned by MLAC, its successors and assigns.
10) All intellectual property rights shall be owned by MLAC, its successors and assigns.
11) All responses, accompanying documentation and other materials submitted in response to this RFP, or in response for more information, shall become the property of MLAC and will not be returned.
12) The vendor chosen will be asked to sign a non-disclosure agreement affirming the confidentiality of MLAC’s content and other aspects of the project.