

REQUEST FOR PROPOSALS

MULTILINGUAL WEBSITE TRANSLATION



Legal Aid of NorthWest Texas

2024 TAJF Statewide Expunction Project Grant

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NOTICE

Legal Aid of NorthWest Texas (“LANWT”) invites qualified vendors (“Vendor”) to provide multilingual website translation, maintenance, and language management services. The selected vendor will support the launch and ongoing maintenance of the ClearPathTexas.org website (“Site”) in both Spanish and Vietnamese. The Site is part of the Statewide Expunction Project (“Project”).

The goal of this project is to provide accurate, culturally appropriate, and accessible information to individuals seeking criminal record clearing services throughout Texas.

INTRODUCTION

LANWT is a 501(c)3 nonprofit organization that provides free civil legal services to low-income residents in 114 Texas counties throughout North and West Texas. LANWT’s mission is to ensure equal access to justice and improve the lives of low-income communities by providing high-quality legal representation, strategic litigation, valuable legal advice and meaningful collaborations, outreach, and community education. LANWT often collaborates with other Texas community partners and legal service providers to strategically enhance access to legal remedies and efficiently deliver legal services to low-income Texans.

PROJECT OVERVIEW

The Site will provide accessible legal information, resources and links to record clearing tools to help Texas residents understand and navigate the criminal record clearing process.

The Site will be hosted on the Texas Law Help (“TLH”) website infrastructure.

The Project is funded through the Statewide Expunction Project Grant from the Texas Access to Justice Foundation (“TAJF”).

PROJECT PARTNERS

LANWT is the lead agency on this Project, working collaboratively with its project partners, namely, Lone Star Legal Aid, Texas RioGrande Legal Aid, The Beacon of Downtown Houston, and Texas Legal Services Center (“Project Partners”) as well as other third-party stakeholders, as appropriate.

PROPOSED PROJECT TIMELINE

The Project has a three-year life cycle that runs from October 1, 2024, to September 30, 2027, with anticipated milestones every six (6) month period.

SCOPE OF WORK

The selected vendor shall provide comprehensive multilingual translation services including implementation, maintenance and ongoing support.

1. Initial Website Translation Services

The vendor shall provide Spanish and Vietnamese translations for approximately 250,000 words consisting of:

- a. Core public website content.
- b. 90-county legal resource directory.
- c. Media content, including text embedded in graphics, downloadable (PDF/Word), and video captions or subtitles.

2. Translation Standards and Process

- a. Vendor shall develop and maintain a glossary of legal and program specific terminology to ensure consistency across all translated content.
- b. Vendor shall ensure translations meet plain-language standards appropriate for a general public audience (e.g., 6th-8th grade reading level).
- c. Vendor shall specify the Spanish and Vietnamese dialect/variant used in its proposal (e.g., Latin-American Spanish).
- d. Vendor shall provide a staging environment for LANWT review and written sign-off prior to publishing translated content live.
- e. Vendor shall describe its approach to accessibility compliance (ADA/WCAG 2.1) for translated web content.

3. Additional Services

- a. Multilingual search engine optimization.
- b. Visitor language redirection.
- c. Secure collaborative management portal.
- d. Workflow automation.
- e. Translation and changes logging.
- f. Vendor shall describe its proposed content delivery and integration model (e.g., proxy/overlay hosting, CMS/API integration, or file-based delivery) and identify any hosting or infrastructure requirements associated with that approach.

4. Ongoing Services

- a. Content update language synchronization. Vendor shall state its proposed turnaround time (service level) for translating newly published or updated English-language content.
- b. Reporting and analysis, including translation volume, service level compliance, and visitor language usage by county.
- c. 24/7 technical support. Vendor shall state its proposed response-time service level for support requests.
- d. Training for LAWNT and Project Partner staff on the collaborative management portal and translation workflow tools.
- e. Vendor shall describe its process for transferring glossary, translation memory, and portal content to LANWT or a successor vendor at contract end or renewal.

VENDOR MINIMUM QUALIFICATIONS

1. Demonstrated experience providing enterprise-level multilingual website translation services.
2. Experience with neural machine translation platforms enhanced by human review.
3. Proven ability to support nonprofit, legal services organizations.

4. Experience maintaining multilingual websites.
5. Capacity to provide dedicated translation teams and 24/7 technical support.

RFP SCHEDULE TIMELINE

1. LANWT Issues RFP	08/24/2026
2. Vendor Question Period	08/24/2026 – 09/11/2026
3. Proposal Submission Deadline	09/11/2026
4. LANWT Proposal Review	09/14/2026 – 09/25/2026
5. Estimated Vendor Selection Notification	10/02/2026
6. Estimated Agreement Date	10/09/2026

PROPOSAL STRUCTURE

This is an open and competitive process. LANWT reserves the right to extend the deadline.

The quoted price should be inclusive. If the price excludes certain fees or charges, please provide a detailed list of excluded fees with a complete explanation of the nature of those fees.

The proposal must clearly state whether the execution of work requires the hiring of subcontractors. The proposal must identify all subcontractors, a description of the work they will perform, their respective areas of expertise and relevant credentials.

LANWT will negotiate contract terms upon selection. There is no Project award without the execution of a contract. The contract will outline terms, scope, budget, deadlines and other necessary items.

Proposals should contain the following:

1. Vendor's name, address, Federal Tax Identification Number, and description of legal status (e.g., corporation, sole proprietor, etc.).
2. Vendor's primary contact name, telephone number and email address.
3. A statement confirming the proposal is a firm offer valid for one hundred twenty (120) days from receipt and that LANWT may accept the offer at any time within the 120-day period.
4. Executive Summary: Brief overview of the Vendor's qualifications and proposed approach.
5. Vendor Qualifications:
 - a. Overview of the Vendor's experience including relevant projects and client references.
 - b. Resumes of key personnel assigned to the project, highlighting their qualifications and expertise.
6. Examples of similar or comparable projects completed with at least three (3) client references.
7. Timeline/schedule, including an approximate start date.
8. Project budget and estimated costs for all aspects of services.
 - a. If Vendor chooses to submit a proposal with multiple options, a budget for each option

should be included.

9. Disclosure of any relevant conflicts of interest.
10. State whether the Vendor has been involved in any litigation within the past five years. For any non-employment case, provide details, including the other parties' name, address and telephone number, and Vendor's position on the matter.

Submission of Proposal

All proposals shall be in PDF format and submitted electronically to LANWT at: LANWTRFPSubmissions@lanwt.org.

LANWT will accept proposals until 5:00 p.m. on September 11, 2026

To be considered, proposals must be submitted electronically in accordance with these instructions:

1. Submit proposals as an attachment to an email, submitted to the email address stated above.
2. The subject line of the email must state "Proposal – Multilingual Website Translation."
3. Submit proposal documents in PDF format only.
4. Proposals may not include zip files.
5. Total size of proposal email should not exceed 30MB.

LANWT may issue addendums to modify or add to the terms of the RFP, or to change the submission date for proposals.

LANWT shall issue any such addendums in writing, not less than five (5) days prior to the deadline for receipt of proposals and post to the RFP posting location.

Each proposer is responsible for verification of any issued addendum prior to submission of its proposal. LANWT is not responsible for notifying possible proposers of any addendums issued.

Addenda requirements or clarifications must be included in the proposals and will become part of any resulting contract.

Exceptions

Submit all exceptions to this solicitation on separate pages. Each exception shall refer to the RFP section and briefly explain the reason for taking exception as appropriate.

Vendor should note that submitting an exception does not obligate LANWT to revise the terms of the RFP or agreement.

Grounds for Rejections

Any deviation affecting function, reliability or performance, whether stipulated herein or not, shall be cause for rejection.

All proposals must be complete and submitted following these instructions. Vendor may submit additional documentation to support their proposal, but such submission should be timely and in the stated format.

LANWT will not consider proposals not conforming to these requirements.

LANWT reserves the right to reject the proposal of any Vendor who previously failed to perform properly to our satisfaction, timely complete agreements of a similar nature, or one who cannot fulfil such an agreement satisfactorily as determined by LANWT.

Vendors are advised to review all sections of this RFP carefully and to follow instructions completely.

Failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Alternative approaches and/or methods to accomplish the desired results of this Project are solicited. However, proposals that materially alter the terms, requirements, or scope of work defined by this RFP may be rejected as being non-responsive.

LANWT RESERVES THE RIGHT TO REJECT ANY OR ALL PROPOSALS.

Proposal Modifications

LANWT will accept written modifications of submitted proposals only while the proposal period remains open.

Any modifications shall be prepared on the entity letterhead, signed by an authorized officer; clearly state the new document supersedes or modifies the prior proposal, and follow the same guidelines for submitting a proposal.

To ensure the integrity of the process, emails containing any modifications to a proposal shall be marked accordingly.

Withdrawal of Proposal

Vendors can withdraw their proposal at any time.

Any withdrawals shall be prepared on the entity letterhead, signed by an authorized officer; clearly state that the proposal is withdrawn in its entirety, and follow the same guidelines for submitting a proposal.

To ensure the integrity of the Request for Proposal process, the emails containing any proposal withdrawals shall be marked accordingly.

EVALUATION AND SELECTION CRITERIA

The contract will be awarded to the Vendor who provides the best value – the most advantageous balance of price, simplicity, flexibility, support, innovation, quality, value added feature set, and performance to LANWT. Proposals will be evaluated based on the following criteria:

1. Demonstrated experience with multilingual website management.
2. Quality of translation methodology.
3. Technical capabilities.
4. Hosting and maintenance services.
5. Ability to meet required service levels.
6. Relevant project experience.
7. Cost-effectiveness.
8. References and past performance.

TERMS AND CONDITIONS

General Terms and Conditions

Preparation of a response to this RFP will be at the sole cost, expense and risk of the Vendor. The Vendor waives all claims whatsoever for reimbursement from LANWT for any cost or expense incurred in the preparation of its proposal and any subsequent contract negotiation.

The issuance of this RFP is not, and shall not be construed as, an offer or an enforceable contract.

All materials and ideas submitted as part of this proposal and during the performance of any award shall be the property of and owned by LANWT, who may use any such materials and ideas.

All proposals received shall remain confidential until the evaluation is completed, the vendor selected, and the vendor approved. Thereafter, proposals shall be deemed public records.

The selection of a Vendor does not constitute an endorsement of their services. The Vendor will not refer to LANWT in any written materials, promotions, or presentations without LANWT's express written consent.

LANWT reserves the right to change the RFP Schedule or issue amendments to this RFP at any time.

LANWT reserves the right to cancel or reissue the RFP. LANWT will note all RFP related actions on its website.

LANWT and the successful Vendor will negotiate payment terms and incorporate the said terms into the contract agreement. LANWT will not pay for work not properly authorized, contracted or performed.

The Vendor certifies that the individual or business entity submitting a proposal has not received compensation for participation in the preparation of the Request for Proposal; is eligible to receive the award of or payments; and acknowledges that an agreement may be terminated, and payment withheld if this certification is inaccurate.

The successful Vendor will not make any press releases, public statements, advertisement or other promotional materials using Texas Access to Justice Foundation, LANWT or any of LANWT's collaborative agencies' names or logos, the name of any employees, referring to the agreement, or the purchase of goods or services without prior written approval. Requests for prior written approval of any such releases, public statements, advertisements or other promotional materials must be directed to LANWT's Deputy Director.

Award of Contract

Upon selection of a Vendor, LANWT will notify the successful Vendor and enter contract negotiations for the multilingual website translation services of the Statewide Expunction Project.

Confidentiality

During the Vendor selection and project execution phases, LANWT may provide the Vendor with access to confidential or proprietary information. The Vendor agrees not to use any information obtained for personal or third-party benefit. The Vendor further agrees not to disclose any confidential or proprietary information to any person who does not have a need to know and agrees to sign an agreement to protect the interests and information of LANWT's clients and LANWT's confidential and/or proprietary information.

LANWT RIGHTS

LANWT reserves the following rights:

1. Accept or reject any and or all responses, or any part thereof.
2. Waive any informalities or technicalities contained in any response received.
3. Conduct discussion with Vendor and accept revisions of proposals after the closing date.
4. Make an award based upon various selection criteria.
5. Request clarification from any Vendor on any or all aspects of its proposals.
6. Cancel or re-issue this RFP at any time.
7. Retain all proposals submitted in response to this RFP.
8. Invite some, all, or none of the Vendors for interviews, demonstrations, presentations, and further discussion.
9. Select the most beneficial proposal at LANWT's discretion, based on evaluation criteria.
10. Waive or extend deadlines.
11. Conduct investigations with respect to the qualifications of each Vendor and conduct field investigations with respect to proposals.
12. Supplement, amend or otherwise modify this RFP.
13. Issue additional or subsequent RFPs regarding the subject matter of this RFP.
14. Negotiate with any Vendor, or with all or none of the Vendors.
15. Request new or revised proposals, including monetary terms from any Vendor at any time.

FREEDOM OF INFORMATION ACT

The Freedom of Information Act (FOIA) and associated federal regulations may require LANWT to disclose certain documents to the public, including portions of your proposal.

Generally, LANWT will not release any documents that would cause you competitive harm.

You are encouraged to label any confidential information contained in your proposal to facilitate LANWT's ability to withhold it from disclosure.

EQUAL OPPORTUNITY EMPLOYER

LANWT is proud to be an equal opportunity employer. We are committed to fostering a workplace that values a broad range of perspectives and experiences. We welcome proposals from individuals of all backgrounds.

LANWT CONTACT FOR QUESTIONS AND COMMENTS

LANWT considers the objectives and requirements of this RFP to be complete, clear, and understandable.

The contract, when executed, shall be deemed to include the entire agreement between the parties, and the successful vendor shall not claim any modification thereof resulting from any representation or promise made at any time by any LANWT officer, agent or employee, or by any other person, unless such modification is in writing and is signed by both parties.

Prior to submitting a proposal, Vendor shall contact LANWT on or before September 11, 2026, for Legal Aid of NorthWest Texas

clarification, irregularities, or apparent errors that may be contained in the RFP.

LANWT reserves the right to waive minor irregularities or errors contained in the submitted proposal.

Failure on the Vendor's part to request clarification shall obligate them to abide by LANWT's decision as to the intended meaning of any portion of the proposal documents. The evaluation of proposals shall be LANWT's sole responsibility, based on information furnished by the Vendor as well as on other information available.

The preferred method of communication is by email. As the proposal process progresses, we will make ourselves available for phone calls and virtual and in-person meetings as necessary.

LANWT will schedule and post on its website at: <https://legalaidthx.org/rfps/> "Question and Answer" sessions during the Question Period. Please submit questions relating to this RFP by email to LANWTRFPSubmissions@lanwt.org. Subject line should state "Multilingual Website Translation RFP". We will share all questions and answers on LANWT's website.

The individuals involved in this process are available Monday – Friday between 8:00 a.m. and 5:00 p.m. Central Standard Time. Please allow 48 business hours for response time.