



## **TAHO Language Services RFP**

### **Instructions**

This RFP begins with a project overview, followed by a detailed set of services requested. The second section is a questionnaire that we would like all RFP recipients to complete. Recipients can apply to part or all of the RFP. Please indicate which sections you are applying for in your response.

Submissions will be accepted August 14th, 2026 through August 25th, 2026 at 5pm PST. Responses will be considered on a rolling basis starting August 14th. Responses received after the deadline will not be considered. Please email your response and references to Gabriella Rosco: [gabriella.rosco@saje.net](mailto:gabriella.rosco@saje.net), with the subject line "TAHO Language Services RFP Response - [Your Organization's or Business's Name]".

### **Project Overview**

This document seeks proposals from language services vendors to perform services such as, but not limited to, interpretation and, translation and transcreation for the Tenant Anti-Harassment Ordinance Program (TAHO), which is under the oversight of the Los Angeles Housing Department of the City of Los Angeles (LAHD) and administered by Strategic Actions for a Just Economy (SAJE).

SAJE is a community-based organization (CBO) in Los Angeles, California. As of April 1, 2026, SAJE has received a services contract from LAHD to provide outreach, education, and support to tenants in the City of Los Angeles related to the Tenant Anti-Harassment Ordinance (TAHO). TAHO is a law passed by the Los Angeles City Council that bans harassment of tenants by landlords and anyone acting on their behalf. The ordinance establishes a formal definition of landlord harassment and provides mechanisms for LAHD to enforce the law. The program's core activities include: targeted outreach to tenants in high-displacement areas, educational workshops, direct tenant support and evidence gathering, and compliance reporting to LAHD.

The TAHO program is closely tied to a separate companion program called Stay Housed LA (SHLA). SHLA focuses on eviction prevention, supporting tenants with general tenant rights education, in-progress evictions, rental assistance, and legal

support. If a tenant is active in the TAHO Program, their case may serve as a legal defense against an eviction, in instances where harassment is occurring or has occurred. In this case, the tenant may be supported by both the SHLA and TAHO programs, which will coordinate on their behalf. TAHO focuses on landlord harassment and is distinct from SHLA in both fiscal and programmatic terms. However, both programs involve many of the same service providers and tenants.

Under the TAHO program, SAJE works with other CBOs in Los Angeles to provide outreach, education, and tenant support services. The program's administrators are employees of SAJE, while the service teams are employees of CBOs in the program, including SAJE but not limited to it.

SAJE's responsibility under the contract is to convene and coordinate a group of CBOs that will:

- Conduct outreach to make tenants who are potential victims of landlord harassment aware of their rights under the TAHO program;
- Conduct workshops to educate tenants regarding their rights under TAHO;
- Conduct workshops to educate landlords on their rights and responsibilities under TAHO;
- Develop and distribute informational materials regarding TAHO;
- Assist tenants in gathering evidence of harassment, writing a declaration, and navigating the bureaucratic process of filing a complaint with LAHD and/or other city and county agencies including the Police Department, Department of Building and Safety, Public Health Department, and others.
- Submit Narrative and Data Monthly Reports on engagement targets in general outreach, targeted outreach, workshops, and tenant navigation to LAHD for transparency and accountability.

We expect that, in general, the education and outreach work will reach a large number of tenants, and that a subset of them who are experiencing harassment will be inducted into the case management process, which is labor-intensive and detailed and requires substantial support from program staff. The program areas where interpretation and translation will be needed to support them are highlighted below.

### **Services Requested**

Services are requested in four categories. The first four categories can be applied either in a single response or separately. For example, if a vendor wishes to apply to (1) Translation only or (3) Best Practices only, please indicate so in your response.

#### **1. Translation and Transcreation**

- a. Quality & Accuracy - Vendor will co-create shared guidelines and expectations with SAJE for quality of translation and transcreation, and interpretation work, review previous translations, and ensure consistency of commonly used terms. Community reviews will result in feedback, corrections, and edits.
- b. Accessibility - Vendor will use plain language, avoid jargon and technical terms (or default to describing them), and aim to reach low-literacy families.
- c. Transcreation & Localization - Vendor's praxis is informed by transcreation and localization: adapting translation to ensure message clarity and prioritizing the dialects most commonly spoken in Los Angeles.
- d. Culturally Informed & Responsive - Projects will proactively reflect and contextualize the commonly used terms by the diasporas in LA and avoid language that is offensive or insensitive, i.e., "illegal vs. unlawful, homeless vs. people that are unhoused, or using diminutives when describing people, '-ito' suffix in Spanish.
- e. Language & Gender Justice - Work with a praxis that is heavily influenced by Language Justice guidelines. Although we cannot use entirely gender-neutral language, we seek a partner who aims to use gender-neutral language when possible.
- f. Vendor will provide services in the following languages: Armenian, Farsi, Hindi, Japanese, Khmer, Korean, Russian, Simplified Chinese, Spanish, Tagalog, Thai, Traditional Chinese, and Vietnamese.
  - 1. If you do not provide or contract for one or more languages, please share your process to fulfill these languages.

## **2. Interpretation**

- a. Preparation - Interpreters will review provided materials ahead of time, arrive 10-15 min early, and test interpretation equipment.
- b. Culture & Facilitation Support - Interpreters will explain at the beginning of each session what it entails to have interpretation in the space.
- c. Modality - Provide comprehensive services for simultaneous and consecutive interpretation.
- d. Training - When requested, the vendor will provide training, including but not limited to interpretation equipment training and recommendations for effective use.
- e. Reference and apply Translation 1a. 1c. 1d. 1e. 1f.

## **3. Best Practices Guidance**

- a. Vendor will develop and implement a written set of best practices for outreach, educational workshops, and written materials to improve multilingual practices.

- b. As requested, the vendor will provide strategic recommendations on how to best establish and improve multilingual offerings.

#### **4. Evaluation**

- a. Vendor will develop and implement an evaluation of interpretation services and translation services due in June 2027. This will be used to assess the quality and success of language services, which will be reviewed by SAJE and LAHD to inform future program design and vendor contracts.
- b. Vendor will seek and implement feedback from a variety of stakeholders, including but not limited to TAHO Service team staff, SAJE Program Staff, tenants, etc.
- c. Vendor will develop and project-manage the execution of an evaluation process for TAHO language services.
- d. Vendor will develop a rubric to assess the following: accuracy, cultural responsiveness, accessibility, reading level, and consistency across the TAHO program, with a sample review of the companion program SHLA. This list can be added to by the selected vendor.
- e. Vendor will deliver a written summary of the evaluation and findings.
- f. Vendor will generate examples of implementing feedback and solutions to challenges found in the evaluation process.

#### **5. Administration**

- a. Participate in regular project management meetings with TAHO Program staff.
- b. Submit monthly status reports on work completed.
- c. Submit monthly invoices to the TAHO Finance team by the 5th of each month.
- d. The Interpretation Vendor will be the primary point of contact for coordinating interpretation requests and/or managing a co-established system with SAJE.

**Table A. CBO Activities requiring Language Services & Budget**

|    | <b>Activity</b>             | <b>Service</b>                   | <b>Frequency</b> | <b>Max Budget</b> | <b>Max Hourly</b> |
|----|-----------------------------|----------------------------------|------------------|-------------------|-------------------|
| 1  | Website & Written materials | Transcreation                    | Frequent         | \$50,000          | TBD               |
| 2A | TAHO educational workshops  | Transcreation and Interpretation | Frequent         | \$50,000          | TBD               |

|    | <b>Activity</b>                          | <b>Service</b> | <b>Frequency</b>                | <b>Max Budget</b> | <b>Max Hourly</b> |
|----|------------------------------------------|----------------|---------------------------------|-------------------|-------------------|
| 2B | On-site tenant visits and tenant support | Interpretation | As needed                       | \$10,000          | TBD               |
| 3  | Best Practices                           | Consultation   | One time deliverable            | \$5,000           | TBD               |
| 4  | Evaluation                               | Consultation   | At least a one time deliverable | \$5,000           | TBD               |

### **Questionnaire:**

Indicate which service (s) your response applies to. Use Table A above for reference.

### **CBO Language Services Requested**

Answer only the sections you are applying for.

#### **1. Translation**

- Please describe your experience offering transcreation services. What kinds of organizations or clients have you served?
- Where do you or your organization excel in transcreation?
- Where do you see challenges from past clients? How could the client have improved? How could you as a vendor have improved?
- Please share an example of how you have implemented client feedback.
- Please submit a sample of your transcreation work in at least two languages other than English.
- Please provide two references from past clients.

#### **2. (2A & 2B) Interpretation**

- Please describe your experience offering interpretation services. What kinds of organizations or clients have you served?
- Where do you or your organization excel in interpretation?
- Where do you see challenges from past clients? How could the client have improved? How could you as a vendor have improved?
- Our workshops and tenant appointments can change day to day. What is your cancellation policy?
- How does language justice inform your work?
- Please provide two references from past clients.

#### **3. Best Practices Guidance**

- a. Describe a successful client relationship. What made it successful?
- b. Describe a challenging client relationship. What could the client have done differently? What did you or your team learn from this experience?
- c. Share two references from clients who have worked with you on best practices.

#### **4. Evaluation**

- e. What is your background in evaluations? Why are you best for this particular evaluation project?
- f. Describe a successful evaluation project within the past two years.
- g. Describe a challenging evaluation project. What could the client have done differently? What did you or your team learn from this experience?
- h. Share two references from clients who have worked with you on best practices.

### **Administration**

Regardless of which services you are applying for, please respond to the following sections.

1. Who is responsible for day-to-day administration and communication externally with SAJE/TAHO and internally to your staff?
2. Who else will support language services and provide ongoing support? Please provide names of all key team members and their roles and responsibilities. What are the capacity dedications of staff? For example, are the admin team full-time employees?
3. What is the geographic location of your team, and what are their working hours?
4. In scenarios in which something is not working correctly, what are your strategies for problem-solving and adapting to change?
5. How do you and your team best receive feedback?
6. Given what you know about our requirements, are there any tasks for which you will need to use subcontractors or third-party vendors, rather than your internal team? If so, please provide the names and backgrounds of all proposed subcontractors or third-party vendors.

Despite our efforts to find a provider that is a good fit for our needs, we need to plan for the possibility that things don't work out.

1. Please provide a copy of your standard contract for review.
2. Are there any terms in your contract that restrict when we can break the contract?
3. If we choose to end our partnership:

- a. What does the close of our engagement look like?
- b. How will you support the transfer of information to SAJE?

**Pricing**

1. What is your pricing model? (e.g., flat monthly fee, user-based fee, usage-based fee, etc). Please provide a budget breakdown for all proposed services.

**Lastly, a phone interview will be conducted with each candidate. Once a proposal has been submitted and reviewed, Gabriella Rosco will reach out to schedule the interview.**

**Conclusion**

Thank you for filling out this proposal. We understand that these require time and effort, and appreciate your willingness to help us find the right partner for our project.