



# Judicial Council of California

ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

455 Golden Gate Avenue • San Francisco, California 94102-3688  
Telephone 415-865-7960 • Fax 415-865-4325 • TDD 415-865-4272

RONALD M. GEORGE  
*Chief Justice of California*  
*Chair of the Judicial Council*

WILLIAM C. VICKREY  
*Administrative Director of the Courts*

RONALD G. OVERHOLT  
*Chief Deputy Director*

STEPHEN NASH  
*Director, Finance Division*

**TO:** POTENTIAL BIDDERS

**FROM:** Administrative Office of the Courts  
Finance Division

**DATE:** **February 14, 2008**

**SUBJECT/PURPOSE OF MEMO:** **ANSWERS TO QUESTIONS**

Project Title: Judicial Council Forms Translation Project

RFP Number: CFCC-0108-RB

**PROPOSAL DUE DATE:** Proposals must be received by **1:00 pm, Monday, February 25, 2008**

See Section 3.1 of the RFP for additional key dates.

**SUBMISSION OF PROPOSAL:** Proposals must be sent to:

**Judicial Council of California**  
**Administrative Office of the Courts**  
**Attn: Nadine McFadden, CFCC-0108-RB**  
**455 Golden Gate Avenue**  
**San Francisco, CA 94102**

1. Does this solicitation have an incumbent(s)? If so, who is the incumbent(s) and how long has incumbent(s) performed translation services for the Judicial Council of California, Administrative Offices of the Courts?

Answer: The incumbent supplier is Transcend Translation Services of Davis California. The AOC has used this vendor has since 2002, with some breaks in service.

2. Has the Judicial Council of California, Administrative Offices of the Courts had any past performance issues, problems or concerns with the incumbent(s)? If so, what was the nature of the performance issues, problems or concerns?

Answer: No.

3. Is it acceptable for potential bidders to bid on part of the solicitation or some of the languages, but not all?

Answer: No. The AOC is seeking a provider with comprehensive language services.

4. Under the "Work Authorization Process," when the State issues a "Work Authorization Process Form" requesting a proposal for forthcoming work, does the State anticipate competing these work authorization requests among the multi-award winning contractors? If so, how often (some work requests, all work requests)?

Answer: No. Bidder(s) awarded a contract must be able to provide comprehensive language services.

5. What version of Omniform does the State use?

Answer: Omniform 5.0

6. Does the State know the approximate volume of translations expected under this contract for each year?

Answer: Approximately 150 forms, based on current estimates, however, this figure could change significantly up or down and there is no guarantee as to the quantity of work any supplier would receive for this project.

7. Does the State know the approximate volume of translation per language under the contract per year?

Answer: No. However the greatest volume is expected for Spanish translations and for plain language English.

8. Of the 7 languages listed in the RFP, can you rank the languages from highest to lowest for anticipated translation volume under this contract?

Answer: 1st: Spanish; 2nd: Chinese, Korean, Russian and Vietnamese; 3rd: Tagalog; and, Cambodian.

9. Will the AOC accept bids for only the English to Plain English portion of the project?

Answer: No. The successful bidder(s) must be able to provide comprehensive language services.

10. How many forms does the AOC anticipate will be included under this project?

Answer: See answer to question 6.

11. Approximately how many words per form does the AOC anticipate will be translated under this project?

Answer: The amounts vary. Please see the "DV" series of forms at <http://www.courtinfo.ca.gov/forms/allforms.htm>, for examples.

12. Recognizing that the agreement does not call for a binding schedule on the AOC's behalf, what is the AOC's nonbinding intent regarding timing and workflow?

Answer: AOC responses to contractor requests, questions or product submissions are typically within 24 to 48 hours.

13. What does the AOC anticipate as the range of its costs for this project, either on a price-per-form basis or on an overall project basis?

Answer: Overall project costs over the next two years is estimated at \$150,000 total, including plain language English. However, there is no guarantee that the AOC will spend this amount or any other amount on this project.

14. The following is in regard to revisions:

4.0 Scope of Services, Item 4.2 states: "... *The consultant shall deliver completed revisions to the AOC within five (5) business days of a request for revision. The revision process will be deemed completed when AOC staff is satisfied with the final translation and formatting.*" However, Attachment B Terms and Conditions, Exhibit D Work Authorization Administration, Item 1 (N), Page D-3 states "...*Revisions prepared by the contractor shall be due within three (3) business days of the request of revise. AOC revisions will be inserted in the WORD file using Track Changes. AOC will provide*

*Contractor with revisions within three (3) weeks of AOC's receipt of documents from Contractor."*

Will the AOC consider making these consistent with the following wording for both 4.2 and Item 1(N)?:

"The Contractor shall participate in revision processes with some revisions being prepared by Contractor, and some revisions being prepared by AOC staff using AOC software. Revisions prepared by the Contractor shall be due within five (5) business days of the request of revise. AOC revisions will be inserted in the WORD file using Track Changes. AOC will provide Contractor with revisions within three (3) weeks of AOC's receipt of documents from Contractor." (Delete the final sentence in 4.2).

**Answer:** See Addendum 1.

15. The following items are all in reference to subcontractors:

4.0 Scope of Services, Item 4.7 states *"...Chinese, Russian and Spanish translations must be performed by translators with "Active" membership status by the American Translators Association. Korean, Vietnamese and Cambodian translations must be performed by translators with an "Associate" membership status in the ATA. All translators must be U.S. citizens or permanent residents of the U.S."*

Attachment B Terms and Conditions, Exhibit D, p. D-2, Item F states *"For Spanish translations, the Contractor shall use only translators certified by the ATA with a current "Active" or Corresponding" certification."*

Attachment B Terms and Conditions, Exhibit D, p. D-3, Item K states: *"All Work shall be performed by persons within North America. At no time shall any part of the Work be performed by persons outside of North America."*

As the ATA certifies translators outside of the U.S., we suggest the broader allowance of "North America" for Item 4.7.

Can the AOC amend Item 4.7 to state *"... Chinese, Russian and Spanish translations must be performed by translators with "Active" or "Corresponding" membership..."*

**Answer:** Paragraphs 4.7, F, and K have been revised. Please see Addendum 1 of this RFP.

16. For 6.0 Scope of Services Fee Proposal Item 6.3, *"All fees proposed shall also include revisions to translations and formatting."*

Is it possible that you mean "corrections" rather than "revisions"? Corrections due to errors or omissions are always included at no charge while the revision of a document means something entirely different.

**Answer:** The word, "revision" as used in Section 4.2, Section 6.3, and Terms and Conditions, Item D-1 N, are referring to an iterative exchange between the AOC project manager and the contractor that may occur in the development of a plain language English form or document.