



Procuring Language Services

101 RFP example questions for procuring Language Services

RFP Example

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1. General company information

1. Company name
2. Company form
3. Company ownership
4. Ticker symbol if publicly owned
5. Number of years company has been in business
6. Please provide a brief statement of company's history
7. Company corporate structure
8. Total number of company employees
9. Please give the full mailing and street addresses for company's headquarters
10. Please provide a location listing of all your business entities
11. Company web page address

2. Contact information

1. Contact name
2. Address
3. City
4. Country
5. Office phone
6. Cell phone
7. Email address
8. Fax number

3. Financial information

1. State your company's accounting/tax year. If you utilize a fiscal year, what is that fiscal year?
2. Are you willing to disclose your costs and share your financial data in order for (xxx) to determine your financial stability? If "yes", please provide last three year-end annual financial statements. If "no", please explain why.
3. What are your revenues the past three years?
4. Please list all companies that your company controls or is controlled by, in whole or in part, via stock/equity ownership or any other means of control ("affiliated companies"), indicating the nature of the affiliation and service type.
5. Describe changes in ownership (mergers, joint ventures, etc.) during the past five years.
6. All company's tax identification numbers.
7. Do you have a general liability insurance? if "yes", please describe coverage.

4. International experience/reference customers

1. What is your normal territory or geographical area for service coverage?
2. Please list the languages that you currently provide services into.
3. Please provide a current reference customer in regards of our project scope and their contact information. The contacts must be companies that have been using your service for 12 months or longer.

5. General product and service information

1. Please explain areas of services you consider being your company's strengths.
2. Number of years in the translation sector.
3. What kind of other services do you provide? Please provide your complete portfolio of services.
4. How do you plan to handle appearing peaks in daily business?

6. Quality, skills, training and certificates of service staff

1. Does your company have a formal quality process? If yes, please provide a detailed explanation of your company's formal quality process.
2. Is your company certified /accredited to government specific /formal regulation and /or special norms or quality standards (i.e. iso 9001, 17100, 27001)? If "yes", please detail which ones.
3. Provide a workflow diagram and describe your company's quality control process to assure error free work.
4. Do you have a reporting mechanism in place to document quality accuracy and consistency with your company's customers? If so, how is it tracked and provide most recent accuracy level?
5. Describe any metrics or standards in place to measure and report on internal quality. Please describe how and how often these metrics are utilized to improve business practices.
6. Please provide an example where your company's commitment to quality and continuous improvement enhanced operating efficiency and benefited your company's customer(s). specify if the idea was generated with your company.
7. What tracking and reporting mechanisms are in place to document consistency of service and quality?
8. Do you have a disaster recovery plan in place? If yes, please describe in detail.
9. How are your translators selected, certified and trained?
10. Do your company's employees receive on-going training? If so, please identify the standard on-going training your company provides its employees / translators.

7. Translation services

1. Please state your general experience with translation services.
2. Please list all language-pairs you can support.
3. What is your company's overall translation capacity?
4. Do you offer DTP related services? Please describe.
5. Do you offer voice-over related services? Do you offer different quality levels? Please describe.
6. Do you offer video creation services? Please describe.
7. Do you offer localisation and transcreation services? Please describe.
8. Do you offer interpreting services? Could you offer this around the globe? Please describe.
9. Do you offer telephone or video interpreting services through a platform?

8. Technology

1. How does your company keep updated on current and future the trends in the marketplace? Does your company belong to any associations, trade organizations or user groups?
2. Describe trends in the translation industry as your company sees it and how your company is leading or reacting to these trends.
3. What is your company's strategic direction for its translation operations in the next five years?
4. Please describe the technological advancements and improvements your company has made in translations during the last two years.
5. Have you used machine translation? Which technology are you using? Please discuss your experience.

9. Compliance, environment & labour

1. Describe your company's philosophy/policy towards sustainability and the environment.
2. Has your organization undertaken an assessment of the environmental impact of its operation? If yes, please provide details.
3. Are all your employees over the age of 14? Do you maintain documents supporting the age of all employees?
4. Are you employing any form of forced labour or involuntary labour?
5. Do wages and compensation meet legal requirements?
6. Do you have a program to identify and control workplace exposure to health and safety risk?
7. Do you ensure that your operations comply with all governmental licensing requirements and environmental, health and safety legislation?
8. Are you currently, or at any time during the past 3 years, subject to any enforcement action by any governmental authority for non-compliance with environmental, safety, export, or labour requirements at any facility?
9. Do you have processes in place to secure and protect confidential information and intellectual property rights of (xxx) and its suppliers? please describe.
10. Does your company comply with all trademark, patent, and intellectual property laws and regulations with regard to the products, materials, or services that you provide to (xxx)?

10. Transition

1. Describe sequence of events and level of effort recommended for clients to consider in planning their initial implementation strategy / transition / on-boarding.
2. Are you willing to absorb the on-boarding costs? If "yes", please specify.
3. From which location, will you provide your services?
4. What is your expectation for involving (xxx) staff during the transition phase?

11. Capabilities / capacity / flexibility / delivery

1. If this business was awarded to your company, what incremental investment, if any, would be required to absorb this new business?
2. Does your company have a formal continuous improvement process? If yes, please provide detailed explanation of your company's formal process.
3. How do you measure on-time delivery, and which processes are deployed to ensure on-time delivery of all projects?
4. What is your word capacity per language per day?

12. Cost, pricing and value proposition

1. Does your company have a formal cost management process? if yes, please provide detailed explanation of your company's formal process.
2. Will your company commit to (xxx) payment terms?
3. Please describe in detail your pricing structure. Are you open to utilising a simplified, easy-to-use pricing structure?
4. If (xxx) opens the opportunity to use a machine translation engine, what would be the effect on the pricing structure?
5. Please indicate any other services that are included, at no charge to (xxx), as part of the value you will provide if your company is awarded the business.
6. Please indicate any additional services (not mentioned), which would be of benefit to (xxx), but are chargeable.

13. Competitive advantage

1. What are the exclusive or unique services that give your company a competitive advantage in the marketplace?
2. Discuss the extent to which your proposed solution fits the needs of this RFP.
3. Discuss the advantages the proposed solution has over other suppliers in this market space.

14. Customer support and communication

1. Identify your company's proposed customer support model that would support (xxx) including job title, activity description and years of service.
2. Does your company maintain separate teams per client or does a team work on several accounts? would your company have a dedicated account manager for (xxx)? if so, where would he or she be located?
3. Please describe the process your company follows to monitor customer relationships. How does your company measure customer satisfaction? Please provide an example of measuring customer satisfaction.
4. Please describe your customer service performance standards at the different levels and how they affect employee's compensation, if at all. Is there any third-party involvement in this auditing process? also, please include actual monthly performance results relative to these standards for each operating location over the past twelve months.
5. Does your company have a fast track process or team that handles ad hoc or rush programs? if yes, please describe.

15. Public Sector specific questions

1. Please describe your approach to implementation and provide a copy of your implementation plan.
2. What training and support do you provide to service users?
3. The services are required on a 24/7/365 basis. Please describe the support available to service users.
4. How do you ensure you have sufficient resources to meet demands on an ongoing basis?
5. How do you ensure linguists are appropriately trained and aware of our requirements to deliver services in line with the specification?
6. Can you tell us how you deal with complaints?
7. Please describe your approach to contract management.
8. Please provide a copy of your performance reporting template.
9. What policy / procedures do you have in place regarding information security and data confidentiality
10. Can you tell us about your Safeguarding arrangements?
11. Please share a copy of your Modern Slavery / Diversity Policy.
12. Please provide evidence of your experience in providing these services to an organisation similar to ours.