



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

State of Delaware
Interpretation & Translation Services
Contract No. GSS15602-LINGUIST

BID PACKAGE D – FOREIGN, WRITTEN

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

CONTRACT NO. GSS15602-LINGUIST

ALL VENDORS:

The enclosed packet contains the service specific requirements for Bid Package D – Foreign, Written which is a part of "REQUEST FOR PROPOSAL" GSS15602-LINGUIST, Interpretation & Translation Services. This packet consists of the following documents:

BID PACKAGE D - CONTRACT NO. GSS15602-LINGUIST

- I. Scope of Work
- II. Response Requirements
 - a. Attachment 1 – Company/Independent Linguist Response Form

In order for your proposal to be considered for this bid package it must be submitted as part of your proposal response to Request for Proposal GSS15602-LINGUIST, Interpretation & Translation Services, per the instructions outlined within the Request for Proposal document.

For Scope of Work specific definitions, refer to II. Scope of Work, D. Detailed Requirements, 1. Scope Specific Definitions in the Request for Proposal, GSS15602-LINGUIST, document.

I. SCOPE OF WORK

A. General Requirements

Services shall include translation of documents, proofing, editing and output in the required format by technically qualified and experienced language specialists. Required fields of expertise includes, but are not limited to, the translation of Business, Legal, Medical and Technical documents, manuals, and audio. The person designated by the vendor to provide translation services must possess sufficient education, training, and experience to proficiently translate written documents. A single translator shall be used to complete each document to ensure continuity and consistency. The translator shall translate the documents at the same reading level as the source document. The translator shall ensure that each translated document is consistent and maintains the accuracy of the original documents. The translated document shall be in an electronic format stipulated by the Using Agency. **Mass printing and/or mailings of translated documents is not included in this contract.**

All service requests are to be filled by a certified or qualified translator.

B. Rates

Vendors are to provide a per word rate for written translation services for; Core languages and Non-Core languages. The additional non-core languages and dialects for which written translation services are available shall be detailed in the Vendors response. Prices must be in US Dollars (2 decimal places).

Vendors are to provide an hourly rate for proofreading the finished written translation document.

Vendors are to provide an hourly rate for authentication of the finished written translation.

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Vendors are to provide an hourly rate for desktop publishing services of the finished written translation, desktop publishing indexing and table of contents, if required.

C. Translator Operational Requirements

Translators shall complete translation work under this contract in accordance with the American Translators Association Code of Ethics and Professional Practice.

Translator must be able to (1) read and comprehend the source language, (2) write comprehensibly in the target language and (3) be able to choose the equivalent expression in the target language that both fully conveys and best matches the meaning intended in the source language.

Translators must meet at least one of three requirements outlined below:

- Advanced translation studies
- Equivalent qualification in another specialty plus a minimum of two years documented experience in translation
- At least five years of documented professional experience in translation. The translator qualifications must be clearly identified in the resumes submitted with the proposal response.

Translator must communicate, as much as possible, the same meaning in the target language text as was intended in the source language text.

Translator must maintain the dynamics of the original source language text, meaning that the document appears as though it was created in the target language for that target audience.

Translator must be culturally sensitive in understanding, respecting, and conveying any cultural characteristics that may apply to the message of the text.

Translators, editors, and proofreaders must be bilingual and culturally competent for the language(s) in which they will provide services.

A single translator shall be used to complete each document to ensure continuity and consistency.

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.

D. Request for Service

Agencies will designate a contact person for each translation request. If there are any questions concerning the agency's meaning or intent of the source document, the contract vendor shall contact this person for determination prior to starting any work.

The vendor shall be capable of receiving Source Language documents by facsimile, e-mail or other electronic means, US postal service or courier delivery. The typical delivery is expected to be by facsimile, e-mail or other electronic means.

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Prior to submitted documents to the contract vendor for translation, the requesting agency shall:

- Thoroughly review English materials, to assess whether information is well written, clear, and accurate, and using simple language that is easily translatable.
- If appropriate, verify accuracy of information with subject matter experts.

Request for Quote

Vendor shall provide the ordering agency written acknowledgement of each service request. Written confirmation of service request; upon receipt of Source document, shall include but not be limited to: the ordering agency's account information, ordering agency's contact information for the completion of the service request assignment, the identity of the vendor's staff providing translation; target language and source language being translated; the price estimate; and any standards or special needs requirements of either the vendor or ordering agency.

Price estimates are to be broken down and include the following:

- Word count of source document
- Translation cost at per word rate
- Proofreading cost at hourly rate
- Authentication cost at hourly rate; if requested
- Desktop publishing cost at hourly rate; if requested

Quotes that contain hourly rates are to show the estimated # of hours to complete the requested task. Should the # of hours exceed the quote amount by more than 10% the vendor must get approval from requesting agency prior to completing the task.

Translation requests are to include at a minimum the following information:

- Contract Number
- Agency information
 - Agency/Department/Budget Code Number
 - Point of Contact (Name, Phone, Email)
 - Billing Information
- Target Language and Target Audience
- Design, Format requirements
 - Authentication
 - Desktop Publishing

Prior to starting any translation work, the contract vendor must also do the following:

- Review the text
- Identify key terms and concepts that require clarification.
- Meet with the agency's contact person to discuss these terms and concepts, as well as the target audience, key objectives and channels for document dissemination.
- Develop a working glossary of these terms and concepts for each language in question and/or use an agency-approved glossary, if available.
- Use these terms and concepts consistently throughout the translated document.
- Keep the working glossary for future use if agency approved glossary is unavailable.
- If warranted, propose changes to the agency-approved glossaries for the purposes of updating, expanding and correcting terminology.

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The reading/comprehension level of the translations must be comparable to that of the English version. As various State agencies may have different requirements, individual agency requests will establish the reading/comprehension level for the documents being requested.

E. Quality Assurance

The translator/vendor shall develop a written protocol that details its plan to ensure the accuracy of the translation services. The translator/vendor shall include the written protocol for approval.

All documents are to be reviewed by a translator who did not complete the initial translation. This translator is to examine the translation for its suitability for the agreed purpose, and recommend corrective measures.

F. Authentication

For requests that include authentication, the vendor shall supply the requestor with a certificate signed by the initial translator, reviewer, and vendor certifying the following:

- Translator has communicated, as much as possible, the same meaning in the target language text as was intended in the source language text.
- Translator has maintained the dynamics of the original source language text, meaning that the document appears as though it was created in the target language for that target audience.
- Translator was culturally sensitive in understanding, respecting, and conveying any cultural characteristics that may apply to the message of the text.
- Translators, editors, and proofreaders is bilingual and culturally competent for the language(s) in which they will provide services.

G. Turnaround Time

For Source documents which would require 20 or fewer pages of Target Language translation, the translation shall be completed within 1 week from the day the Ordering Agency sends the Source documents to the vendor.

For Source documents which require more than 20 pages of Target Language translation, the translation shall be complete in 2 week, plus 1 additional day for each additional 10 pages

II. RESPONSE REQUIREMENTS

A. Acknowledgement

Vendors are to respond or acknowledge each section found within this bid package.

B. Exceptions

Exceptions taken to the requirements outlined in this bid package must be taken per the instructions in the Request for Proposal document, using Attachment 3. Government Support Services shall evaluate each exception according to the intent of the terms and conditions contained herein, but Government Support Services must reject exceptions that do not conform to State bid law and/or create inequality in the treatment of bidders. Exceptions shall be considered only if they are submitted with the bid or before the date and time of the bid opening.

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Exceptions must be submitted utilizing Attachment 3 to be considered, notating the bid package in the first column. Exceptions listed elsewhere in the Vendor's proposal will not be considered. Government Support Services maintains sole discretion to reject any vendor exceptions that are submitted

C. Supporting Documentation

- 1) **Company Response:** Vendor is to provide scope specific resumes for all proposed interpreters/translators. Resumes are to include the following information, as appropriate: academic degree(s), institution granting degree, date degree conferred and licenses and certifications, memberships and affiliations. Copy of certification for available languages must also be included.

For the purposes of this solicitation and resulting contract(s) the translators and interpreters will be considered vendor employees; not subcontractors, so you will not complete Attachment 7 with information on the translators & interpreters.

- 2) **Independent Linguist Response:** Interpreter is to provide a scope specific resume. Resume is to include the following information, as appropriate: academic degree(s), institution granting degree, date degree conferred and licenses and certifications, memberships and affiliations. Copy of certification for available languages must also be included.

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Attachment 1

Contract No.: **GSS15602-LINGUIST**
Contract Title: **Interpretation & Translation Services**
Bid Package D – Foreign, Written

COMPANY RESPONSE FORM

Suppliers are required to provide a reply to each question listed below. Your replies will aid the evaluation committee as part of the overall qualitative evaluation criteria of this Request for Proposal. Your responses should contain sufficient information about your company so evaluators have a clear understanding of your company's background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive. **Please do not refer to another answer if the question appears duplicative, but respond in full to each question.**

Note: Vendor may use additional pages as necessary, but the format shall be the same as provided above.

	The Contract Vendor, and their translators, must maintain complete confidentiality on all documents through security practices/systems and confidentiality agreements with employees. Responders must submit in detail all security and confidentiality measures to be utilized in fulfilling this Contract

	The Contract Vendor must have measures and practices in place to ensure the security of all facilities and vehicles which will be used to fulfill this Contract, especially those which will house sensitive documents.

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	List criteria used to select a candidate for a project for an interpretation/translation job.

	Not all languages offer a certification program and certification does not guarantee quality. Explain your screening process and quality assurance procedures for ensuring both certified and non-certified translators are qualified to provide services, representing your company.

	For each language you have bid please identify the number of translators you have in your linguist pool? Based on the usage reports available for prior Fiscal Years do you feel your current pool is adequate to support future needs of the State? If not, what recruiting plans will be put in place should you be awarded to build up your linguist pool?

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Attachment 1

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INDEPENDENT LINGUIST RESPONSE FORM

Suppliers are required to provide a reply to each question listed below. Your replies will aid the evaluation committee as part of the overall qualitative evaluation criteria of this Request for Proposal. Your responses should contain sufficient information about your company so evaluators have a clear understanding of your company's background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive. **Please do not refer to another answer if the question appears duplicative, but respond in full to each question.**

Note: Vendor may use additional pages as necessary, but the format shall be the same as provided above.

	The independent translator must maintain complete confidentiality on all documents through security practices/systems and confidentiality agreements with employees. Responders must submit in detail all security and confidentiality measures to be utilized in fulfilling this Contract

	The independent translator must have measures and practices in place to ensure the security of all facilities and vehicles which will be used to fulfill this Contract, especially those which will house sensitive documents.