

REQUEST FOR PROPOSALS

Language Services

RESPONSES TO QUESTIONS

OCTOBER 20,2015

The Official responses to questions submitted pursuant to Section F (Questions Regarding this Procurement) of the above-captioned Request for Proposals (RFP) are listed below. Responses are in **bold blue type**.

Question #1:

Our agency is a small nonprofit Sign Language Agency; we only provide American Sign Language services for the deaf community in the Hudson Valley area.

Would our agency be considered as an option if we were to submit the paperwork?

Response:

Please refer to the section within this RFP, namely Section II – C, Required Services, under Scope of Work (starting on page No 15), which lists two (2) primary services and four (4) secondary services, all of which must be provided by the successful offeror. If your organization can meet all of these listed required services, you are encouraged to submit a proposal.

Question #2:

We would be interested in reviewing the details of the RFP put out recently for Language Services. Please email back to me or mail at address below.

Response:

The attached link will provide you all the information for this RFP.

<http://otda.ny.gov/contracts/2015/LS/>

If you are unable to access this site and require a faxed, hard copy, or PDF copy of this RFP, please contact Laurie Eckert at Laurie.Eckert.otda.ny.gov or (518) 408-3784

Question #3:

Does the NY OTDA anticipate making an award to several vendors?

Response:

Award will be made to a single qualified organization as per Section I, Paragraph B (Purpose).

*The purpose of this Request for Proposals (RFP) is to contract with **one** qualified organization to perform the tasks and services, described within Section II of this RFP identified as “Scope of Work”.*

Question #4:

Can vendors bid on just one of the requested service categories in the RFP, or must each bidder submit a proposal for ALL services?

Response:

Each bidder must submit a proposal for ALL services. Please refer to the section within this RFP, namely Section II – C Required Services under Scope of Work (starting on page No 15), which lists two (2) primary services and four (4) secondary services, all of which must be provided by the successful bidder. If your organization can meet all of these listed required services, you are encouraged to submit a proposal.

Question #5:

For Document Translation; what is the overall anticipated monthly percentage of volume of work for Spanish?

Response:

Estimated monthly percentage is approximately 8 %.

Question #6:

Are you able to provide us with historic data of average monthly utilization for all service categories?

Response:

Please see Appendix B, 3a. Column “Projected Volumes” is based on historical data.

Question #7:

What is the anticipated average per minute monthly call volume for telephone interpretation?

Response:

Please see Appendix B, 3a. Column “Projected Volumes.”

Question #8:

What percentage of monthly calls is anticipated to be for Spanish?

Response:

Spanish need is minimal as we have in-house staff.

Question #9:

Can I bid on the telephonic Interpreting portion only?

Response:

No. Please refer to the section within this RFP, namely Section II – C Required Services under Scope of Work (starting on page No 15), which lists two (2) primary services and four (4) secondary services, all of which must be provided by the successful bidder. If your organization can meet all of these listed required services, you are encouraged to submit a proposal.

Question #10:

What is the estimated annual volume in minutes for telephonic?

Response:

Please see Appendix B, 3a. Column “Projected Volumes.”

Question #11:

What percentage of this is for Spanish?

Response:

Spanish need is minimal as we have in-house staff.

Question #12:

We fully plan on committing to the submission of a proposal, and as such, I would like to know if it is possible to have access to a copy of a previously submitted RFP in the same field?

Response:

To have access to a copy of a previously submitted RFP, you would have to make a FOIL request. Information for doing so is available at

<http://otda.ny.gov/legal/FOIL/>

Question #13:

Page 16: C. Required Services
May we bid for Primary Services only, or are we required to bid on the entire Scope of Work?

Response:

You are required to bid on the entire Scope of Work. Please refer to the section within this RFP, namely Section II – C Required Services under Scope of Work (starting on page No 15), which lists two (2) primary services and four (4) secondary services, all of which must be provided by the successful bidder. If your organization can meet all of these listed required services, you are encouraged to submit a proposal.

Question #14:

Page 42: Business Participation Opportunities for MWBEs
We are a certified MWBE. Does this satisfy the MWBE requirement? Are we required to register as a NY State MWBE?

Response:

Yes, You must register as a NY State MWBE

Question #15:

Is there an incumbent vendor for the services? If so, who is it and what prices are they charging?

Response:

Yes, the vendor is Lingualinx, Inc. For prices being charged by Lingualinx, Inc., you would need to make a FOIL request. Information for doing so is available at

<http://otda.ny.gov/legal/FOIL/>

Question #16:

Do you have any written translation volume data under the current contract?

Response:

Yes. Please see Appendix B, 3a. Column "Projected Volumes."

Question #17:

Are you able to provide me with a link so that I can learn more about what a "co-production arrangement" is in terms of doing business with NYS?

Response:

The contract requirements may be fulfilled by a subcontractor, joint venture, or co-production arrangement.

CoProduction arrangement is Referenced in N.Y. COM. LAW § 142 : NY Code - Section 142:

The Definition of Co-Production Agreement is as follows:

CoProduction arrangement is when different firms (often located in different countries) produce different parts of the same end product. Engines, fuselage, tail-section, and wings of the Airbus, for example, are coproduced in different countries of the European Union. Coproduction may involve transfer of technology as well as of key personnel, especially in the early stages of the agreement.

<http://www.businessdictionary.com/definition/coproduction.html#ixzz3n8xsQm81>

Question #18:

RFP document, Page 5, Item No. 3: ... delivery by 3 pm Eastern Standard Time on August 7, 2015.

Request: It is stated earlier in the RFP that the due date is Nov. 5, 2015. Please clarify

Response:

The date in Section H paragraph #3 is a typographical error, the correct date for Proposal Due Date is as stated in Section I D. Timetable – Proposal Due Date -11/5/2015 (3PM EST).

Question #19:

RFP document, Page 9, Subhead: Business Participation Opportunities for MWBEs.

Request: We are a certified MWBE company in Texas but not in New York.

- a) Does not having a NY State MWBE certification, work against us?
- b) Or should we submit our company to NY State MWBE certification?
- c) And will this be taken into account when our proposal is submitted?

Response:

a) The firm must be NYS certified by the time of contract execution.

b) OTDA encourages firms who may qualify, to obtain their New York State Certification as a Minority Woman Owned Business Enterprise (MWBE) (<http://esd.ny.gov/MWBE/GetCertified.html>). However, the firm: 1st – Must have authorization to conduct business in NYS via the New York State (NYS) Department of State (<http://www.dos.ny.gov/>). 2nd - Once the authorization is granted the firm can then apply for MWBE NYS certification and must meet the MWBE vendor qualifications for approval

c) See above.

Question #20:

RFP document, page 21, No. 4. Page Numbering

Request: If the proposal submission is to be divided into four separate documents and submitted separately in separate envelopes on CDs/flash drives, does consecutive page numbering from the beginning of the proposal, Executive Summary, to the Sample Translations is really needed. The document says: "The proposal should be not numbered by section but consecutively throughout the whole proposal." What is the reasoning behind this requirement?

Response:

Yes, this is to ensure we do not miss any pages.

Question #21:

RFP document, Page 23, No. 3 Cost Proposal

Request: For on-site interpretation or narration services:

A. How much time notification will be given to the contractor prior to dispatching an interpreter to an approved state site?

B. What is the minimum and maximum trip length in miles that is expected of the interpreter to travel?

Response:

- (A) Will depend on the needs of the agency.
- (B) Could be anywhere within NY state.

Question #22:

It is our understanding that any services available through the OGS contract are to be procured through that contract. The OTDA RFP includes several such services, e.g. translation of written documents, telephone interpretation, and on site interpretation. It is unclear how agencies can choose to use the OTDA contract for services now being used under the OGS contract.

Response:

This contract is for OTDA use. It is not a centralized contract for other state agencies to use. The RFP stipulates that OTDA is looking for one Contractor who is able to provide all of the Required Services as listed in Section II, Scope of Work Paragraph C. There is no OGS contract that fulfills this requirement.

Question #23:

OTDA's RFP states that "[n]arration services may be performed 'on-site' at a location within New York State." Will narrators have to travel to locations specified by OTDA, or can narration services be performed at a contractor's facilities?

Response:

Location specified by OTDA.

Question #24:

RFP Section III.B.4
(Page 21)

Can Bidders exclude signed forms, attachments, tables of content, etc. from the sequential numbering requirement?

Response:

No, all pages must be numbered sequentially as stated in Section III, Proposal Requirements.

Question #26:

RFP Section I.H (Page 4)
RFP Section III.C.3 (Page 23)

On page 4, the RFP states the first section should be "Cover Sheet/Executive Summary, including necessary forms from Appendix C." However, on page 23, Appendix C is included within the Cost Proposal section.

Please confirm where in the Proposal the Required Forms in Appendix C should be located.

Response:

Required forms from Appendix C should be included in the Cost Proposal Section.

Question #27:

RFP Section I.H (Page 4)

The RFP states “To be eligible, each Offeror is required to submit three separate sections, as follows:

- Cover Sheet/Executive Summary, including necessary forms from Appendix C,**
- One original and three (3) copies of the technical proposal,**
- One original and three (3) copies of the cost proposal, and**
- One original and three (3) copies of the sample translations.”**

Is the “Cover Sheet/Executive Summary, including necessary forms,” also submitted as a separate file? If not, in which of the three other files should it be included? If it is to be submitted as a fourth, separate file, how many originals/copies are required?

Response:

The requirement is to submit one (1) original plus three paper copies, plus a total of four (4) separate CDs/thumb drives, one (1) CDs/thumb drive of each section, as follows:

- Thumb drive #1-Cover Sheet/Executive Summary, including necessary forms from Appendix C**
- Thumb drive #2-Technical proposal including signatures,**
- Thumb drive #3- Cost proposal including signatures**
- Thumb drive #4- Sample translations.**

Question #28:

Operating/Production Model – Can you describe the operating and production model of your current translation service environment? For example, are all your translation needs currently being provided by a single third party vendor? Or is the work split across several vendors? Who is currently doing the resource management for all projects - is this managed from within OTDA or by an external vendor?

Response:

A single contractor currently provides all translation needs. The work is not split. Requests to our contractor are managed from within OTDA. Response to requests are managed by the contractor.

Question #29:

Style Guides – Are any style guides currently in existence? If so, in which format? And would they be made available to any new vendor? Do style guides exist for all languages listed in Appendix B?

Response:

Currently no style guides exist. The contractor is expected to provide translations mirroring the original format.

Question #30:

Portal – We would envisage using our own proprietary service portal for project submission, tracking and delivery.

Could you give any indication as to how many staff in your organization are likely to be submitting translation requests and thus would need access to the portal?

Response:

Approximately 10 staff members will need access.

Question #31:

It is standard practice for professional language service providers to only use native speakers. In our experience the best quality results are achieved when using qualified subject matter expert translators who are not only native speakers of the language they translate into, but also reside in the country where their native tongue is spoken. This means that the style and terminology used in the translations is current. Please confirm that the Contractor will not be prohibited from using off-shore resources outside of the United States and its territories to fulfill the required services set forth in the Agreement.

Response:

Off-shore resources are permitted as long as our contract needs are met.

Question #32:

Appendix B 3a
(Appendix B, Page 7)

Pricing – The RFP requests a single price per word for a wide range of languages and subject matters. The cost per word for different languages and different subject matters varies considerably. Would it be possible to provide a detailed rate card, showing a price per source word and a price per hour for translation activities for each language and for different subject matters? Without knowing exactly how many words would be required to be translated for each language and subject matter, it is not possible for us to accurately cost the activity across a year or the entire contract period, which means we also cannot estimate the price to OTDA. Given our experience in providing translation services, we believe the most cost-effective model for OTDA would be to have individual prices per word for each language. Language Group prices are likely to result in OTDA overpaying for certain languages.

Response:

Please refer to Appendix B, 3a for language groups.

Question #33:

Appendix B 3a

(Appendix B, Page 7)

Volumetrics – You provide the number of words for two language groups. Can you please confirm if the number of words shown for each group is the total number of source words translated across all target languages in each group?

Response:

It is the estimated total number of source words translated for all target languages in each group.

Question #34:

Appendix B 3a
(Appendix B, Page 7)

Volumetrics

Can you please specify the variants for the following languages:

- Spanish: European Spanish or Latin American Spanish – if so, which community?
- Portuguese: European or Brazilian?
- Arabic: Modern Standard Arabic?

Response:

For Spanish the variant is Latin American Spanish. We strive to cover all of the communities that comprise the Hispanic population in NYS: Caribbean, Mexican and Central American.

For Portuguese the variant would depend on the Requestor's preference.

For Arabic the variant is Modern Standard Arabic.

Question #35:

Appendix B 3a
(Appendix B, Page 7)

Volumetrics:

Are the projected volumes shown per annum or for the entire 3 year contract period?

Response:

Per annum.

Question #36:

Appendix B 3a
(Appendix B, Page 7)

Volumetrics – Can you provide a breakdown of source words across the various languages to give an indication as to which languages are requested more frequently than others?

Response:

As indicated in Appendix B, 3a, the languages in group A are required much more frequently as indicated by project volume numbers.

Question #37:

**RFP Section IV.B.1
(Pages 18 & 25)**

Translation Memory technology – In the RFP there is mention of the Translation Memory (TM) software MemoQ. Is it mandatory for the vendor to use MemoQ, or is it permissible to use any Translation Memory software which is .tmx compatible?

Response:

Use of MemoQ is preferred but any software that allows translation memory files to be delivered in Translation Memory eXchange (.TMX) format would be acceptable.

Question #38:

**RFP Section II.E
(Page 18)**

Glossaries – The RFP mentions specialized glossaries.

In which format do these currently exist?

Response:

Please refer to Section II, E of the RFP. The term “specialized glossaries” refers to glossaries that the vendor or translators may compile when working on the contract. The format, thus, is up to the vendor; however, Excel and Word formats are preferred. The vendor is not required to maintain glossaries, but is required to maintain TM resources.

The contractor and their translators who work on OTDA documents, must also use a translation memory software such as MemoQ and be willing and able to deliver to OTDA, upon request, any files related to OTDA-assigned projects, including "clean" and "unclean" files, specialized glossaries and translation memory files in Translation Memory eXchange (.TMX) format.

Question #39:

**RFP Section II.E
(Page 18)**

Glossaries – How would these be made available to a new vendor?

Response:

See response to Question 38.

RFP Section II.E

Question #40:

Page 18

Glossaries – Are glossaries available for all languages listed in Appendix B?

Response:

See response to Question 38.

Question #41:

RFP Section III.4
(Page 24)

Sample translations – Please confirm that the variant of Arabic required is Modern Standard Arabic and which variant of Spanish would be required – e.g. European, Mexican, Argentinian, Chilean etc.?

Response:

For Arabic the variant is Modern Standard Arabic.

For Spanish the variant is Latin American Spanish. We strive to cover all of the communities that comprise the Hispanic population in NYS: Caribbean, Mexican and Central American.

Question #42:

RFP Section II.L (Page 20)

Fast Turnaround Projects – The RFP mentions that a significant proportion of translation projects will require a 24 hour turnaround. What type of content would typically require such a rush service, and please indicate the proportion of total translation volume annually that would fall into this category, expressed as number of documents or words?

Response:

24 hour turnaround is required for a majority of the volume. Please see Appendix B, 3a for projected volumes.

Question #43:

RFP Section II.L (Page 20)

Fast Turnaround Projects – What is the typical document length (in terms of words) for such documents, and would these documents typically require translation into just one target language or multiple languages?

Response:

These documents can range anywhere from 50 to 3,000 words (sometimes more), and would be translated into multiple languages.

Question #44:

RFP Section V.G
(Non-Assignability)
(Page 31)

The RFP indicates that subcontracting and/or any assignment of duties is not allowed without prior written approval of OTDA. Contractor's business model assumes the use of a global network of independent contractors/consultants to provide some or all of the translation services described in the RFP. Assuming Contractor properly describes its solution in the proposal, would the State please confirm that Contractor is authorized to use a global network of translators in order to provide services?

Response:

As stated on Page 31, full responsibility for delivery of services shall be assumed by the Contractor. Yes. The Contractor is authorized to use a global network of translators.

Question #45:

RFP Section V.J
(Rights of OTDA)
(Pages 34-35)

The RFP states that OTDA acquires perpetual rights to Contractor tools, including hardware and software tools used to deliver the services. While we understand that all document deliverables produced for the benefit of the OTDA become the sole property of the State, we are unable to transfer ownership or licensing rights to our hardware and software tools.

Would the OTDA agree to modify the licensing provision such that Contractor tools remain the exclusive ownership of Contractor, with no residual rights extending to the State beyond the term of the agreement?

Response:

OTDA is purchasing translation services only through this contract. We do not expect you to develop new hardware or software for purposes of this contract, therefore, we do not expect transfer of ownership or licensing rights to the contractor's hardware and software tools.

Question #46:

RFP Section V.U
(Limitation) (Page 47)

The RFP states that the Contractor's liability under the Agreement shall not exceed the greater of the amount of a) \$5 million or b) two times the value of the contract amount as indicated in the State Central Accounting System. Would the State please provide

bidder's with the estimated value of the contract that it intends to award, so that an accurate determination of potential liability can be made?

Response:

The award depends on the Cost Proposal by the winning bidder based on Appendix B, 3a.

Please note that the Office of the New York State Comptroller (OSC) oversees the financial practices of government and serves as the State's voice for fiscal accountability. While not the same as the State Central Accounting System, Open Book New York was created as a way to make government more transparent by 'opening up the books' of State and local governments.

Public information on the incumbent's contract with OTDA can be viewed at

<http://wwe2.osc.state.ny.us/transparency/contracts/contractsearch.cfm>

Please note that this information is based on current/historical data, OTDA anticipates an increase in volume over the next five years as indicated in the Appendix B 3a Projected Volumes column.

Question #47:

RFP Section V.X
(Conflict of Interest)
(Page 49)

The RFP states that “[f]or the term of the Agreement, and for three (3) months after its termination, the Contractor agrees not to offer employment to any employee of OTDA, without the express written consent of OTDA.” Would the State please confirm that this prohibition is limited to any direct solicitation of OTDA employees related to the Language Services program?

Response:

No engagement of any employee who would interface with the contract that will be let as a result of this RFP would be permitted.

Question #48:

RFP Appendix C, #1 –
Confidentiality Agreement (Appendix C
Page 2-3, Paragraph A (entitled “Security Procedures”))

Paragraph A (entitled “Security Procedures”) states that “each prospective and current employee of Contractor designated to work under this Agreement with the State may be required to submit identifying information and be fingerprinted. The State shall arrange for the scheduling of such fingerprinting activities on State premises.” Does this mean that Contractor is prohibited from using its pre-screened network of independent contractors/consultants to provide translation services, or is this requirement limited to on-site translation services only?

Response:

A contractor is not prohibited generally from using its pre-screened network of independent contractors/consultants. Those situations in which extra-ordinary confidentiality protections as described in Appendix C are required are thought likely to be infrequent exceptions and will be identified by OTDA at the time of request for a service. The language in Appendix C is new language that has been added to the requirements of this procurement because of the potential expansion of the uses to which services provided under the contract may be put. It is anticipated that virtually all the situations that involve the requirement for fingerprinting and identifying information will be restricted to on-site interpretation services only. It is extremely unlikely that any such requirement would attach to document translation services. A contractor must affirm that it is ready to require these confidentiality procedures when OTDA gives prior notice that a given engagement requires that type of extra assurance, but the final contract will make clear that the expenses incident to providing such confidentiality assurances will be an OTDA responsibility, therefore offerors should not include any applicable pricing in their proposal. OTDA notes that, if the services requiring extra assurances of confidentiality become significant under the contract, it may separately procure those services, something we consider an extremely unlikely scenario.

Question #49:

Section I, P, page 9: Business Participation opportunities for WMBEs

If we are a Nationally Certified WOB with 100% women ownership (NWBOC Certification) and currently applying for NY WBE status, does our status qualify us enough or are we still expected to subcontract 15% to other WBEs as well?

Response:

If the firm is not yet certified, the vendor is not currently a NYS WBE. The agency expects for the contractor to comply with the overall MWBE goal of 30 %, (15% MBE and 15%WBE). Please visit the ESD MWBE directory for qualifying subcontractors.

Question #50:

Section II, B, page 16 – Languages

In our industry we routinely break down the languages in more than these two groups because there are sometimes substantial price differences between certain languages that are listed in the same group, i.e. Arabic and Portuguese. Are we expected to stick to the two groups, or are we allowed to give a more differentiated breakdown?

Response:

Groups shall be arranged according to Appendix B, 3a.

Question #51:

Section II, E, pages 17-18: DTP Services and Other Technical Requirements (Primary Service)

It says that we “must use translation memory software such as MemoQ. Would Trados also be an acceptable translation memory software for this RFP? If not, must we prove that we have used MemoQ in the past?

Response:

Use of MemoQ is preferred but any software that allows files for translation memory files to be delivered in Translation Memory eXchange (.TMX) format would be acceptable.

Question #52:

Section II, L, page 20, last paragraph

How much work is expected to be delivered within 24 hours? And is there a penalty if written translation work is not delivered within the 24-hour requested timeframe?

Response:

24 hour turnaround is required for a majority of the volume. Please see Appendix B, 3a for projected volumes. Contractor is expected to fulfill the 24-hour deadline on all occasions. In the event the volume tremendously exceeds regular per day OTDA volume, on OTDA project manager's discretion special arrangements can be made with the vendor, however, the vendor is expected to deliver as soon as possible past the deadline.

Question #53:

Section III, B 2, page 21 – Binding of Proposals

Proposals are requested on separate thumb drives, in PDF format – therefore assumedly we do not need to bind a proposal, or is one hard copy also expected?

Response:

See Response to question 27 above.

Question #54:

Appendix B 3a, page 7 – Cost Proposal Bid Form, Primary Services – Translation
- see question 50 above

Appendix B 3a, page 7 – Cost Proposal Bid Form, Primary Services – Desktop Publishing
As already mentioned in Question 2, it is our experience that there are price differences between certain languages, even in DTP. Are we expected to give one global price for all languages, or are we allowed to give costs grouped by languages for DTP?

Response:

Please provide one global price for all languages for DTP.

Question #55:

Appendix B 3a, page 7 – Cost Proposal Bid Form, Secondary Services

See question 7 - Are we expected to give one global price for all languages, or are we allowed to give costs grouped by languages for Interpretation, Narration and Editing services?

Response:

Please provide one global price for all languages for Interpretation, Narration and Editing services.

Question #56

Section I, Procurement Information and Requirements, H3

Please confirm that the RFP is due on 11/5/15 at 3 PM.

Response:

Yes. The date in Section I paragraph H#3 is a typographical error, the correct date for Proposal Due Date is as stated in Section I D. Timetable – Proposal Due Date -11/5/2015 (3PM EST).

Question #57

Section II, Scope of Work, E, paragraph 1

Does the translation software need to be MemoQ or can it be an equivalent?

Response:

Use of MemoQ is preferred but any software that allows files for translation memory files to be delivered in Translation Memory eXchange (.TMX) format would be acceptable.

Question #58

Section II, Scope of Work, L, paragraph 4

Given that a significant portion of translations are needed within 24 hours or fewer, what is the average word count per document?

Response:

Please see Appendix B, 3a for projected volumes. The documents can range anywhere from 50 to 3,000 words.

Question #59

Appendix B 3a

Of the projected 6.7 million words, how many are planned to be repetition?

Response:

It is not possible to provide an estimate.

Question #60

Section II B paragraph 1

Will most translations be published in a single language, or will they be spread out relatively evenly among the Group A languages listed?

Response:

Most translations will be into languages included in Group A; however, some languages will have bigger volumes than others.

Question #61

Section II C paragraph 3 & Appendix B 3a

Onsite interpreting is referenced as a secondary service. Are those projected 8 hours annual or spread out over the 3-year term of the contract?

Response:

The projected hours are on an annual basis.

Question #62

Appendix C, form: M/WBE Subcontractors and Suppliers Letter of Intent to Participate

My business is a WBE and we would be looking to subcontract with MBEs. If we don't have all of the subcontracting relationships established and all of the forms completed at the time the RFP is submitted, are we allowed to add subcontractors as long as we submit a revised MWBE Utilization Plan?

Response:

The utilization plan along with the letters of intent are required and must be provided, A waiver request may be submitted if the Contractor feels that they are not able to meet the goals defined, the approval of the waiver, is not guaranteed. An updated Utilization Plan can be submitted prior to Contract Award.

Question #63

Section II C paragraph 1

Please define *primary and secondary language services*.

Response:

These definitions were provided in Section II C.

Question #64

Section I P paragraph 2

a) My business is a WBE however in order to provide some services we would need to subcontract with businesses who do not have WBE status.

b) Is this acceptable?

Response:

a) Is the business NYS WBE certified? If so, they will still need to meet 15% MBE.

b) Not acceptable, the mandated goals are 15% MBE and 15% WBE.

Question #65:

Appendix B 3a.

Are the projected volumes listed in the chart representative of the actual or historical volume that is anticipated annually through the contract?

Response:

Please see Appendix B, 3a. Column "Projected Volumes" is based on annual historical data.

Question #66:

Language pricing:

a. Is tiered pricing within Language Group A and/or Language Group B acceptable, or must it be only a two-tiered pricing structure – one price for Group A and one for Group B? (i.e. differences in pricing based on technical language, after-hours/holidays, and rush fees)

b. Is a price range acceptable, such as \$0.30-\$0.40 per word?

c. We normally charge a rush fee for jobs within 24 hours. Is this rush pricing possible?

Response:

Please see Appendix B. 3a, and Section II, B.

a. Tiered pricing within Language Group A and/or Language Group B is not acceptable. Proposal may include a two-tiered pricing structure: one price for Group A and one price for Group B.

b. No, a price range is not acceptable; please provide a fixed price per word.

c. No rush pricing.

Question #67:

Translation software:

- a) Is any translation software acceptable?
- b) May we request a grace period in order to evaluate and implement new software?

Response:

- a) Use of MemoQ is preferred but any software that allows files for translation memory files to be delivered in Translation Memory eXchange (.TMX) format would be acceptable.
- b) You must be up and running by the start date of the contract – 7/11/2016.

Question #68:

How will requests for services be made (e.g. by email)?

Response:

Normally requests for services are made by email.

Question #69:

What is the anticipated volume of translation requests?

Response:

Please see Appendix B, 3a. Column “Projected Volumes” is based on historical data.

Question #70:

What is the anticipated frequency of translation requests?

Response:

Every day.

Question #71:

If services are needed on evenings and weekends, will this be known in advance, or do you require an on-call system?

- a. Can we request a waiver for this requirement and negotiate a way to meet OTDA’s needs without an on-call system?
- b. Are after-hours and weekend requests for translation or interpretation, or both?

Response:

a) There is no waiver for this requirement; the contractor must have the capacity to handle urgent requests after hours and on holidays if needed.

b) Requests could be for either or both translation and interpretation.

Question #72:

Will some documents need to be delivered in paper form, for example, court documents?

a. What is the expected timeline for paper delivery?

Response:

There may be an occasion when paper delivery is requested, the timeline for this will be negotiated at the time of request.

Question #73:

How much of the translation volume will need to be completed within 24 hours?

a. Does this timetable apply to large documents as well?

b. Can we request more time for larger projects?

Response:

a) 24 hour turnaround is required for a majority of the volume. Please see Appendix B, 3a for projected volumes. Contractor is expected to fulfill the 24-hour deadline on all occasions.

b) In the event the volume tremendously exceeds regular per day OTDA volume, on OTDA project manager's discretion special arrangements can be made with the vendor, however, the vendor is expected to deliver as soon as possible past the deadline.

Question #74:

What is the anticipated volume of interpretation requests?

Response:

Please see Appendix B, 3a. Column "Projected Volumes."

Question #75:

What is the anticipated volume of proofreading requests?

Response:

Please see Appendix B, 3a. Column “Projected Volumes.”

Question #76:

What is the anticipated volume of narration requests?

Response:

Please see Appendix B, 3a. Column “Projected Volumes.”

Question #77:

We normally require a 2 hour minimum for interpretation and your RFP lists only one hour (page 23). Can we request a 2 hour minimum?

Response:

Please see Section III, C3. Minimum charge is one hour.

Question #78:

Is mileage and/or parking or other costs covered for interpreters?

Response:

This will be reimburseable at the prevailing State per diem rate. For current per diem reimbursement rates, visit the GSA Domestic Per Diem Page (currently available at <http://www.gsa.gov/portal/category/21287>), as such rates may be amended from time to time.

Question #79:

Section I.H. Submission of Proposals (page 4): The RFP states that one original and three copies of the technical proposal, cost proposal, and sample translations be provided, and must be submitted on CDs/thumb drives. Are you requesting one printed version of the original and three printed copies, in addition to one original and three copies on CD/thumb drive? Must we provide each section (technical proposal, cost proposal, and sample translation) on a separate CD/thumb drive (for a total of 9 CD/thumb drives, plus three with the original sections)?

Response:

See Response to Question 27, above.

Question #80:

Section I.H. Submission of Proposals #3 (page 5): The RFP states that proposals must be delivered by 3:00 pm EST on August 7, 2015. Could you confirm that the deadline for delivery of proposals is 3:00 PM EST on November 5, 2015?

Response:

The date in Section I paragraph H#3 is a typographical error, the correct date for Proposal Due Date is as stated in Section I D. Timetable – Proposal Due Date -11/5/2015 (3PM EST).

Question #81:

Section III, C.2. Technical Proposal (page 22): We are asked to “Attach a staffing chart including the percentage of time worked for each of the staff and how long each has worked for the organization.” Could you clarify what is meant by “percentage of time worked for each of the staff?”

Response:

“Percentage of time worked for each of the staff” means time each of the staff will work on this contract.

Question #82:

Appendix B, 3a. Cost Proposal Bid Form: Does projected volume refer to the projected volume per language or the projected volume of all languages in the group? Are the projected volumes for a 1-year, 3-year, or 5-year period?

Response:

Projected volumes are per annum for all languages in the group.

Question #83:

Given the timetable outlined in the RFP, questions submitted on or before September 27th will be answered in October, yet vendors must decide well in advance of that date whether or not to submit a Letter of Intent.

Response:

The Letter of Intent as stated in Section I, Paragraph # E of the RFP states that “*Any Offeror intending to submit a proposal in response to this RFP may submit a letter of intent...*” This is not a mandatory requirement; it is included in the RFP so that OTDA can ensure that all questions/answers are emailed to those Contractors expressing an interest in bidding. The Questions and Answers will also be made available on OTDA’s website.