

COUNTY OF FRESNO
ADDENDUM NUMBER: TWO (2)
RFP NUMBER: 962-5454
WRITTEN TRANSLATIONS

Issue Date: March 28, 2016

IMPORTANT: SUBMIT PROPOSAL IN SEALED PACKAGE WITH PROPOSAL NUMBER, CLOSING DATE AND BUYER'S NAME MARKED CLEARLY ON THE OUTSIDE TO:

COUNTY OF FRESNO, PURCHASING
4525 EAST HAMILTON AVENUE, 2nd Floor
FRESNO, CA 93702-4599

CLOSING DATE OF PROPOSAL WILL BE AT 2:00 P.M. PST, ON APRIL 8, 2016.

PROPOSALS WILL BE CONSIDERED LATE WHEN THE OFFICIAL PURCHASING TIME CLOCK READS 2:00 P.M.

All proposal information will be available for review after contract award.

Clarification of specifications is to be directed to: Louann M. Jones, phone (559) 600-7118 or e-mail ljones@co.fresno.ca.us .
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NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS OF REQUEST FOR PROPOSAL NUMBER: 962-5454 AND INCLUDE THEM IN YOUR RESPONSE. PLEASE SIGN IN BLUE INK AND RETURN THIS ADDENDUM WITH YOUR PROPOSAL.

- **Page 27 - Items 10 and 11 on the Check List should be disregarded.**
- **Please replace "Attachment A" with the attached "Revised Attachment A".**

ACKNOWLEDGMENT OF ADDENDUM NUMBER Two (2) TO RFP 962-5454

COMPANY NAME: _____ (PRINT)

SIGNATURE (In Blue Ink): _____

NAME & TITLE: _____ (PRINT)

Purchasing Use: LMJ:ssj

ORG/Requisition: 56302007, 34300200, 56201500, 91400801, 56107001 /
5631601510, 3431600263, 562160528, 140160039, 5611600786

QUESTIONS AND ANSWERS

Note: The questions below are in the form as submitted by bidders. Similar questions are grouped and include one response by the County.

Q1. Whether companies from Outside USA can apply for this? (like, from India or Canada)

A1. Companies not based in the United States may submit a proposal.

Q2. 1 - Whether we need to come over there for meetings?

2 - Can the quarterly Q&A sessions be attended via phone conference?

3 - Can quarterly meetings occur via phone or web conference, or will they need to occur in person on location in Fresno County?

A2. Staff will not leave the Country to hold quarterly meetings; vendors should expect to come here. The in person meetings are generally a requirement, but can be waived for extenuating circumstances. The Department may go to the vendor for a quarterly meeting, but this is rare and usually tied to a site visit/evaluation.

Q3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

A3. Translation tasks may be performed outside the United States.

Q4. Can we submit the proposals via email????

A4. No, instructions for proposal submission are detailed on page 17, Bidding Instructions and Requirements, Number of Copies section and on pages 23-25, Proposal Content Requirements.

Q5. 1 - Is there a current vendor for these services? If so, who is it and what prices are they charging?

2 - Who is the incumbent for this contract and what rates were offered in the last contract period?

3 - Is there an incumbent? If so, what is the current rate paid to incumbent per word, per language?

4 - Is there an incumbent and if so can you provide their name and existing rates?

5 - Does your current vendor offer reduced 'leveraged' rates on previous work done?

6 - Who is/are the incumbent vendor(s), and what are the rates per language, per task?

A5. The current vendor is TransPerfect. A copy of the current rate sheet has been attached to Addendum 2.

Q6. If there is a previous or current contract, would you please provide the following information?

- Contractor
- Contract ID#
- Contract Value
- Expiration date

A6. Yes, there are previous contracts and a current contract. The current vendor is TransPerfect. Contract # A-13-536, maximum compensation \$131,750 per year, expires on June 30, 2016.

- Q7. 1 - Do you have any translation volume data under the current contract?**
2 - What was the translation volume for last year? Is growth in the volume expected?
3 - What is the current volume of translation work?
4 - What is the volume by language?
5 - What is the approximate volume of content (number of words) required? By Language?
6 - What is the approximate volume of content (number of words) required? By Language?
7 - What is the percentage of work required for translation per language?
8 - What is the anticipated volume per language, in number of words?

A7. Information on translation volume by language or word does not exist at this time. Approximately 85% of the invoices for the current contract were under \$1000.00 each.

- Q8. Can we attend the Vendor Conference via phone?**

A8. Bidders were allowed to attend the Bidder Conference via Skype on March 15, 2016.

- Q9. Is the performance bond required for this contract? If so, for what amount?**

A9. A performance bond is not required for these services.

- Q10. Are any notes or recordings from the bid conference available for review?**

A10. Questions asked during the conference have been included in this Addendum.

- Q11. Is it possible to make oral presentations via phone or web conference?**

A11. Oral presentation via phone or web conference will not be allowed.

- Q12. For translation of medical or legal subject matter, is it sufficient for the translator to be ATA certified or must they also hold a certification pertaining to the specialty subject matter?**

A12. Certification requirements are detailed in page 20 of the RFP, items 3, 4, 5.

- Q13. What is the typical project length (in # of words) for translation projects to be completed within 3 business days?**

A13. Data on typical project length for translations completed within 3 business days does not exist. Translation length will vary by Department and project.

- Q14. What is the typical project length (in # of words) for translation projects to be completed same day?**

A14. Data on typical project length for same day translations does not exist. Translation length will vary by Department and project.

- Q15. Is it required to bid for all languages?**

A15. All required languages are listed on page 20 of the RFP, item 1. See item 2 also.

- Q16. Documents need to be written in English at the equivalent educational level/tone as the County wishes for them to be translated. Documents of legal/medical nature are usually reviewed and/or written by counsel, thus necessitating that the translated language remain at the same level/tone/context. Not to mention, stipulations/guidelines by our insurances for errors/omissions.**

A16. Bidders must indicate how basic, legal, and medical translations will be completed and how accuracy requirements will be met.

Q17. 1 - Glossary needs to be compile in order to ensure agreement by County staff in regards to commonly accepted entity names, terminologies, and titles to be used consistently throughout translations.

2 - How will the Departments work with the vendor to compile a glossary of common terms and what will it include?

A17. Bidders are to propose how entity names, terminology, and titles are consistently translated.

Q18. Page 21, question 15: Any errors or misinterpretations will obviously be corrected at no charge, however, what about subjective/stylistic requested revisions after translated material is delivered?

A18. Subjective/stylistic determinations will be determined after a bidder has been selected. Bidder can propose the process they offer to facilitate subjective/stylistic requested revisions.

Q19. Attachment A: Cost per page for editing and proofing? Rate has been charged hourly for the past 15+ years. Editing and proofing what exactly? Layout files post-typesetting? Existing translations that have been updated? And/or proofing/editing translation by a second language specialist after initial translations are completed?

A19. We are asking for a break out of costs. See answer for Q.20.2 for instruction on proposing alternative rates and see revised Rate Sheet for section to show costing for proof/edit of existing translations.

If a bidder wants to submit an alternate rate schedule for these charges, the cost proposal attached to the RFP must be completed as written, with any bidder alternatives detailed on additional attachments.

Q20. Is the proofreading charge for projects where we complete the translation, or is it the fee to proofread previously translated materials completed by another vendor?

A20. The editing and proof reading charges are for documents translated by the bidder (Attachment A, page 1, item B). The exact editing and proofing services are at the discretion of the bidder.

Pricing for editing and proofing of existing documents not created by bidder should be listed in item C of Attachment A.

However bidder must ensure all translated documents meet the requirements listed on pages 20 and 21 of the Scope of Work.

If a bidder wants to submit an alternate rate schedule for these charges, the cost proposal attached to the RFP must be completed as written, with any bidder alternatives detailed on additional attachments.

Q21. Attachment A, Translation Costs: 4 – 8 hour rush charge?

A21. 4-8 hour rush charges will be applied for emergency translations needed within 4-8 hours of request.

Q22. How will the cost sheets be evaluated? For example, will the County factor in which language are of highest volume, etc.?

A22. The award criteria are indicated on page 30 of the RFP.

Q23. Written translation services can be provided by a sole translator or by a team of linguists including a translator, editor and proofreader. Which approach is requested for this bid? Would you like pricing for both options?

A23. There is no preference on whether the translation, editing, and proofreading are accomplished by a sole translator or by a team. Bidders may submit a request based on either scenario.

However bidder must ensure all translated documents meet the requirements listed on pages 20 and 21 of the Scope of Work.

Q24. 1 - Do you have any past translation memory that we are to use in completing the new translation?

2 - Does DIR have a current glossary or translation memory? If so, for which languages and will it be available to the awarded contractor?

3 - Have you created a glossary for updates and future consistencies?

4 - Does the County maintain a glossary of terminology or term base for consistency across projects? If yes, please describe, and for which languages.

5 - What is the County's strategy for repurposing content from one project to the next? Does the county own and maintain Translation Memory software?

6 - If so, do you (or previous vendor) have the 'memories' for this work? (huge savings to update instead of re-translating)

A24. The County does not currently use a translation memory or a glossary. Bidders are to propose how they would compile a glossary for the County.

Q25. What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?

A25. This information will not be provided as current services will not be considered during the evaluation of proposals.

Q26. What file types are typically used for translation projects? (i.e. MS Word, InDesign, etc.)

A26. Required file types are detailed in the Scope of Work on pages 21, item 16.

Q27. In reference to: II. WRITTEN TRANSLATION SERVICES – BIDDER REQUIREMENTS:

It states,

“3. Translators must be certified by the American Translators Association or comparable national, state or local certification program for the language they are translating to. Bidders are to provide all certifications with their response.”

Are copies of individual translator's certification documents required at the time of proposal submission? If so, would these documents be categorized as 'trade secrets'?

A27. Copies of individual translator's certifications for the seven required languages must be provided at the time of proposal. The designation of trade secrets is at the discretion of the bidder.

Q28. Can you provide an explanation of comparable certification programs?

A28. Certification programs must be comparable with each listed certification program's covered subjects, required competency levels, education levels and testing standards, i.e. similar programs.

Q29. 1- All translations will be completed within three (3) business days unless mutually agreed upon by both the bidder and requesting Department of IHSS PA in writing.

2 - Can you please provide the scope of work for average Department projects needing completed within this timeframe including word count, average page length and percent of emergency requests?

A29. No data exists for the average word count, page length, and number of emergency requests. Emergency requests are rarely needed, but awarded vendor should have the ability to provide services.

Q30. What type of turnaround time are you looking for?

A30. Turnaround times are indicated in the Scope of Work on pages 20, item 8.

Q31. Has this work been translated in the past?

A31. The core services are similar to the previous translation agreement, some specific requirements have changed in this RFP.

Q32. In the scope of work you ask for certifications of the translators. Providing over 100 languages and having hundreds of translators this would be a lot of paperwork. Can we instead provide a couple of sample resumes with certifications for the top couple of languages needed?

A32. Certifications must be provided for all translators who will translate documents under this agreement.

Copies of individual translator's certifications for the seven required languages must be provided at the time of proposal.

Q33. 1 - Will all questions prepared by vendors and responses made by County of Fresno be published to all vendors?

2 - Will all questions (and responses) posed at the vendor conference be published to all vendors?

A33. All questions and responses received by the County have been included in this Addendum.

Q34. What is the expected annual (or contract) spend by the County of Fresno?

A34. Expected costs will be based upon the selected bidders proposed rates and projected needs by each of the departments.

Q35. What percentage of translation requirements come after standard business hours/weekends?

A35. Data on the amount of translation requests made outside normal business hours does not exist. Normal business hours for the County of Fresno is 8:00am to 5:00pm PST. There is a possibility of a need after normal business hours, which would be communicated with vendor in advance. Propose how you would meet such a request.

Q36. We do not see the applicability of Automobile Liability Insurance. Can this be waived, or entered as an exception to the proposal?

A36. Automobile Liability Insurance requirements will remain on the RFP and included in the final agreement. However, it is only required when driving is necessary for the fulfillment of services.

See Proposal Content Requirements, section IX, of RFP to indicate exceptions in bidder's proposal.

Q37. Does the County of Fresno collaborate with its vendors on a Service Level Agreement (SLA)?

A37. The selected vendor will enter into a negotiated agreement with the County of Fresno detailing the required services, performance standards, responsibilities, and required quality of work based on this RFP.

Q38. Has the County of Fresno deployed any productivity or process-related software tools to reduce overall costs or (human) touch points in the translation process? If yes, please describe.

A38. No process-related software tools have been implemented by the County.

Q39. Is the County set up to review/accept all translated content? For all language pairs required of the program?

A39. Each Department will review and accept translated content for each language pair identified in the RFP. County maintains the required software to review and accept all translations.

Q40. The County has requested a list of translation resources to be deployed by the vendor(s) for this project. This information is typically deemed proprietary. Additionally, since there are no volumes defined by the County, we cannot discern how many resources would be needed on an ongoing basis. Can the County change, eliminate or modify this request?

A40. The proposal will not be modified nor any requirement be removed.

Q41. Spanish translations: Do you require generic Latin American translated content, understandable by all Spanish speaking audience? Please confirm.

A41. Spanish translations will be completed using Latin American grammar and vocabulary, unless specified by department. Castilian translations are not required. Language level may vary with content.

Q42. The pricing proposal requests per-word rates only. Desktop Publishing (DTP) or layout charges are traditionally priced separately. Can this line item be added to the proposal?

A42. Costs not captured in the cost proposal must be detailed in Section C of Attachment A.

Q43. Attachment B: To be clear, is the County of Fresno asking for a translation deliverable into Spanish and Hmong, or just a cost analysis?

A43. A completed translation of Attachment B in both Spanish and Hmong must be provided with the submitted proposal. In addition, a cost analysis must be provided see Attachment A, page 2, section D.

Q44. Is there presently a plan to communicate with the County's community via Facebook or other social media? If yes, please describe.

A44. Information on the County's social media communications is not included as a service in this RFP.

WRITTEN TRANSLATION RATE SHEET

Provide your costs using this Rate Sheet.

List all seven (7) of the required languages (Spanish, Hmong, Lao, Cambodian, Armenian, Punjabi and Vietnamese) and any additional languages your organization is able to translate. If more space is required, bidder may attach an additional page with matching tables.

A. Translation Costs

Source Language	Target Language	Rate Per Word or Asian Character	4 - 8 Hour Rush Charge	24 Hour Rush Charge	Inverse Translation Rate
English	Spanish				
English	Hmong				
English	Lao				
English	Cambodian				
English	Armenian				
English	Punjabi				
English	Vietnamese				
English					

B. Proofreading/Editing Costs

Source Language	Target Language	Rate Per Page	4 - 8 Hour Rush Charge	24 Hour Rush Charge
English	Spanish			
English	Hmong			
English	Lao			
English	Cambodian			
English	Armenian			
English	Punjabi			
English	Vietnamese			
English				

C. Proofreading/Editing costs of existing translation not created by bidder

Target Language	Rate Per Page	4 - 8 Hour Rush Charge	24 Hour Rush Charge
Spanish			
Hmong			
Lao			
Cambodian			
Armenian			
Punjabi			
Vietnamese			

D. Additional Translation Costs (if applicable)

Description of Services	Rate (Please Detail)	4 Hour Rush Charge	24 Hour Rush Charge
Complex/Technical Text			
Design Layout			
Ready to Print files			
Complex Formatting			

E. Cost of Sample Translation: Bidder will enter the final cost of the sample translation document, Attachment B, in the table below. Additionally, bidder must include a cost breakdown, as outlined in the "Cost Proposal" section D.

Spanish		
1.	Rate Per Word	\$ _____
2.	Proofreading/Editing	\$ _____
3.	Additional charges	\$ _____
	TOTAL	\$ _____
Hmong		
1.	Rate Per Word	\$ _____
2.	Proofreading/Editing	\$ _____
3.	Additional charges	\$ _____
	TOTAL	\$ _____

WRITTEN TRANSLATION SERVICES RATES

Source Language of the Translation (From)	Target Language of the Translation (To)	Rates Per Word (cost calculations are described under "TERMS")	Minimum Charge (if applicable): applies when the total dollar amount obtained when the total word count multiplied by the cost per word is less than the established minimum charge per each language and individual document.
English	Spanish	\$0.165	\$75.00
English	Hmong	\$0.195	\$85.00
English	Cambodian (Khmer)	\$0.195	\$85.00
English	Lao	\$0.195	\$85.00
Please see the list below for additional languages and associated costs.	Please see the list below for additional languages and associated costs.	Please see the list below for additional languages and associated costs.	Please see the list below for additional languages and associated costs.

Proofreading: (only applies to proofing of layout files, when typesetting of graphic files is required, but does not apply to translations that were not performed by our agency)

Language	Hourly Rate	Minimum Charge: 1 hour
Spanish	\$65.00	\$65.00
Hmong	\$75.00	\$75.00
Cambodian (Khmer)	\$75.00	\$75.00
Lao	\$75.00	\$75.00

Other Work:

Recreating electronic files based upon scanned images, faxed, or mailed hard copies; and related work Hourly Rate	Minimum Charge
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\$70.00 (regardless of the language)	½ hour minimum (billed in additional ½ hour increments).
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Typesetting and Graphic Work (DTP):

Typesetting and Graphic Work (Spanish)	\$70.00 per hour
Typesetting and Graphic Work (Hmong)	\$85.00 per hour
Typesetting and Graphic Work (Cambodian / Khmer)	\$85.00 per hour
Typesetting and Graphic Work (Lao)	\$85.00 per hour
Minimum Charge for typesetting and graphic work: 1 hour	Spanish = \$70.00 / Hmong = \$85.00 / Lao = \$85.00 / Cambodian (Khmer) = \$85.00

TURNAROUND TIMES:

Turnaround time:	<p>(300 source words or less): 2 – 4 business days from the date of approval.</p> <p>(301 – 600 source words): 3 – 6 business days from the date of approval.</p> <p>(601 – 1.000 source words): 4 – 8 business days from the date of approval.</p> <p>(1.001 – 1.500 source words): 5 – 10 business days from the date of approval.</p> <p>(1.501 – 2.000 source words): 7 – 12 business days from the date of approval.</p>
<p>The turn-around times outlined above are estimates only, and will vary according to several factors, such as: our workload during the time of approval, register and subject matter of the material to be translated, formatting requirements, number of languages, graphic work and typesetting; among several other factors. The estimated turn-around time will be provided to the client at the date of approval.</p>	
For Large Documents (50+ pages):	<p>The turn-around time will depend upon the actual or estimated word count, our workload during the time of approval, register and subject matter of the material to be translated, formatting requirements, graphic work and typesetting, number of languages; among several other factors. The estimated turn-around time will be provided to the client at the date of approval.</p>

ENGLISH > SPANISH

\$0.165 per word (depending upon the subject matter, technicality, and register of the text)
MINIMUM CHARGE = \$75.00

SPANISH > ENGLISH

\$0.185 per word (depending upon the subject matter, technicality, and register of the text)
MINIMUM CHARGE = \$75.00

ENGLISH > HMONG

\$0.195 per word (depending upon the subject matter, technicality, and register of the text)
MINIMUM CHARGE = \$85.00

ENGLISH > CAMBODIAN (KHMER)

\$0.195 per word (depending upon the subject matter, technicality, and register of the text)
MINIMUM CHARGE = \$85.00

ENGLISH > LAO

\$0.195 per word (depending upon the subject matter, technicality, and register of the text)
MINIMUM CHARGE = \$85.00

ENGLISH <> OTHER EUROPEAN LANGUAGES

\$0.199 - \$0.239 per word (depending upon the language, subject matter, technicality, and register of the text)
MINIMUM CHARGE = \$85.00

ENGLISH <> MIDDLE EASTERN LANGUAGES, FARSI, ARABIC

\$0.239 - \$0.299 per word (depending upon the language, subject matter, technicality, and register of the text)
MINIMUM CHARGE = \$95.00

ENGLISH <> OTHER ASIAN LANGUAGES

\$0.239 - \$0.299 per word (depending upon the language, subject matter, technicality, and register of the text)
MINIMUM CHARGE = \$95.00

ENGLISH <> INDIAN LANGUAGES

\$0.239 - \$0.299 per word (depending upon the language, subject matter, technicality, and register of the text)
MINIMUM CHARGE = \$95.00

ENGLISH <> SLAVIC LANGUAGES

\$0.239 - \$0.299 per word (depending upon the language, subject matter, technicality, and register of the text)
MINIMUM CHARGE = \$95.00