



Request for Proposals (RFP)

Translation and Interpretation Services

Issue Date: April 10, 2025

Response Deadline: April 28, 2025

Contact: Richard Agner, ragner@smartstartofmeck.org

Overview

Smart Start of Mecklenburg County (SSMC) is seeking proposals from qualified vendors to provide professional translation and interpretation services. Services are needed to ensure that our communications and programming are accessible and inclusive for the diverse families we serve.

About Smart Start of Mecklenburg County

Smart Start of Mecklenburg County mobilizes resources, forges partnerships, and supports families to improve early childhood health, education, and development. We serve families with young children across Mecklenburg County and are committed to equitable access to services and information for all communities.

Scope of Work

The selected vendor will be responsible for providing:

- - Written translation of materials including but not limited to flyers, brochures, emails, web content, and program information.
- - In-person interpretation at community events, conferences, parent information sessions, and workshops (with attendance ranging from 10 to 250 participants).
- - On-demand and scheduled interpretation, both in-person and virtual, as requested.
- - Services in a variety of languages, with high priority for Spanish, Telugu, and Russian, and flexibility to accommodate additional languages as needed.

Preferred Qualifications

- Proven experience providing culturally responsive translation and interpretation services, especially for early childhood, education, and sensitive matters pertaining to child development or family support needs.
- Ability to work with families from diverse backgrounds and varying levels of literacy and education.

- Capacity to provide in-person services across Mecklenburg County, sometimes during evening or weekend hours.
- Team of trained and certified interpreters and translators with native or near-native fluency.
- Familiarity with confidentiality requirements, including HIPAA when applicable.

Proposal Requirements

- Organizational Overview – Summary of your experience, mission, and qualifications.
- Service Capabilities – Description of languages covered, interpretation settings supported, and turnaround time for written translations.
- Sample Projects or Clients – Examples of similar work with nonprofits or educational organizations.
- Staffing Model – Overview of interpreter/translator qualifications and availability.
- Pricing Structure – Rates for:
 - Written translation (per word or page)
 - In-person interpretation (hourly or per event)
 - Virtual/on-demand interpretation (if applicable)
- References – From current or past clients (if available)

Timeline

- RFP Issued: April 10, 2025
- Proposal Deadline: April 28, 2025
- Decision Notification: no later than May 15, 2025
- Contract Start Date: July 1, 2025 (SSMC may request one-off services prior to contract initiation)

Submission Instructions

Please submit your questions, proposals and any supporting documents in PDF format by April 28, 2025 to:

Richard Agner

Communications Manager, Smart Start of Mecklenburg County

ragner@smartstartofmeck.org

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