

ATTACHMENT B SCOPE OF SERVICES

1. Description of Services to be Provided

1.1. General Description

The Proposers will provide the services as described in this Attachment B, Scope of Services, to the Administrative Office of the Courts, the staff agency to the Judicial Council of California (“AOC”), for the benefit of the 58 Superior Courts of California, the California Appellate Courts, which includes the Supreme Court of California, and the Administrative Office of the Courts (collectively, “Purchasing Group,” and individually, a “member of the Purchasing Group” or “Purchasing Group member”).

1.2. Technical Specifications

The Proposer will provide the types of services described herein, including, but not limited to translating, formatting, and field testing of foreign language forms; translating and formatting of foreign legal documents and contracts, translation and formatting of posters, brochures and other informative leaflets/notices and websites/selected web pages, translating and formatting of correspondence, 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 the Proposer that has been awarded a Master Agreement. Purchasing Group member(s) may place individual orders for translation services by issuing a Purchase Order. A Purchase Order is defined as an ordering document used by a Purchasing Group member to place an order for work under a Master Agreement. For further details reference Attachment C – Master Agreement General Conditions. Neither the AOC nor the members of the Purchasing Group make any representations as to the amount of future work that may be available to a Proposer once a Master Agreement is awarded.

1.2.1 The Proposer will participate in revision processes with some revisions being prepared by Proposer, and some revisions being prepared by the Purchasing Group member using Purchasing Group member’s software. The Proposer will deliver completed revisions to the Purchasing Group member within five (5) business days of a request for revision. The revision process will be deemed completed when Purchasing Group member is satisfied with the final translation and formatting.

1.2.2 All completed formatted forms **MUST EXACTLY MATCH** the English version unless otherwise agreed to in writing.

1.2.3 The Proposer will provide its completed translated documents/forms in the native format unless specified otherwise by the Purchasing Group member. Such native format includes at the minimum, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Adobe PDF or their equivalent. Proposer must be able to convert

Microsoft files into PDF format. Completed PDF forms are not the on-line fillable type.

1.2.4 The Proposer will receive and transmit drafts and final versions of forms from and to the Purchasing Group member in writing, which includes secure e-mail, electronic file attachments to e-mail, web portal, or if requested by the Purchasing Group member, by facsimile, USPS mail, or overnight services to the Purchasing Group member.

1.2.5 It is the intent of this RFP and any resulting agreement to promote consistency between translations of similar documents (e.g. consistency of translation between legal forms; consistency between brochures, etc). Proposer must describe the methodology that will be used to promote such consistency.

1.2.6 For Spanish translations, the Proposer must use the glossary/style guide referenced at the following web site:
<http://www.courtinfo.ca.gov/selfhelp/espanol/glosario.htm>, unless otherwise agreed in writing by the Purchasing Group member requesting the work.

1.2.7 Languages other than Spanish must follow the language, register and dialect style of translation currently used in the AOC's current Domestic Violence and Juvenile Dependency forms referenced at <http://www.courtinfo.ca.gov/forms/> unless otherwise agreed in writing by the Purchasing Group member requesting the work.

1.2.8 Ownership and copyright of the native documents and resulting translated documents will remain with the Purchasing Group member, who will distribute at will to the general public and to other Judicial Branch entities, including other Purchasing Group members, regardless of their use of any Master Agreement resulting from this RFP.

1.2.9 English word counts will be determined using Microsoft Word's word count feature.

1.2.10 Use of Subcontractors. Proposer may use qualified subcontractors and will indemnify, defend and save harmless the State of California, the AOC and the Purchasing Group member(s) as required in Attachment C – Master Agreement General Conditions.

1.2.11 Proposer must state what certification(s) and membership(s) it holds with professional translation associations, and the effective date of each.

1.2.12 No machine generated translations are allowed.

2. Ordering Process

- 2.1 Purchasing Group members may place individual orders for translation services pursuant to the resulting Master Agreement. Orders will be placed by issuing a Purchase Order. See section 5.a of Attachment C, Master Agreement Terms and Conditions.
- 2.2 Proposer will establish an individual account for any member of the Purchasing Group that elects to place an order directly with the Proposer under any Master Agreement that may result from this RFP.
- 2.3 The Proposer will receive and transmit drafts and completed work from and to the Purchasing Group member by secure electronic file attachments to e-mail in Microsoft Word and/or Adobe Acrobat “pdf” file formats or facsimile as specified in the order.
- 2.4 Proposer is required to maintain an email address with a form of acknowledgement of receipt for ordering, inquiries, and customer service within one (1) business day of receipt of order. Proposer will state the maximum attachment size limit and alternatives for the Purchasing Group member(s) for transmitting files that are larger than the maximum allowed.

3. Customer Service

The Proposer’s customer service process will ensure that all customer service issues are addressed in a consistent and expeditious manner, including problem escalation and resolution of service issues. The customer service process includes, but is not limited to:

- a. Customer service organizational structure.
- b. Contact process and contact person identified by position in the company (phone, email, fax, etc.).
- c. Follow up process.
- d. Internal procedures to track customer service contact and resolution.
- e. Escalation process to resolve outstanding customer service issues.

4. Reports

The Proposer will provide to the AOC Project Manager quarterly reports that include a summary of the services ordered, including the ordering Purchasing Group member and the total value ordered during the quarter reported per Purchasing Group member. Quarterly reports must be provided no later than thirty (30) business days after the end of each quarter and will include purchases that are paid for with a check or credit card, as well as what work is currently being worked on.

5. Estimated Volumes

No minimum service estimate is stated in this Master Agreement. The individual Purchasing Group members will not be required to use any Master Agreement. The Purchasing Group members will

make their purchasing decision based on what is in their best interest.