Sample RFP

Contents

Company Profile

1.   Please provide a company history and overview.

2.   List your company's physical office locations.

3.   How many years have you been in business?

4.   Who is your leadership team?

5.   Is your company privately held or publicly traded?

6.   Describe your company's financial standing.

7.   Who are your key investors?

8.   How many employees do you have?

9.   Have you received any noteworthy awards or recognitions?

10.   Which industries do you serve?

11.   How many customers do you have, and who are they?

12   What is your customer retention rate?

13.   What differentiates your company from your competitors?

Solution Overview

1. Briefly describe the products and/or services you offer.

2. What are the key benefits and differentiators of your solution?

3. Do you provide a SaaS solution, an on-premise solution, or both?

4. Briefly explain your development process.

5. How large is your development team?

6. How frequently do you release new versions, and what's your release cycle like?

7. What integration options does your solution offer?

8. Does your solution provide APIs?

9. What is your historical system availability and uptime?

10. How scalable is your solution?

11. Please share information about your roadmap.

12 How do customers influence your roadmap planning?

13. Describe your continuous improvement process for both your solution and processes.

14. Please provide specific examples of the business value your solution delivers.

Language Services

1.   What language services do you provide?

2.   What are the benefits of combining your Language Services and your software?

3.   How does your workflow incorporate AI to improve quality, increase efficiency, and reduce costs?

4.   Provide details about your creative translation or transcreation services.

5.   Do you provide automatic and immediate cost estimates for projects?

6.   Do you provide automatic and immediate delivery dates for projects?

7.   How long does it take to initiate a standard translation request?

8.   Is rush delivery available, and if so, what is the process and workflow?

9.   What languages do you support?

10.   What service level guarantees do you provide?

11.   How does your company ensure the quality of translations?

12.   Do you provide full visibility into who, by name, is performing the translations?

13.   Explain your process for testing linguists' translation skills and subject matter expertise.

14.   How do you assess the performance of your translators?

15.   Is direct communication between customers and translators possible, and if so, how does it work?

16.   Do you provide visual context for the translators, and if so, how?

17.   How do you select the linguists for each customer's needs?

18.   Will customers work with a dedicated project manager?

Translation Management System (TMS)

1. Please describe your Translation Management System.

2. What languages does your system support?

3. What file formats does your system support?

4. Do you offer a document portal for translation orders?

5. What status and progress information does your system offer?

6. Describe your translation memory capabilities.

7. Does your translation memory support penalties and sequencing?

8. Can you use or combine existing translation memories?

9. Can you edit, modify, and segment your translation memories?

10. Can linguists access real-time changes to the translation memory from other collaborators, and if so, how does this function?

11. Please describe your solution's glossary and terminology management capabilities.

12. Does your system automatically extract and suggest glossary terms?

13. Can translation memories be imported and exported, and if so, what are the import/export formats?

14. Can glossaries / term bases be imported and exported, and if so, what are the import/export formats?

15. Describe your system's workflow capabilities.

16. Can internal and external translators and reviewers be incorporated into the process?

17. Can translation service providers manage their own users and linguists, and how does this work?

18. What user roles are available, and can they be customized?

19. How many simultaneous users can connect without affecting performance?

20. How many users are typical for your customers?

21. Explain the available user notifications and how they can be configured.

22. Please describe your multi-vendor capabilities.

23. Please provide an overview of the translator tools in your system.

24. How do your tools support translation quality?

25. Is it possible for translators to work offline, and if so, what format is used for offline translations?

26.   What review capabilities does your system have?

27.   Describe your issue management capabilities.

28.   What reporting capabilities are available?

29.   What are the typical and maximum word volumes that your system can handle?

30.   Does your solution provide information about content and translation history?

31.   Does your translation management system include deadline management?

32.   Can instructions and reference materials be added to the translatable content?

33.   What is the typical onboarding duration and steps for new customers?

AI & Machine Translation

1. Does your solution integrate with machine translation, and if so, could you provide details about the engines you integrate with?

2. Can you outline a typical translation workflow that incorporates machine translation?

3. Is Human Post-editing supported in your machine translation workflows?

4. How does your solution determine which MT engine is optimal?

5. Do you offer training for custom Neural Machine Translation (NMT) engines, and if you do, how do you ensure they meet production-level quality?

6. Is the provision of MT Keys available, or can users input their own?

7. How do you continually assess the quality of machine translation, and what metrics are used for this evaluation?

8. Does your MT offering support the use of Translation Memory and Glossary?

9. Do you offer translation via LLMs like GPT?

10. How do you use, or recommend use, of LLMs in the translation process?

API, Connectors, & Integrations

1. Does your system offer developer APIs, and could you specify the available endpoints?

2. Please provide API documentation.

3. Which pre-built connectors do you offer for integration with content management systems?

4. Which pre-built connectors do you offer for integration with eCommerce platforms?

5. Which pre-built connectors do you offer for integration with marketing platforms?

6. Which pre-built connectors do you offer for integration with CRM platforms?

7. Which pre-built connectors do you offer for integration with support platforms?

8. Which pre-built connectors do you offer for integration with source code repositories?

9. Do you integrate with TAUS DQF?

10. Do you integrate with Slack?

11.   Please describe your [insert name of content platform] connector.

12.   What are the implementation tasks for the [insert name of content platform] connector?

13.   How long does a platform connector implementation typically take?

Web Proxy

1. Please provide a brief description of your proxy solution.

2. How does your solution work with content delivery networks (CDNs)?

3. How do our current analytics packages work with your proxy solution?

4. What analytics does your solution provide for individual proxied sites?

5. Describe how your proxy supports or enhances existing website security mechanisms.

6. How does your proxy solution allow for custom locale-specific content on multilingual sites?

7. Can your proxy solution handle date formats, currencies, payment types, and other internationalization tasks?

8. Does your system work with Javascript content and frameworks?

9. Does your solution handle dynamic code? How does this work?

10. Please share performance statistics regarding your proxy solution, including uptime guarantee.

11.   Does your solution support frequent updates to the source site?

12.   How does your proxy automate detection of new content for translation?

13.   Do you provide a way to customize code, server-side, for specific multilingual sites delivered via your proxy solution?

14.   What are your solution's SEO capabilities?

15.   How do you handle onsite search?

16.   Does your proxy solution provide context for the translation and review process, and if so, how does this work?

17.   Can your proxy solution automatically bundle source content into translation projects or jobs, and if so, how does this work?

18.   Please provide examples of customers who use your proxy solution.

19.   What tasks are involved in the implementation process and what is the typical duration?

20.   Does your solution support low-code and no-code integration?

Customer Service & Support

1. How much training does your system require to use?

2. What are the training options, and how is the training delivered?

3. Is your training role-based?

4. What documentation do you provide?

5. What support options do you offer?

6. What are your support SLAs?

7. Is 24/7 support available?

8. What tools do you have for support (knowledge base, support portal, etc.)?

9. Describe your customer support team, roles, and experience.

10. Do you have a Professional Services team? What services are available?

11. Do you schedule regular business reviews with your customers?

12. How do you start a new customer relationship?

Security

1. Is your system PCI certified, including third-party audit? At what level?

2. Is your system SOC-2 certified, including third-party audit?

3. Is your system HIPAA compliant, including third-party audit?

4. Are you GDPR compliant?

5. What are your security and data protection standards?

6. How do you ensure application security?

7. What are your authentication and authorization procedures?

8. How do you ensure data security?

9. What is your business continuity plan?

Costs

1.   Please describe your software pricing model.

2.   Is there a per-seat cost?

3.   Do you charge a setup or implementation fee?

4.   Is training included in the setup or implementation fee?

5.   Do translators pay for licenses or training?

6.   Do you offer volume discounts?

7.   Do you offer discounts for committed use purchases?

8.   What is the minimum contract period?

9.   What other services do you charge for?

10.   How do you price your translation/language services?