

RFP #FIN110110CK Translation Services Questions and Answers

1. Question: Attachment E, DVBE Participation Form, provides two ways to comply with the DVBE requirement – The first is to directly meet the 3% minimum goal by either being certified as a DVBE or by subcontracting with a DVGE. The second option is to provide evidence of a Good Faith Effort. In 2009 the State Legislature eliminated the GFE option in all State contracts with a DVBE participation goal. I attach the DGS notice for your reference. Given the elimination of the GFE, we respectfully request that the DVBE requirement be removed from the RFP as we do not believe the certified language/translation DVBEs meet the quality standards required of this solicitation. In light of the statewide elimination of the GFE component, will you be revising Attachment E?

Answer: No, we will not be revising Attachment E. The state certified business advantage does not apply as this is not a Judicial Branch requirement. Per Section 10335.7 of the Public Contract Code "State agency," as used in this article, means every state office, department, division, bureau, board, or commission, but does not include the Legislature, the courts, or any agency in the judicial branch of government. Thus Section 2050-2057 of the Public Contract Code regarding the certification for minority, women, disadvantaged and small business enterprises is not required for this RFP.

2. Question: Can you provide us with additional information regarding what your volume of documents are estimated, based upon the number of words/project sizes broken down by the primary languages you indicated in the RFP:

**Answer: Answer:** With one exception (noted below), in 2010 the AOC requested translations only in the following languages: Plain Language (English), Chinese (traditional), Korean, Spanish, Tagalog and Vietnamese. Most requests required formatting.

Requests were approximately as follows:

Ten forms in: Chinese, Korean, Spanish, Vietnamese and Tagalog

Sixty forms in Spanish

One translation of a video script into Spanish

One brochure translated into Spanish

Six hours of Plain Language (English) consulting

Over 1,200 pages of translation of website content into Spanish

This list does not include translation work requested by any individual trial courts. There has not previously been a master agreement for all trial courts and the estimated combined usage has not been assessed. Therefore, those volumes are not known and are not assumed to be consistent from year to year.

3. Question: What was your budget/spend last year for document translation?

**Answer:** Translation expenditures for fiscal year 2009–10 for just the Administrative Office of the Courts was approximately \$80,000. However, this amount does not include any of the individual trial courts. There has not previously been a master agreement for all courts and the combined estimated need has not been assessed. Therefore, those amounts are not known and are not assumed to be consistent from year to year.

4. Question: Please verify which Spanish you want, US, Latin American?

**Answer:** The vast majority of the courts' target Spanish population is from Mexico. As referenced in Attachment B, section 1.2.6 of the RFP, Spanish translations should be based on the Spanish glossary, provided on <http://www.courtinfo.ca.gov/selfhelp/espanol/glosario.htm>.

5. Question: Can you define your requirements for “field testing of foreign language forms” in more detail?

**Answer:** We do not presuppose nor prescribe any field testing metrics. We assume that all will be in accordance with the document(s) and results being tested.