



Tender checklist

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RFP for translation services – an overview

What you need to provide, and what you need to know about the translation agency. In a nutshell, this checklist will help you assess providers more quickly and easily.

About you

- Objective: why are you looking for a (new) translation agency?
- Requirements: what are your needs in terms of content?
Provide a brief company profile including:
 - Field
 - Desired languages/language combinations (+ any local variations)
 - Formats/channels/publication types (internal/external)
 - Services required (translation, transcreation, machine translation, etc.)
 - Text volumes/frequency
 - Current processes/technological setup
- Scheduling and planning the process: deadline for submitting offers? Evaluation deadline? Format requirements? Contact person for queries?

About the translation agency

- Company size (revenue, location, number of staff)
- Fields of activity/specializations
- Internal organization (project management, language review, specific responsibilities)
- Security and quality control (assessment of freelancers, data protection processes, quality management and information security certifications)
- Systems/technology (translation platform, CAT tools, machine translation, integration into existing systems such as CMS, PIM)
- Workflows/deadlines
- Pricing
- Client references
- Test translation or translator casting