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September 20, 2011

TO: ALL OFFERORS

FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT OFFICER II

SUBJECT: REQUEST FOR PROPOSAL – ADDENDUM #1
NO.: GSS12602-TRANSLAT_OSW
On-Site Interpretation and Written Translation Services

ADDENDUM #1

The purpose of this addendum is to answer questions submitted regarding the solicitation.

1. Do translators need to have a background check and be fingerprinted or only interpreters?
Background checks are required for all translators & interpreters that will be working on this contract.
2. Please provide number of words to be translated per week or per month.
No estimated usage is available. Usage reports for the current contract (GSS11602-TRANSLAT_OSW) can be found online at:
http://contracts.delaware.gov/contracts_detail.asp?i=729
3. Insurance: Could it be possible to have \$1m/2m which is standard instead of \$1m/3m?
Any changes in Insurance Requirements would need to be taken as an exception and would be reviewed by the Insurance Coverage Office.
4. Please clarify the desired layout and format for the proposal response. Page 47 lists a minimum compliance format but the RFP lists various requirements in several other sections as well.
The Proposal Compliance on page 47 is a summary of the proposal response requirements found throughout the solicitation. All pages of the solicitation should be carefully read to ensure compliance with all requirements.

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5. Page 8 Item I discusses samples. Are translation samples required as part of the proposal submission? If so where is the proposal should they be included?
Samples of translation work are not requested in the Scope of Work.
6. Page 11 Item X Document Execution. Are potential vendors required to complete and submit a W-9 prior to proposal submission or does this occur post award?
Submission of the State of Delaware Substitute W-9 form would be due at time of award.
7. Page 14 Item 6.g Disqualification of Bids 'Non-attendance of mandatory pre-bid meetings shall be cause of disqualification.'. Is there a mandatory pre-bid meeting for this RFP?
As stated on pages 18 & 38 no pre-bid meeting has been scheduled for this solicitation.
8. If so, is it possible for bidders to attend via teleconference?
N/A
9. Section G.2. Written Translation Service Requirements says: 'Required fields of expertise includes, but not limited to, the translation of Business, Legal, Medical and Technical documents, manuals, and audio.' Please clarify if audio refers to translation/transcription from audio files?
Translation of "audio" does not include transcription services. Translation of "audio" would include updates to telephone messages and other related items.
10. If transcription is required please indicate the estimated volume of projects that require this service?
N/A
11. Transcription is often billed differently than translation services (ex: translation is billed per source word, transcription is billed per audio min/hour). Will the state consider revising the cost worksheet to include a separate line item for this service?
N/A
12. Section G.2. Written Translation Service Requirements says: 'The translator/vendor shall provide written justification for all edits and changes it suggests to the Using Agency. Basic grammar and punctuation may be added, without justification, but changes on word choice and adjustments to major blocks of text or content must be accompanied by the translator/vendor's rationale.' Please clarify if this refers to existing translations that the state will require updates/edits to. If not, please explain further.
This applies to all translation jobs; whether new translation or updates to existing translations.

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13. Section G.2. Written Translation Service Requirements says: ‘A single translator shall be used to complete each document to ensure continuity and consistency.’ Please clarify if this means the State requires 1 translator to be used for translation and editing of a single project or if 1 translator should be used for all projects for a specific language.
One translator per project.
14. Section G.2. Written Translation Service Requirements:
- What is the expected volume of projects with 20 or fewer pages?
 - What is the expected volume of projects with more than 20 pages?
 - What are the typical project sizes, in number of words?
No estimated usage is available. Usage reports for the current contract (GSS11602-TRANSLAT_OSW) can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=729
15. Section H.2. Additional Requirements - Are background checks, resumes, and screening test results required as part of the proposal submission or after award of contract?
Background checks are due at time of award; resumes are due with proposal submission; screening test results will be due upon request. Refer to Scope of Work regarding Skill Testing and Screening requirement for proposal submission.
16. Are background checks required for translators or is this only applicable to onsite interpreters?
Background checks are required for all translators & interpreters that will be working on this contract.
17. We are submitting a proposal response for written translation only, please clarify if the information required in Section 3 Approach and Oversight is intended for bidders submitting proposals for on-site interpretation or if this applies to translation candidates as well.
This section applies to all categories: (1) On-Site Interpretation – Foreign Language; (2) On-Site Interpretation – Sign Language; (3) Written Translation
18. Appendix B Pricing Excel Sheet. The tab for written translation pricing includes a column for Routine, Expedited and Emergency, however, the SOW for written translation only provides turn around information for projects less than 20 pages and more than 20 pages. Please clarify what the States expectation for turnaround is for expedited and emergency written translation projects?
Pricing submission requirement for “Written Translation” has been modified and is to be submitted in Appendix C.

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19. The written translation price sheet does not include line items for project minimums. Including minimum fees for services is standard within the industry as it is common for smaller projects to require translation (i.e. 300 words or less). Please advise if the State will consider revising the price sheet to include minimum fees for translation?
Pricing submission requirement for “Written Translation” has been modified and is to be submitted in Appendix C. Vendors may elect to take minor exceptions to the terms and conditions. Alternate pricing schedules should be noted as an exception and provided on a separate excel document (either add a tab to the current Excel file or complete in a separate Excel document) and notated accordingly.
20. If desktop publishing will be required will the state revise the current pricing tab to include a line item for this service?
Because this is a fairly new contract we cannot say if there will be any requirements for formatting or desktop publishing. Vendors are welcome to submit additional offerings. Additional offerings should be listed on a separate document and notated as such.
21. Do you have any past translation memory that we are to use in completing the new translation?
Translation work order requests could include new translation or updates to existing translations.
22. Are there any specific translation tools that you require we use in completing the new translation?
Because this is a fairly new contract we cannot say if there will be any requirements for formatting or desktop publishing.
23. What are the typical file types of the source documents (ex. InDesign, Word, Illustrator, etc)?
Because this is a fairly new contract we cannot say if there will be any requirements for formatting or desktop publishing.
24. Is desktop publishing required as part of this contract?
Because this is a fairly new contract we cannot say if there will be any requirements for formatting or desktop publishing.
25. Can you provide a sample of the type of translation work required under this contract?
No sample documents are available.
26. 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?
The biggest challenge the State faced in developing the initial solicitation and continues to face is identifying what languages the State may need interpreters/translators for. Any anticipated challenges have been addressed in the Scope of Work.

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27. Regarding the requirement that "Vendor is to provide scope specific resumes for all proposed interpreters/translators." There are over 80 languages listed as part of the scope of work. For each language our company offers, we typically have 3-6 independent contractors that would be available to perform work for this contract (especially as different specialties are required: legal, medical, commercial, etc.). If we were to apply for the maximum number languages and supply the resumes of all contractors that may potentially be employed, that easily tops 400 resumes. That said, will resumes for ALL potential contractors be required? Or, is it possible for this RFP to specify a handful of languages with the most historic usage, to consider instead?
Vendor is to provide scope specific resumes for all proposed interpreters/translators.
28. Regarding the requirement for Background Checks. Considering that written translators are independent contractors who do not and will not perform work on-site, and who may reside in any part of the U.S., requiring background checks is not standard practice. Does this requirement apply to on-site interpreters only, or to written translators as well?
Background checks are required for all translators & interpreters that will be working on this contract.
29. Regarding Section III-M, "Number of Copies with Mailing of Proposal," can you clarify if you need 1 Master Copy and 1 photocopy, or 1 Master Copy with 2 photocopies?
Two paper copies. One of the paper copies shall be marked "Master Copy" and will contain original signatures in all locations requiring an offeror signature. The remaining copy does not require original signatures.
30. In the RFP it states: "Prior to receiving an award, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required." Do we have to abide by this if we are only going to bid our translation services that will be delivered electronically? If we do win the bid, can we apply for a foreign corporation status if we must have a license?
All companies awarded a contract by the State of Delaware must have or obtain a Delaware Business License. Foreign Corporations must be from a country that is a signator to the WTO agreement and have all the required licensure, permits and submission of the required W-9.
31. Also, who are your current vendors for translation and what are their rates, please?
Information regarding the current award can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=729
32. What is P-Card payment?
Credit Card payment
33. RFP indicates there are instructions for completing Appendix B on page 47, however there are no instructions contained within the RFP. It appears they are asking for information on this workbook that are previously supplied in other answers. Please explain.
Instructions for completing the Excel workbook can be found on the first tab of the workbook (Labeled: Instructions).

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34. I am not familiar with the format indicated in Attachments 8 and 9 on pages 43 and 44 nor what the attachments are precisely looking for. Can you explain in detail the requirements of these attachments?

Attachments 8 and 9 are samples of reports required by all vendors who would be awarded the contract.

35. We see a cap for the On Site Sign Language but not any of the others. Can you please let us know if there is a cap for the written translations portion as well?

A rate cap has only been applied to On-Site Sign Language Services.

36. Is there any requirement that the interpreters should be citizens/legal residents of the US or can they be residents abroad as long as they are responsive to the translation requirement?

Interpreters/Translators, under this contract, must be eligible to work in the U.S. and successfully complete a State of Delaware or Federal Background check.

37. I would like to explore subcontracting possibilities with the primes who are bidding on this contract. Do you foresee a need for Spanish to English or French to English translation in the legal field? If so, what is the expected daily or weekly word count in those languages and what kinds of deadlines do you envision? Are Para-Plus Translations and Quantum Inc. your current vendors or are they listed because they have bid on this contract?

This solicitation is open to companies who can provide interpreters and/or translators for multiple languages as well as individuals who are certified and/or qualified interpreters and/or translators covering one or more languages. For the purposes of this solicitation and resulting contract(s) the translators and interpreters will be considered vendor employees (for those responding as a company); not subcontractors. No estimated usage is available. Information regarding the current contract (GSS11602-TRANSLAT_OSW) including usage reports and awarded vendors can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=729

38. What if any is the most frequent capacity / venues current translators are being used i.e. court systems, classroom, etc?

The State of Delaware is not tracking the location of services being provided; only the languages being requested.

39. How often are ASL translators being used?

Information regarding the current contract (GSS11602-TRANSLAT_OSW) including usage reports and awarded vendors can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=729

40. What is the frequency of use for this contract? And, do you have an idea of the current number of translators being used in a given day, week or month.

Information regarding the current contract (GSS11602-TRANSLAT_OSW) including usage reports and awarded vendors can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=729

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41. What is the dollar amount of this contract?
There is no guaranteed value or estimated usage assigned to this contract.
42. Will this contract be awarded to more than one vendor?
Refer to Section I.A.4, Multiple Source Award.
43. When / What is the first project to be covered by contractor?
The services covered under this contract are on an as needed basis.
44. Who is the current Vendor (if any) performing this project?
Information regarding the current contract (GSS11602-TRANSLAT_OSW) including usage reports and awarded vendors can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=729
45. When was the last time you made a change in vendors?
This is the State's second bid for these services.
46. Are you dissatisfied with the current vendor in any way?
The State elected to rebid the contract rather than utilize any of the extension options in order to make adjustments to the Scope of Work to better accommodate the State's needs.
47. Is the purpose of this RFP only to solicit for competitive bids or to actually hire a new vendor?
It is the goal of this Request for Proposal to identify a vendor(s) and execute a contract for On-Site Interpretation and Written Translation Services.
48. What role does price play in the decision? i.e will this contract simply be awarded to the lowest bidder?
Refer to IV.D., Criteria and Scoring.
49. page 57 background check: "Background checks previously cleared cannot be more than 6 months old." To obtain an FBI background check, a person must complete an application (one can apply online), go to a designated place to be fingerprinted, and pay a fee, currently \$27.50. Does the RFP provision mean that a background check for an individual must be performed every 6 months? Most interpreters would not agree to obtain background checks so frequently.
No. Background checks are not required on a bi-annual basis. The initial background check submitted to the State for those interpreters/translators who will be providing the services cannot be older than 6 months.

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50. The industry standard per assignment is a 2 hour minimum, plus reimbursement for travel time and expenses. The RFP page 51 billing, provides that the minimum billable time will be one hour. If the RFP rate does not permit a separate addition for travel time and reimbursement of expenses and the minimum billable is one hour, the result may be a higher hourly rate because the travel time and reimbursement of expenses must be recovered in one hour. Will the RFP be changed to provide a minimum of 2 hours as it was last year and in accordance with the industry standard?
This change was made at the request of the user committee. Vendors may elect to take minor exceptions to the terms and conditions.
51. Why is a new RFP being issued this year? What issues, problems or challenges have you experienced in the past year with translations and translation sourcing since awarding the previous translation (**Contract No. GSS11602-TRANSLAT_OSW**) RFP?
The State elected to rebid the contract rather than utilize any of the extension options in order to make adjustments to the Scope of Work to better accommodate the State's needs. The biggest challenge the State faced in developing the initial solicitation and continues to face is identifying what languages the State may need interpreters/translators for.
52. Who is the incumbent for **written** translations?
Information regarding the current contract (GSS11602-TRANSLAT_OSW) including usage reports and awarded vendors can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=729
53. What was the approximate translation spend for **written** translations in the past year?
Information regarding the current contract (GSS11602-TRANSLAT_OSW) including usage reports and awarded vendors can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=729
54. In the pricing matrix in Attachment B, column K (# of interpreters on staff) under the Pricing-Written tab would not seem to apply to **written** translations. Please clarify.
The State does want to know how many translators you have to cover all languages you elect to submit a bid for.
55. We would like to know the volume of requests from last year for foreign language interpreting and translating. If this could be broken down by counties, that would also be very helpful.
Information regarding the current contract (GSS11602-TRANSLAT_OSW) including usage reports and awarded vendors can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=729. The State of Delaware is not tracking the location of services being provided; only the languages being requested.

All other terms and conditions remain the same.