

# Office of Massachusetts Attorney General Andrea Joy Campbell



## Request for Proposals (RFP)

The Massachusetts Attorney General's Office (AGO) requests proposals from non-profit organizations within Massachusetts to provide translation review services to the AGO. The AGO often distributes information and education materials to residents to help inform them of their rights and alert them to important issues. To ensure our outreach efforts serve all residents of Massachusetts, the AGO frequently translates materials into common languages spoken across Massachusetts or in communities that may find the information most relevant. To speed up the time in which we can provide translations to the public, the AGO is seeking requests for proposals to review our translated materials for accuracy, and to identify errors or mismatches in dialect or tone.

The AGO may translate materials that range in length from a few sentences or paragraphs, to 20-30 pages. Most often, the AGO translates materials that are 1-3 pages or will be used in PowerPoint presentations (i.e., have very little text per page).

The AGO seek proposals from entities that regularly serve residents with limited English to provide legal services or other assistance services in the residents' native or preferred language. Entities that have experience regularly interacting with individuals from a range of backgrounds, including low-income individuals and native speakers of languages other than English, are encouraged to submit responses to this RFP.

All proposals must be submitted by **5:00pm on July 27, 2026**.

The AGO anticipates contracting with several entities to provide reviews of documents translated into Spanish, simplified Chinese, Portuguese, Haitian Kreyol, Vietnamese. An entity need not have the ability to review all of these languages to submit a response. The AGO also welcomes responses that seek to provide translation accuracy review services for languages that are not listed above, though such services may not be needed as frequently.

## **Eligibility**

The following entities are eligible to submit proposals:

- Non-profit organizations within Massachusetts;
- Municipal and other local government entities; and
- State government entities.

Non-profit organizations that are public charities (generally speaking, public charities have 501(c)(3) status) must be in compliance with the statutory requirements set forth in G.L. c. 12, secs. 8E and 8F, and G.L. c. 68, sec. 19, including initial registration and filing of annual financial reports with the AGO's Non-Profit Organizations/Public Charities Division. Public charities must also comply with obligations and reporting requirements set by the Internal Revenue Service. As of September 2023, the Non-Profit Organizations/Public Charities Division requires all charitable registrations and annual filings to be made through the Charity Portal. Please find more information [here](#).

## **Duration and Other Expectations**

The AGO anticipates entering into 1-year contracts with selected entities, which will include a negotiated rate for services, and may be renewed without the need for a new RFP. Entities will only be paid for services when rendered and such pay will be in accordance with the terms of the contract.

The expected scope of services will include reviewing AGO materials that are intended for public dissemination in English and a language other than English; providing feedback on the accuracy of the non-English version with the text of the English version, including whether the translation uses a consistent dialect, similar tone, and appropriate colloquialisms or technical terms; providing feedback in accordance with deadlines set by the AGO and the entity for each translation.

## **Required Commonwealth Contract Documents**

The following documents will be required if selected as a translation review service provider, and *should not be submitted with the proposal*:

- Standard Contract Form, including Terms and Conditions;
- Scope and Services Agreement;
- Request for Taxpayer Identification Number and Certification (W-9);

- Electronic Funds Transfer (EFT) Form;<sup>1</sup> and
- Contractor Authorized Signatory Listing

No services may be provided until all the necessary contract documents are completed.

### **Proposal Format**

The proposal should include the following information:

1. The name, physical address, and e-mail address of the entity.
2. A description of the areas of expertise and services provided by the entity, and the entity's focus or experience working with native speakers in the language for which the entity proposes to provide translation accuracy review services.
3. A brief summary of why the entity believes it will be able to provide translation accuracy review services to the AGO, including any areas of technical expertise that may be relevant (such as experience conveying information concerning wage and hour laws, mortgages, civil rights, healthcare, etc. in the language for which the entity proposes to provide translation accuracy review services).
4. An estimated timeline in which the entity believes it would be able to provide review and feedback on the translation of a (i) 1-page, (ii) 3-page, and (iii) 10-page document, and a brief description of the basis for the estimates.
5. The names and roles of all staff that would provide the translation review services contemplated by this RFP, including what languages they speak and any particular dialects (e.g.: Brazilian Portuguese or Portugal Portuguese); whether they are native speakers; whether they regularly read, write, and converse in the identified language(s); and whether they regularly communicate with clients/constituents of the entity in the identified language(s) as part of their role.
6. A description of the entity's proposed fee structure and pricing (e.g., price per hour, per page or based on word count limits; or price for expedited review projects, etc.).
7. For applicants that are public charities (generally speaking, public charities have 501(c)(3) status), please confirm that the entity is in compliance with the statutory requirements set forth in G.L. c. 12, secs. 8E and 8F, and G.L. c. 68, sec. 19, including initial registration and filing of annual financial reports with the AGO's Non-Profit Organizations/Public Charities Division. Proposals from public charities that are not in compliance with the statutory requirements will not be considered.

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<sup>1</sup> It is the responsibility of the applicant/award recipient to ensure that an electronic transfer of funds may be received by the award recipient. No paper checks will be issued.

## **Additional Submission Details**

If interested in serving the AGO in the capacity described above, please submit an electronic copy of the proposal, providing all of the information the Proposal Format, listed above, no later than **5:00pm on July 27, 2026**, to [gcomailbox@mass.gov](mailto:gcomailbox@mass.gov). All proposals must have the e-mail heading: **AGO Translation Review RFP**.

Proposals received after the submission deadline will not be considered.

This RFP does not obligate the AGO to select service providers who responded to this RFP. The AGO may award a single contract, multiple contracts, or no contracts as a result of this RFP. The AGO may reach out to service providers to seek additional information about their proposal or to negotiate the offered pricing or payment structure.

## **Questions**

Questions concerning this RFP should be submitted to [gcomailbox@mass.gov](mailto:gcomailbox@mass.gov) by **July 17, 2026**.

The AGO may provide answers or clarifications to any questions it receives, and will make a good faith effort to share these responses to inquiries with the persons who have received this RFP.

## **Public records**

All submitted responses and information are subject to the Massachusetts Public Records Law, M.G.L. c. 66, § 10, and M.G.L. c. 4, § 7, cl. 26. Applicants should not submit any personal, medical, or other sensitive information.

## **Reasonable Accommodation**

Entities that need assistance may seek reasonable accommodation, including receipt of the RFP in an alternate format, by writing to [gcomailbox@mass.gov](mailto:gcomailbox@mass.gov) no later than 5:00 P.M. on **July 17, 2026**.