

ADDENDUM NO. 2
REVISION NO. 1

STATEWIDE TRANSLATION SERVICES

JUDICIAL COUNCIL OF CALIFORNIA REQUEST FOR PROPOSAL CFCC-02-16-LV

Questions and Answers

~~April, 7, 2016~~ April 13, 2016

- Q. A description of field-testing protocols, including how competency is measured and how improvements are incorporated and retested.
- A. Protocols would be developed by the vendor and approved by the Judicial Council. Generally, a report would be provided by the vendor regarding the results of field testing with recommendations for changes. Retesting of content is dependent on the budget and deadlines associated with the specific project.
- Q. Please, would you clarify what you require and expect as the part of the contract implementation in terms of field-testing?
- A. "Field Testing" in this context is a process by which documents are tested for usability and accuracy. It is most commonly used with Plain Language English and with questions about appropriate register in languages other than English. This generally involves identifying persons who are the target audience for the information and testing their understanding of the content. For example, if the document is a step-by-step guide to completing a form, participants would be asked to complete the form using the guide. They might be asked if they had questions and what they thought certain terms meant. This might be accomplished through focus groups or individual interviews.
- Q. Who is the incumbent vendor and what is the price?
- A. ~~All requests for public records must be directed to our Public Access to Records Project division at <http://www.courts.ca.gov/publicrecords.htm>~~
Information is publically posted on our webpage
(<http://www.courts.ca.gov/procurementservices.htm>) under "Translation Services."
- Q. Is there a preference to California based companies on the award of the contract?
- A. There is no preference. Proposals are scored based on the criteria in the RFP.
- Q. Simplified and Traditional are the two forms of Written Chinese translation. This proposal requests Mandarin (Spoken) and Cantonese (Spoken) translation as well. Can you please clarify which audience you are trying to target or if you are in fact looking for translations in Simplified and Traditional Chinese only?
- A. These differences would presumably only be an issue for translations of audio/video content in which there might be distinctions in word usage between Mandarin and Cantonese.
- Q. All Work must be performed within the United States. Offshore translations are not allowed. Can you please confirm that this is mandatory? We do not have the resources to provide all languages within the US.
- A. The requirement is mandatory. All Work must be performed within the United States. Offshore translations are not allowed. *Reference Attachment 2, Exhibit D, Work To Be Performed, paragraph M*
- Q. Is there an incumbent? If so, what is the current rate paid to incumbent per word, per language?
- A. ~~All requests for public records must be directed to our Public Access to Records Project division at <http://www.courts.ca.gov/publicrecords.htm>~~
Information is publically posted on our webpage
(<http://www.courts.ca.gov/procurementservices.htm>) under "Translation Services."
- Q. If there is a previous or current contract, would you please provide the following information?
Contractor, Contract ID#, Contract Value, Expiration date
- A. ~~All requests for public records must be directed to our Public Access to Records Project division at <http://www.courts.ca.gov/publicrecords.htm>~~
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- Q. What was the translation volume for last year? Is growth in the volume expected?
- A. The translation volume for calendar year 2015 was approximately \$210,000. There may be some growth in volume as the Judicial Council and courts work to implement the Language Access Plan adopted by the Judicial Council.
- Q. Are services provided by translators and/or subcontractors (under the supervision/employment of the awarded contractor) permitted to be completed outside of the United States?
- A. All Work, including Work performed by subcontractors, must be performed within the United States. Offshore translations are not allowed. *Reference Attachment 2, Exhibit D, paragraph M.*
- Q. Does the Judicial Council have a current glossary or translation memory? If so, for which languages and will it be available to the awarded contractor?
- A. A glossary of Spanish terminology will be provided to the chosen vendor.
- Q. Please provide the current incumbent name(s).
- A. ~~All requests for public records must be directed to our Public Access to Records Project division at <http://www.courts.ca.gov/publicrecords.htm>~~
Information is publically posted on our webpage (<http://www.courts.ca.gov/procurementservices.htm>) under "Translation Services."
- Q. Please provide the current incumbent rates for all languages and services that you are requesting.
- A. ~~All requests for public records must be directed to our Public Access to Records Project division at <http://www.courts.ca.gov/publicrecords.htm>~~
Information is publically posted on our webpage (<http://www.courts.ca.gov/procurementservices.htm>) under "Translation Services."
- Q. What is the anticipated volume for translation?
- A. That is unknown. It depends upon the budget and needs of the courts.
- Q. What is the historical volume for translation?
- A. The translation volume for calendar year 2015 was approximately \$210,000.
- Q. Please advise if this solicitation is multi or single vendor award.
- A. The Judicial Council intends to award one (1) master agreement ("Master Agreement") with an initial term of two (2) years, with three (3) one-year options to extend the term, which option(s) may be exercised by the Judicial Council in its sole discretion any time prior to the expiration of the initial term or any option term. *Reference Request for Proposal Section 5.1*
- Q. What is the average length of a document translation?
- A. Length of documents range widely from Judicial Council forms to text for the self-help website to notices and other public documents.
- Q. Please clarify what you mean by field testing.
- A. "Field Testing" in this context is a process by which documents are tested for usability and accuracy. It is most commonly used with Plain Language English and with questions about appropriate register in

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languages other than English. This generally involves identifying persons who are the target audience for the information and testing their understanding of the content. For example, if the document is a step-by-step guide to completing a form, participants would be asked to complete the form using the guide. They might be asked if they had questions and what they thought certain terms meant. This might be accomplished through focus groups or individual interviews.

Q. Please clarify your rush and non-rush timeframes.

A. See Attachment 7, Pricing Form Revision #1 in Addendum 1.

Q. With reference to the Request for Proposals CFCC-02-16-LV Statewide Translation Services, could you please kindly clarify whether freelance translators are considered as subcontractors?

A. As it relates to this RFP, freelance translators are not subcontractors unless he/she has entered into an agreement with the primary contractor to provide translations services.

Q. The Judicial Council's RFP states "[i]f Proposer is a foreign corporation...and Proposer does not...conduct intrastate business in California, proof that proposer is in good standing in its home jurisdiction" will be required. What is the legal definition of "intrastate business" as it applies to this bid?

A. As it relates to this RFP, if your corporation is not a California Corporation, you must submit proof that your corporation is in good standing in your state.

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

A. All Work must be performed within the United States. Offshore translations are not allowed. Reference Attachment 2, Exhibit D, paragraph M.

Q. Whether we need to come over there for meetings?

A. The Judicial Council does not require the vendor's physical participation in meetings.

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

A. All Work must be performed within the United States. Offshore translations are not allowed. Reference Attachment 2, Exhibit D, paragraph M.

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

A. Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g. FedEx), or delivered by hand. Proposals may not be transmitted by fax or email. Reference Request for Proposal Section 6.5

Q. Will all questions prepared by vendors and responses made by CA Judicial Council be published to all vendors?

A. Yes, all questions and answers are posted with the RFP which is publicly available. Questions and answers posted April 7, 2016 (estimate only) Reference Request For Proposal Section 3.0 Timeline For This RFP.

Q. What is CA Judicial Council's present strategy to fulfill the need for Translation?

* Do you work with vendors today?

* If so, how many?

A. The Judicial Council intends to award one (1) master agreement ("Master Agreement") with an initial term of two (2) years, with three (3) one-year options to extend the term, which option(s) may be exercised by

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the Judicial Council in its sole discretion any time prior to the expiration of the initial term or any option term. *Reference Request for Proposal Section 5.1.* The Judicial Council works with one vendor today.

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

A. ~~All requests for public records must be directed to our Public Access to Records Project division at <http://www.courts.ca.gov/publicrecords.htm>~~
Information is publically posted on our webpage (<http://www.courts.ca.gov/procurementservices.htm>) under "Translation Services."

Q. What is the approximate volume of content (number of words) required? By Language?

A. The bulk of translation needs for the Judicial Council are currently in Spanish and Plain English. The Judicial Council generally translates forms relating to domestic violence into Vietnamese, Korean and Chinese. Translation of other documents and for other languages is based upon need and budget. Local courts using the Master Agreement may have different needs.

Q. What is the expected annual spend/budget under this RFP?

A. There is no specific budget for this RFP.

Q. Are freelance translators considered as "subcontractors" per this RFP?

A. As it relates to this RFP, freelance translators are not subcontractors unless he/she has entered into an agreement with the primary contractor to provide translation services.

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

A. Unknown. Requests may come after standard business hours/weekends due to staff at the Judicial Council and courts working during those times, but it is extremely unlikely that there would be a need to provide immediate translation services.

Q. We see that the scope of this RFP is for all 58 Counties in the State of California, for economies of scale. Will the selected vendor(s) work with all of these counties on translation projects individually? Collectively? What workflows or communication models is the Judicial Council considering?

A. Local courts would contact the vendor directly. The Judicial Council currently requests a quote for each specific job and issues a purchase order for that work.

Q. The CA Judicial Council RFP requires translation from English into a number of foreign languages as target. Will the DIR also require translation where English is the target language? If yes, please describe.

A. We do not know what is meant by your acronym "DIR". Depending on the target audience and level of complexity of the document, the Judicial Council may utilize the vendor to provide translation into Plain English also known as plain language.

Q. Please confirm the web link for forms as stated in the RFP--we found them here:

<http://www.courts.ca.gov/partners/53.htm#transforms>

A. The Judicial Council works to increase access to justice by providing forms and information in Plain Language English and in languages other than English. The following website is provided as a reference: <http://www.couhttp://www.courts.ca.gov/partners/53.htm#transforms> *Reference RFP Section 1.0 Background Information*

Q. Does the CA Judicial Council collaborate with its vendors on a Service Level Agreement (SLA)?

A. No. All turnaround times will be specified in the agreement except for documents containing more than 25k English words. See Attachment 7, Pricing Form, Revision #1, Section 5.

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- Q. Has the CA Judicial Council deployed any productivity or process-related software tools to reduce overall costs or (human) touch points in the translation process? If yes, please describe.
- A. The Judicial Council does not generally translate its own documents and relies on vendors to provide the most accurate and cost-effective methods of translation.
- Q. Is the Authority set up to review/accept all translated content? For all language pairs required of the program?
- A. The Judicial Council internally reviews all Spanish translations for accuracy. It is developing procedures for review of translated content in additional languages.
- Q. Please advise the Judicial Council's definition of "Field Testing".
- A. "Field Testing" is the process in which documents are tested for usability and accuracy. It is most commonly used with Plain Language English and with questions about appropriate register in languages other than English. This generally involves identifying persons who are the target audience for the information and testing their understanding of the content. For example, if the document is a step-by-step guide to completing a form, participants would be asked to complete the form using the guide. They might be asked if they had questions and what they thought certain terms meant. This might be accomplished through focus groups or individual interviews.
- Q. Spanish translations: Do you require generic Latin American translated content, understandable by all Spanish speaking audience? Please confirm.
- A. Generic Latin American content is preferred, however, some courts may need translations that are more targeted to persons in their communities.
- Q. Is there presently a plan to communicate content via Facebook or other social media? If yes, please describe.
- A. There is not a current plan to communicate content via Facebook or other social media. However, the need for these services may develop through the life of the contract.
- Q. Will a translation memory database (TM) or previously translated materials (for reference) be supplied to the chosen vendor?
- A. Previously translated materials for the Judicial Council are available on-line. A glossary of Spanish terminology will be provided to the chosen vendor.
- Q. Regarding sample projects, does the CA Judicial Council ask for existing samples into ALL languages in the RFP, or may we provide a sub-set of several key language pairs? Please advise
- A. You may provide a sub-set of several key language pairs. Please provide an example in Spanish.