SCOPE OF SERVICES

Introduction

The New York City Taxi & Limousine Commission requires implementation of a language translation solution to extend multilingual support for the TLC Connect subdomain of nyc.gov. These services include the deployment, configuration, and testing of the GlobalLink Web (JavaScript-based) translation platform to provide real-time translated content in twelve languages. The work must ensure accurate and consistent translation across approved pages, support in-country review through an On-Page Editor, and deliver secure integration with existing Commission systems.

The system will be deployed in alignment with industry-recognized standards for web accessibility, data security, and language support to ensure high-quality service delivery.

Target languages include: Arabic, Bengali, Chinese Simplified, French, Haitian Creole, Korean, Polish, Russian, Spanish, Urdu, Hindi, and Punjabi.

This solicitation is being made pursuant to the M/WBE Noncompetitive Small Purchase Method Section 3-08 of the Procurement Policy Board Rules, this procurement is exclusively for City Certified Minority and Women Owned Business. Contracts awarded under this method may not exceed $1,500,000 inclusive of any change orders, overruns, amendments, renewals, and extensions.

Scope Of Work

The Contractor shall perform a comprehensive implementation of the GlobalLink Web translation platform to support multilingual access to TLC Connect.

This will begin with the setup and configuration of the GlobalLink Web (JavaScript) solution, including translation engine setup, do-not-translate (DNT) term implementation (up to 200 terms), and machine translation deployment across approximately 12,500 words on 50 pages.

The Contractor shall perform essential testing of translated content, including up to 10 priority pages per language on a desktop browser at one resolution, to validate functionality and accuracy. In-country reviewers will be provided access through the On-Page Editor to make modifications and ensure alignment with Translation Memory and Terminology assets.

The Contractor shall also implement secure access through TPAuth (SAML 2.0-based authentication) to support controlled access to translation applications and maintain compliance with the Commission's security standards.

Exclusions include non-localizable elements such as search functions, subdomains, user-generated content, autocomplete functionality, offsite links, 3rd party domains, multimedia (audio/video), and non-web documents (Word, PowerPoint, Excel, PDFs, etc.).

Findings, updates, and recommendations shall be consolidated into a report that aligns with the Commission's business objectives for expanded language access.

Project Timeline

The vendor must provide a comprehensive project schedule that outlines major tasks, milestones, deliverables, and timelines to ensure timely completion of the assessment.

The project shall begin with a Kickoff Meeting between the Contractor and the New York City Taxi & Limousine Commission. The purpose of this meeting is to confirm project objectives, scope, deliverables, timelines, and roles. Communication protocols, required resources, and documentation will also be reviewed.

Anticipated Contract Term:

The Anticipated Contract Term shall be one year from Issuance of a Notice to Proceed

Anticipated Budget

The anticipated budget for this contract shall be $48,000.00. This amount is subject to approval.