



SMALL PURCHASE QUOTE REQUEST FORM

PART 1 – REQUESTOR AND SCOPE OF SERVICES INFORMATION

PROJECT TITLE	ODI Written Translation Services
REQUESTING DEPARTMENT / DIVISION	Procurement & Contracts / Information Technology
RFQ RELEASED DATE	10/23/2025
QUOTE DUE DATE AND TIME	11/12/2025
PERFORMANCE PERIOD	1/1/2026 – 1/1/2027
NEED BY DATE	1/1/2026
CONTACT PERSON NAME/EMAIL	Robert Thompson/rthompson@thecha.org

PART 2 – SCOPE OF WORK

CHA is seeking quotes from qualified vendors to provide culturally driven written translations of HUD and CHA documents.

Written translation services must be provided by interpreters who are:

1. Thoroughly knowledgeable about U.S. domestic culture and have professional proficiency in both English and the requested foreign language. Domestic translators are preferred to minimize conflicts with different time zones.
2. Screened and tested for proficiency in both written English and the foreign language(s).
3. Able to write at an appropriate reading level for the target audience.
4. Linguistically accurate and technically consistent with the original documents.
5. Able to act as a bridge by providing CHA with feedback not only on grammatical and linguistic accuracy, but also on cultural appropriateness (i.e., use of language).
6. Aware of affidavits and statements of truth in reference to the validity of the translation.
7. Knowledgeable of and comply with HIPAA-related privacy guidelines.
8. Able to, as a single translator, complete each document to ensure continuity and consistency in terminology, syntax, and style.
9. U.S. citizens or legal residents of the U.S.
10. Capable of performing conference-calling services and capabilities

The CHA requires the complete range of written translation services, including but not limited to document translation, social media, graphic design, literature, website marketing, software, desktop publishing services, and any other written translation services as requested by the authority within an established timeline (See Exhibit II).

1. Provide monthly reports of translations completed.
2. Written CHA or HUD documents, written marketing materials, social media (software, website, Twitter, etc.), Graphic documentation translation services for campaigns, and housing services.
Formatting/layout/desktop publishing services in graphic design programs such as Adobe InDesign, FrameMaker, QuarkXPress, and MS Publisher may be required.
 - a. The time frame for completion of desktop services and the fees associated with this service must be provided.
3. Provide written document translation services for the Core languages and provide a listing of any additional non-core languages it offers (See Exhibit I).

4. Provide document translation services from English to the source language and/or source language translation to English.
5. Provide review, editing, and proofreading services for previously translated documents.
6. Manage document translations electronically.
7. Receive source language documents by e-mail or other electronic means (i.e., PDF or flat files, standard word processing languages, etc.), U.S. postal service, or courier delivery. The typical delivery is expected to be by e-mail or other electronic means.
8. Completed orders should be returned electronically, preferably by email, to the address specified in the request. If the resulting document is too large to be transmitted via email or in a compressed format, documents will be accepted on a Read/write CD or DVD or a flash drive.
9. A printed copy may be requested by mail or overnight courier. Overnight courier charges will be reimbursed by CHA when pre-approved and as a result of the request.
10. Translators must translate the written word accurately and in the same spirit and style as it appears in the original text. Translators must ensure accuracy of nuances, subject-matter detail, and retain fluency. Provide translated materials that meet the following requirements:
 - a. Accurate content
 - b. Correct spelling
 - c. Correct grammar
 - d. Correct language structure (while remaining faithful to English context)
 - e. Appropriate manner for the target audience, taking into consideration:
 - i. Reading level
 - ii. Culturally appropriate terminology and content
 - iii. Clarity of message (easy-to-read)
 - iv. Regional dialect and idiomatic differences
 - v. Appropriate dialect and idiomatic differences
11. Use universally acceptable software compatible with the source documents, such as Microsoft Word, Excel, PageMaker, QuarkXPress, etc.
12. The translated document(s) must be checked by proficient translators for quality assurance before delivery by using mechanisms such as:
 - a. Review by a proofreader or editor
 - b. Peer review of the draft
 - c. Field-testing of drafts (as appropriate)
 - d. Testing in a sampling of the potential target audience of material in both language and imagery
13. The time frame for completion of routine written translations is included in Exhibit IV. A “rush” schedule and fees are associated with requests that fall outside established minimum requirements for translation.
14. The billing for translation services shall be based on the word count, using the MS Word Count feature, of the original document.
15. If the document being translated is greater than 150 words, CHA shall receive a bill at a per-word rate.
16. If the document being translated is less than 150 words, or if revisions/updates are being requested to a previously translated document and the portion that is to be revised and/or updated is less than 150 words, CHA shall receive a bill at a flat fee rate.
 - a. There may be requests that require formatting only. For purposes of these categories, formatting involves manipulation of text that does not require translation. For requests of this nature, the minimum charge will be paid for each request.

17. Develop and maintain a comprehensive Glossary of Terms and submit every quarter to CHA for internal review and approval. Submit the updated Glossary of Terms to CHA every year.
18. Comply with established Service Level Agreements (See Exhibit II)

Related Services and Solutions

The complete range of related services and solutions available from includes, but is not limited to, testing services, training services, and any other related services and solutions available to provide culturally sensitive and appropriate written translation services.

1. At a minimum, written translation services must be provided in Spanish and the Core languages as listed under Exhibit I.
2. State any additional languages it offers in addition to the outlined Core languages for written translation.
3. Core languages must be continuously available.

Exhibit I

Languages
Spanish
<i>Core Languages:</i> Polish, Russian, Chinese, Arabic, Bosnian, Hindi, Korean, Vietnamese, Bulgarian, Romanian, Tagalog, Urdu, Farsi, Ukrainian, Serbo-Croatian, Somali, Assyrian, Cambodian (Mon-Khmer)
All other languages

Exhibit II**Service Level Agreement**

LANGUAGE	NO. OF WORDS PER DOCUMENT	STANDARD TURNAROUND TIME (NO. OF BUSINESS DAYS)	EXPEDITED TURNAROUND TIME (NO. OF BUSINESS DAYS)
SPANISH	A. 150 WORDS OR LESS B. 151 – 500 WORDS C. 501 – 1,000 WORDS D. 1,000 – 5,000 WORDS E. OVER 5,001 WORDS	A. ONE B. ONE C. TWO D. THREE E. FIVE	A. HALF DAY B. HALF DAY C. ONE D. TWO E. THREE
Core Languages: Polish, Russian, Chinese, Arabic, Bosnian, Hindi, Korean, Vietnamese, Bulgarian, Romanian, Tagalog, Urdu, Farsi, Ukrainian, Serbo-Croatian, Somali, Assyrian, Cambodian (mon-khmer)	A. 150 WORDS OR LESS B. 151 – 500 WORDS C. 501 – 1,000 WORDS D. 1,000 – 5,000 WORDS E. OVER 5,001 WORDS	A. TWO B. TWO C. THREE D. FOUR E. SEVEN	A. ONE B. ONE C. TWO D. THREE E. SIX
ALL OTHER LANGUAGES	A. 150 WORDS OR LESS B. 151 – 500 WORDS C. 501 – 1,000 WORDS D. 1,000 – 5,000 WORDS E. OVER 5,001 WORDS	A. THREE B. THREE C. FOUR D. FIVE E. NINE	A. TWO B. TWO C. THREE D. FOUR E. EIGHT

Item Specification	Rate Per Word (By Document)	Business Day Rush Fee	Weekend Rush Fee	Desktop Publishing
Spanish (100,000 words per year)				
Core Languages (150,000 per year): Polish, Russian, Chinese, Arabic, Bosnian, Hindi, Korean, Vietnamese, Bulgarian, Romanian, Tagalog, Urdu, Farsi, Ukrainian, Serbo-Croatian, Somali, Assyrian, Cambodian (mon-khmer)				
All Other Languages (40,000 per year)				

**CHA reserves the right to increase or delete any scheduled items, and/or increase or reduce the quantity of any scheduled item as deemed necessary, to waive informalities and technicalities, and to make other changes and modifications consistent with CHA's policies, and the laws and regulations governing HUD programs.*

All Quote Responses Must Be Typed & Signed by an Authorized Representative from the Respondent's company.

The successful Respondent(s) will be required to submit mandatory CHA forms and affidavits within seven days of notice of award. The mandatory forms will be forwarded to the successful Respondents prior to contract award. Forms should be completed, signed, and notarized where required or marked "not applicable" where appropriate. The mandatory forms are:

- Fee Form
- Utilization Plan*
- Letter of Intent – MWDBE and Section 3 Subs*
- Contract Compliance Certification*
- Contractors Affidavit*
- Economic Disclosure Statement Form*
- HUD-2530
- Required Insurance Certificate (see below **Insurance Requirements**)

***These documents are exhibits to this Small Purchase and can be found at**

<https://www.thecha.org/contracting-opportunities/open-solicitations>

Failure by the Respondent to provide such information within the allotted time will render the Respondent ineligible for award.

CHA may reject any or all quotes. Action to reject all quotes shall be taken only for unreasonably high prices, error in the solicitation, cessation of need, unavailability of funds, failure to secure adequate competition, or any other reason deemed appropriate by CHA.

Insurance Requirements

Prior to the commencement of this Agreement, Vendor/Consultant shall procure and maintain at all times during the term of this Agreement insurance against claims for security breaches, system failures, injuries to persons, damages to software, or damages to property (including computer equipment) which may arise from or in connection with the performance of the work hereunder by the Vendor, its agents, representatives, or employees. Vendor shall procure and maintain for the duration of the contract insurance claims arising out of their services and including, but not limited to loss, damage, theft or other misuse of data, infringement of intellectual property, invasion of privacy and breach of data. The insurance carriers used must be authorized to conduct business in the State of Illinois and shall have an A.M. Best rating of not less than A: VII.

Minimum Coverage and Limit Requirements

- 1. Commercial General Liability:** General Liability Insurance on an occurrence basis with limits not less than \$1,000,000 per occurrence with an aggregate of not less than \$2,000,000 covering bodily injury and property damage. This coverage shall also include, but not be limited to, contractual liability, products and completed operations, personal and advertising injury.

2. **Auto Liability:** Required when any vehicles (owned, hired and/or non-owned) are used in connection with the Services to be performed, coverage limits of not less than \$1,000,000 each accident combined single limit for Bodily Injury and Property Damage.
3. **Workers' Compensation and Employer's Liability:** Coverage must be in accordance with the laws of the State of Illinois and include a waiver of subrogation in favor of Chicago Housing Authority.
 - Coverage A – Statutory Limits
 - Coverage B - Employers Liability - \$500,000 bodily injury or disease each accident; each employee
4. **Technology Errors & Omissions (including Cyber Liability)** required when Vendor/Consultant provides technology services or technology products under this Agreement, insurance appropriate to the professional services being performed shall provide coverage for the acts, errors, or omissions of Vendor/Consultant with a limit of not less than \$1,000,000 per occurrence or claim and \$2,000,000 in aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the Vendor in this agreement and shall include, but not be limited to, claims involving security breach, system failure, data recovery, business interruption, cyber extortion, social engineering, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, and alteration of electronic information. The policy shall provide coverage for breach response costs, regulatory fines and penalties as well as credit monitoring expenses.

Related Insurance Requirements

The Certificate of Insurance evidencing the minimum coverages required herein shall be in force on the Effective Date of the Contract and continuously throughout the duration. The required documentation must be received prior to the commencement of work under this Agreement.

It is understood and agreed to by the parties hereto that Chicago Housing Authority and others listed below shall be included as Additional Insureds on Vendor's liability policies, with the exception of Professional Liability and Employer's Liability and such insurance is primary to and will not seek contribution from any insurance, deductibles, self-insured retentions and/or self-insured programs available to Chicago Housing Authority.

Certificate Holder:

Chicago Housing Authority
60 E Van Buren
Chicago, IL 60605

Additional Insureds: Collectively referred to as the "Additional Insureds" shall include Chicago Housing Authority, Chicago Housing Administration, LLC; and/or other Partnership, Limited Liability Company as established by CHA; its respective commissioners, board members, officers, directors, agents, property management firms, agents, employees, invitees and visitors.

Primary Coverage: For any claims related to this Agreement, the Vendor's insurance coverage shall be the primary policy. The Vendor expressly understands and agrees that any insurance or self-insurance programs maintained by the CHA shall apply in excess of and shall not contribute with insurance provided by the Vendor.

Prior to the issuing of the Notice to Proceed by the CHA, the Vendor shall submit a Certificate of Insurance via PINS Advantage Certificate Tracking System, evidencing compliance with the insurance requirements set forth above. You will receive an email with instructions for the submission of your

insurance. Copies of the endorsement(s) adding the CHA to the Vendor's policy as an additional insured are required upon request. Updated Certificates of Insurance are required for policies which renew during the term of this Agreement or extensions thereof. Under no circumstances shall the Vendor allow any required coverage to lapse, cancel or non-renew throughout the duration of the Agreement or extensions thereof.

At the CHA's option, non-compliance will result in (1) all payments due the Vendor being withheld until the Vendor has complied with the Agreement; or (2) the Vendor will be assessed Five Hundred Dollars (\$500.00) for every day of non-compliance; or (3) the Vendor will be immediately removed from the premises and the Agreement will be terminated for default. The receipt of any certificates does not constitute agreement by the CHA that the insurance requirements in the Agreement have been fully met or that the insurance policies indicated on the certificate comply with all Agreement requirements. The insurance policies shall provide for thirty (30) days prior written notice to be given to the CHA in the event coverage is substantially changed, canceled or non-renewed.

The Authority in no way warrants that the minimum limits contained herein are sufficient to protect the Authority from liabilities that might arise out of the performance of the work under this Agreement by the Vendor or its Subcontractors. Vendor shall assess its own risks and, if it deems appropriate and/or prudent, maintain higher limits and/or broader coverages. The Vendor is not relieved of any liability or other obligations assumed or pursuant to the contract by reason of its failure to obtain or maintain sufficient insurance.

The Vendor shall require all subcontractors to carry the insurance required and adhere to the same requirements and conditions as outlined above.

The Vendor expressly understands and agrees that any insurance or self-insurance programs maintained by the CHA shall apply in excess of and will not contribute with insurance provided by the Vendor and/or any of its subcontractors.

PART 3 – VENDOR INFORMATION

_____ (CORPORATE NAME ATTACHED TO
FEDERAL TAX ID NUMBER) has thoroughly read RFQ 84941 Written Translation Services
and all associated Addenda (if applicable) and can provide the services as described at
the offer submitted on this Quote Form.

CONTACT INFORMATION FOR CORPORATE OFFICIAL AUTHORIZED TO BIND
RESPONDENT

DATE	
CORPORATE AUTHORIZED REPRESENTATIVE	
CORPORATE OFFICIAL E- MAIL ADDRESS	
COMPANY PHONE NUMBER	
COMPANY ADDRESS	
CORPORATE AUTHORIZED REPRESENTATIVE SIGNATURE	

PART 4 – ADMINISTRATIVE TERMS AND CONDITIONS

- **Required CHA Vendor Registration**

In order to do business with CHA, Respondent must be a registered vendor prior to submitting a response. If Respondent has already registered with CHA, the Respondent's (Vendor) profile must be up to date.

Respondent is responsible for contacting their local authorities to ensure that Respondent has complied with all laws and is authorized and/or licensed to do business in the Territory. All applicable fees associated therewith are the responsibility of Respondent now or hereafter in effect during the contract. Respondent and its employees, agents and subcontractors shall also comply with all Federal, State and local laws regarding business permits and licenses that may be required to carry out the services performed under the contract.

- **Acceptance Period**

All Respondents submitting a quote must agree to honor the terms and conditions contained herein for a period of one hundred twenty (120) days.

- **Quote Signature**

The person signing the Quote Form must be a person authorized to bind the Respondent contractually. Unsigned offers will be rejected. Unsigned offers cannot be signed after the quote has been received.

- **Ownership of Documents**

All work products generated, prepared, assembled and provided to CHA pursuant to this RFQ become the property of CHA upon receipt. Work products include but are not limited to reports, memoranda, data, survey responses, presentations, and other materials of any nature, or information related to any of the foregoing, which are or were generated in connection with the scope of services described in the contract. Respondents shall not copyright, or cause to be copyrighted, any portion of any document submitted to CHA as a result of this RFQ.

- **Contractor Status**

The Contractor shall be an independent Contractor and will not be an employee of CHA.

- **Funding Limitations**

This procurement may be funded, in whole or in part, by grant funds provided by the U.S. Department of Housing and Urban Development ("HUD"). CHA will not be bound to any contract if funding has been disallowed by HUD.

- **Taxes**

CHA is exempt from sales tax. The Contractor agrees to pay all taxes incurred in the performance of an awarded contract. Freight, handling costs, and taxes shall not be charged to the CHA.

- **Advertising**

Respondent agrees not to use the fact of or the results from submission of a quote as a part of any commercial advertising. CHA does not permit the use of CHA's relationship with an entity of purposes of marketing efforts, unless CHA specifically agrees otherwise.

- **Government Restrictions**

In the event any governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the goods or the material, quality, workmanship or performance of the goods or services offered, it shall be the responsibility of the successful Respondent to immediately notify Chain writing specifying the regulation which requires an alteration. CHA reserves the right to accept any such alteration, including any reasonable price adjustments occasioned thereby, or to cancel the contract at no expense to CHA.

- **Compliance & Law**

The Respondent shall comply with all applicable Federal, State and local laws, regulations, ordinances and requirements applicable to the work described herein including, but not limited to, those applicable laws, regulations and requirements governing equal employment opportunity programs, subcontracting with small and minority firms, women's business enterprise, and labor surplus area firms, equal opportunity for businesses and unemployed and underemployed persons (as referenced in Section 3 of The Housing and Urban Development Act of 1968, as amended, 12 U.S.C. 1701u (Section 3), the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, the Davis-Bacon Act, and those laws and regulations concerning the abatement and remediation of asbestos and lead-based paint, and shall provide for such compliance in the contract documents.

To the extent the work required under this contract is related to development, Respondent shall further comply with the applicable Annual Contributions Contract (ACC) related to such development. To the extent such work is related to a mixed finance development, Respondent shall comply with the provisions of 24 CFR ' 941.208. The Respondent shall obtain, at Respondent's expense, such permits, certificates, and licenses as may be required in the performance of the work specified.

Vendor Name	M/W/DBE and/or Section 3 Status	Certification Attached (Y/N)