



Judicial Council of California

ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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TO: POTENTIAL BIDDERS

FROM: Administrative Office of the Courts
Center for Families, Children & the Courts

DATE: **January 28, 2008**

SUBJECT/PURPOSE OF MEMO: REQUEST FOR PROPOSALS
Judicial Council Forms Translation Project

ACTION REQUIRED: You are invited to review and respond to the attached Request for Proposals ("RFP"):

Translation Services Project
RFP Number: CFCC-0108-RB

DEADLINE: **Proposals must be received by 1:00 p.m. February 25, 2008**

SUBMISSION OF PROPOSAL: Proposals must be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden RFP# CFCC-0108-RB
455 Golden Gate Avenue
San Francisco, CA 94102

TABLE OF CONTENTS

GENERAL INFORMATION 3

PURPOSE OF THIS RFP 3

PROCUREMENT SCHEDULE AND GENERAL INSTRUCTIONS..... 4

SCOPE OF SERVICES..... 6

SPECIFICS OF A RESPONSIVE PROPOSAL..... 7

FEE PROPOSAL 8

RIGHTS..... 8

EVALUATION OF PROPOSALS..... 8

ADDITIONAL REQUIREMENTS..... 9

ADMINISTRATIVE RULES AND PROPOSED CONTRACT TERMS..... 9

The following documents are incorporated into this Request For Proposals (RFP) by reference:

- Attachment A - Administrative Rules Governing Request For Proposals
- Attachment B - Terms and Conditions
- Attachment C - Technical Proposal Form
- Attachment D - Fee Proposal Form
- Attachment E - Contract Exceptions Form
- Attachment F - Payee Data Record

1.0 GENERAL INFORMATION

1.1 Background

The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the Council to improve the administration of justice by surveying judicial business, recommending improvements to the courts, and making recommendations annually to the Governor and the Legislature. The Council also adopts rules for court administration, practice, and procedure, and performs other functions prescribed by law. The Administrative Office of the Courts (AOC) is the staff agency for the Council and assists both the Council and its chair in performing their duties.

1.2 Center for Families, Children & the Courts

The Center for Families, Children & the Courts (CFCC), a division of the AOC, will coordinate and direct this project. CFCC is responsible for the preparation and modification of Judicial Council forms (forms for family law, juvenile court, and domestic violence; foreign language instructional forms in these fields; and other specialized forms designed for use by self-represented litigants, interactive “fillable” forms that may be completed on computers, and interactive forms with special features making them accessible by persons with disabilities). The following website is provided as a reference.

<http://www.courtinfo.ca.gov/programs/cfcc/programs/index.htm>

2.0 PURPOSE OF THIS RFP

2.1 The AOC seeks to identify and retain one or more qualified service providers. Each provider must have expertise in the all of the following services:

- i) changing complex or technical legal forms into “Plain Language” text; and,
- ii) translating, formatting and field testing legal documents, complex or technical legal forms, and online text from English into Cambodian, Chinese, Korean, Russian, Spanish, Tagalog, and Vietnamese on an as-needed basis. Examples of Judicial Council forms can be viewed at:

<http://www.courtinfo.ca.gov/forms/> and
<http://www.courtinfo.ca.gov/selfhelp/>

- 2.2 This RFP is the means for allowing prospective service providers to submit their qualifications and rates to the AOC to be considered for the award of a master agreement.
- 2.3 Bidders must use Attachment C, entitled “Technical Proposal” to submit their qualifications and technical capabilities.
- 2.4 Bidders must use Attachment D, entitled “Fee Proposal” to submit their pricing.

3.0 PROCUREMENT SCHEDULE AND GENERAL INSTRUCTIONS

- 3.1 The AOC has developed the following list of key events from RFP issuance through notice of contract award. All key dates are subject to change at the AOC’s discretion.

EVENT	Key Dates
Issue RFP	Jan 28, 2008
Deadline for Proposer Requests for Clarifications or Modifications	Feb 4, 2008 1:00 p.m.
AOC Posts Clarification / Modification Response	Feb 11, 2008
Proposal Due Date and Time	Feb 25, 2008 1:00 p.m.
Notice of Intent to Award (estimated)	Mar 10, 2008
Execution of Contract (estimated)	Mar 24, 2008

- 3.2 The RFP and any addenda that may be issued will be available on the following website:

<http://www.courtinfo.ca.gov/reference/rfp/> (“Courtinfo website”)

- 3.3 Proposal Submittal Address:

Nadine McFadden
RFP# CFCC-0108-RB
Judicial Council of California
Administrative Office of the Courts
455 Golden Gate Avenue, 7th Floor
San Francisco, CA 94102-3688

3.4 Request for Clarifications or Modifications

3.4.1 Vendors interested in responding to the solicitation may submit questions by e-mail only on procedural matters related to the RFP or requests for clarification or modification of this solicitation document, including questions regarding the Terms and Conditions in Attachment B, to the Solicitations mailbox referenced below. If the vendor is requesting a change, the request must set forth the recommended change and the vendor's reasons for proposing the change.

Solicitations mailbox: solicitations@jud.ca.gov

3.4.2 All questions and requests must be submitted by email to the Solicitations mailbox no later than the date specified in Section 3.1, Procurement Schedule and General Instructions. Questions or requests submitted after the due date will not be answered.

3.4.3 All email submissions sent to the Solicitations mailbox **MUST** contain the RFP number and other appropriate identifying information in the email subject line. In the body of the e-mail, always include paragraph numbers whenever references are made to content of this RFP. Failure to include the RFP number as well as other sufficient identifying information in the email subject line may result in the AOC taking no action on a vendor's email submission.

3.4.4 Without disclosing the source of the question or request, the AOC Contracting Officer will post a copy of the questions and the AOC's responses on the Courtinfo website.

3.4.5 If a vendor's question relates to a proprietary aspect of its proposal and the question would expose proprietary information if disclosed to competitors, the vendor may submit the question in writing, conspicuously marking it as "CONFIDENTIAL." With the question, the vendor must submit a statement explaining why the question is sensitive. If the AOC concurs that the disclosure of the question or answer would expose proprietary information, the question will be answered, and both the question and answer will be kept in confidence. If the AOC does not concur regarding the proprietary nature of the question, the question will not be answered in this manner and the vendor will be notified.

4.0 SCOPE OF SERVICES

- 4.1 The AOC anticipates that the contractor will provide the types of services hereunder, including, but not limited to translating, formatting, and field testing of foreign language forms; and/or the conversion of technical or complex forms into “Plain Language English”. Services to be performed for any and all projects will be determined as the need arises and will be communicated to only those vendors that have been awarded master agreements using the work order process described in Attachment B, starting on page D-1. The AOC makes no representations as to the amount of future work that may be awarded to a contractor once a master agreement is awarded.
- 4.2 The consultant shall participate in revision processes with some revisions being prepared by consultant, and some revisions being prepared by AOC staff using AOC software. 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.
- 4.3 All completed formatted forms **MUST EXACTLY MATCH** the English version in appearance.
- 4.4 The consultant shall provide its completed translated documents/forms in Omniform, Adobe® Portable Document Format (PDF), and the native format used to create the Omniform and PDF document, unless specified otherwise by the Project Manager. Completed PDF forms are not the on-line fillable type.
- 4.5 The consultant shall receive and transmit drafts and final versions of forms from and to the AOC by secure electronic file attachments to e-mail, web portal, or if requested by the AOC, by facsimile.
- 4.6 The consultant shall have two separate translators perform the translation of each document: one to perform the initial translation, and the second to perform a review and final revisions.
- 4.7 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 American Translators Association. All translators must be U. S. citizens or permanent residents of the U.S.
- 4.8 To ensure consistency in style and form, the consultant shall use the same translator for the work performed within each language.
- 4.9 When requested by the AOC, using procedures specified by the AOC, the

consultant shall conduct field testing of Plan Language English or foreign language forms and provide the results of such testing to the AOC within ten (10) business days.

- 4.10 For Spanish translations, the consultant must use the glossary/style guide that that can be referenced at the following web site:

<http://www.courtinfo.ca.gov/selfhelp/espanol/glosario.htm>

- 4.11 Translation of other languages must follow the language and dialect style of translation currently used in the AOC's current Domestic Violence and Juvenile Dependency forms which can be referenced at

<http://www.courtinfo.ca.gov/forms/>.

Deviation from the glossary or proposed changes to language and dialect must be approved by the Project Manager.

- 4.12 English word counts shall be determined using Word's word count feature.

5.0 SPECIFICS OF A RESPONSIVE PROPOSAL

- 5.1 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted above. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the state's instructions, requirements of this RFP, and completeness and clarity of content.

- 5.2 Proposals shall be submitted in the following manner:

5.2.1 Proposals must contain a Table of Contents which identifies all sections and major subsections of the vendor's proposal by page number. All exhibits and attachments must also be identified and referenced by page number.

5.2.2 The printed hard copies of the Proposal must be signed by a representative of the company, including name, title, address, and telephone number of one individual who is the company's designated representative.

5.2.3 Bidders must complete and submit the following documents in its proposal:

- Attachment C – Technical Proposal Form, and
- Attachment D – Fee Proposal Form
- Attachment E – Contract Exceptions Form

- Attachment F – Payee Data Record

5.2.4 Proposals shall be submitted in the following manner:

- One printed and signed hard copy
- Three copies of the printed and signed hard copy
- One CD containing all proposal files. The Technical Proposal Form and Fee Proposal Form must be submitted in Word format.
- Samples – Note that samples of work will not be returned

5.3 Failure of the proposer to comply with the requirements set forth in this Section may result in the proposal being deemed non-responsive to the RFP and being rejected.

6.0 FEE PROPOSAL

- 6.1 It is expected that all service providers responding to this RFP will offer the service provider's government or comparable favorable rates.
- 6.2 All fees proposed shall include personnel, materials, computer support, travel, lodging, per diem, and overhead rates. The method of payment to the consultant will be by cost reimbursement.
- 6.3 All fees proposed shall also include revisions to translations and formatting.
- 6.4 The State may wish to enter into a Master Agreement for a initial one-year term, with two (2) consecutive optional one-year terms. If you wish to have your proposal considered for the optional terms, please include the rates for the optional terms.

7.0 RIGHTS

Proposers awarded a contract will have no ownership right in any of the forms produced or revised under the requirements of the contract contemplated by this RFP and the proposer cannot copyright them. The AOC reserves the right to develop and make available for public use all translated forms, documents, and text at no cost to the public.

8.0 EVALUATION OF PROPOSALS

Proposals will be evaluated by the AOC using the following criteria:

- a. Company Profile
- b. Quality of Work Plan submitted

- c. Knowledge of translating and formatting documents from English to the specified target languages
- d. Knowledge of software, programming, and technology applicable to form design and development
- e. Reference
- f. Quality of samples of prior translation work and formatting work
- g. Proposed Contract Exceptions
- h. Reasonableness of Proposed Fees

9.0 ADDITIONAL REQUIREMENTS

- 9.1 It may be necessary to interview prospective service providers to clarify aspects of their submittal. If conducted, interviews will likely be conducted by telephone conference call. The AOC will notify prospective service providers regarding the interview arrangements.
- 9.2 Within 5 business days of the AOC's receipt of an intent to award a Work Order under, the consultant shall deliver following:
 - 9.2.1 Provide the name of the persons that will be performing the translations
 - 9.2.2 American Translator Association proof of "Active" or "Associate" certification identifying the person's name, dates of certification, and language(s) certified to translate.

10.0 ADMINISTRATIVE RULES AND PROPOSED CONTRACT TERMS

- 10.1 Incorporated in this RFP, and attached as Attachment A, is a document entitled "Administrative Rules Governing Requests for Proposals. Bidders shall follow these rules in preparation of their proposals.
- 10.2 Contracts with successful firms will be signed by the parties on a State of California Standard Agreement form and will include terms appropriate for this project. Generally, the terms of the contract will include, but are not limited to the terms and conditions in Attachment B of this RFP