

**Judicial Council of California  
Statewide Translation Services  
RFP-TCAS-2024-02-TM**

**RFP QUESTIONS AND ANSWERS**

1. If multiple awards are made, how will the work be apportioned?

**ANSWER:** Some determining factors may include vendor availability, pending projects, and cost estimates. It will also depend on the judicial branch entity (JBE).

2. What is the estimated budget allocated for this contract?

**ANSWER:** It depends on the JBE. For the Judicial Council last fiscal year, the average budget per vendor contract was about \$100,000-\$150,000.

3. Could you please share past usage statistics broken down by language?

**ANSWER:** The top 5 most interpreted spoken languages in the California courts are:

(1) Spanish, (2) Vietnamese, (3) Mandarin, (4) Cantonese, and (5) Korean. More information is in the *2020 Language Need and Interpreter Use Study*:

<https://languageaccess.courts.ca.gov/sites/default/files/partners/default/2023-07/2020-language-need-and-interpreter-use-study-report-to-the-legislature.pdf>.

4. What is the name of the incumbent(s) and their contract number(s)?

**ANSWER:** The information you are seeking is available to the public via this link: <https://www.courts.ca.gov/procurementservices.htm> and go to Translation Services.

5. Did the incumbent cover every single assignment successfully?

**ANSWER:** Yes, projects have been successfully completed by the current vendors.

6. What challenges have you faced from vendors you worked with and what are you looking to improve or achieve?

**ANSWER:** We have been working with the vendors to streamline projects for timeliness, as well as accuracy, accessibility, and uniformity.

7. Could you please provide the incumbent rates for each of the services requested in this solicitation?

**ANSWER:** The information you are seeking is available to the public via this link: <https://www.courts.ca.gov/procurementservices.htm> and go to Translation Services.

8. If there is no incumbent, please describe how you are obtaining these services up to now and what you are paying for the service.

**ANSWER:** N/A

9. Do you have in-house translators? If so, for what purpose?

**ANSWER:** We do not have in-house translators. However, we have a legal translation consultant who reviews Spanish translations to ensure accuracy and uniformity.

10. Can we modify the rate sheet to add languages, change the unit of measure, add minimum fees, etc.?

**ANSWER:** Yes, but please also provide the information requested.

11. Can we ask for a debriefing in case we are not awarded?

**ANSWER:** We currently don't schedule debriefings with vendors who were not awarded due to the anticipated large volume of proposals.

12. What type of formats are required for translation of documents?

**ANSWER:** Contractor will provide translated documents/forms in the same format as the source document or in a format approved by the JBE. Such formats include but are not limited to the following: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Adobe Acrobat (read, amend, and create), Adobe Experience Manager, and Adobe InDesign. Contractor must be able to convert Microsoft files into PDF format. The PDF format does not include documents that are fillable online.

13. What are the most requested languages and average word count for documents needing translation for this solicitation?

**ANSWER:** The most requested languages are (1) Spanish, (2) Chinese (simplified), (3) Vietnamese, (4) Korean, and (5) Tagalog. The number of words in a document varies based on if it's new or an update. Specifically for court forms, it ranges from about 1,500 to 9,500 words.

14. What mathematical calculation will be used to evaluate pricing?

**ANSWER:** There will be a comparison of pricing proposals and more points will be given to the proposal with the lowest costing.

15. Regarding samples: Do you have any preferred format? (PDF, PPT, Word, etc.)

**ANSWER:** We prefer Adobe Experience Manager, Adobe InDesign, PDF, and Word.

16. Regarding samples: Do you have any preferred document type? (letters, brochures, reports, etc.)

**ANSWER:** Our projects mainly consist of Judicial Council court forms, web content, legal documents, brochures, and posters.

**17.** Regarding samples: Please indicate the minimum and maximum length, if any.

**ANSWER:** Most of our projects are between 1 and 12 pages long.

**18.** Regarding samples: Can we request feedback on the samples and how they were graded?

**ANSWER:** We're currently not providing feedback on the samples as we're anticipating a large volume of proposals.

**19.** Are electronic or scanned signatures acceptable?

**ANSWER:** Yes, electronic or scanned signatures are acceptable

**20.** Can samples be submitted as separate files to avoid corrupting their ADA compliance?

**ANSWER:** Yes, but please ensure that the files are properly named and send them with your proposal email submission.

**21.** Do you have samples of documents which needed to be translated?

**ANSWER:** You can find the following examples:

- Translated court forms: <https://www.courts.ca.gov/forms.htm>
- Translated web content: <https://selfhelp.courts.ca.gov/>
- Other translated materials: <https://languageaccess.courts.ca.gov/language-access-resources/resources-assisting-court-users>

**22.** What additional details are you willing to provide, if any, beyond what is related in bid documents concerning how you will identify the winning bid?

**ANSWER:** All information is provided in the RFP documents [Statewide Translation Services, RFP Number- RFP-TCAS-2024-02-TM](#). See RFP section 8.0 - Evaluation of Proposals.

**23.** Who is the incumbent and what are their rates?

**ANSWER:** The information you are seeking is available to the public via this link: <https://www.courts.ca.gov/procurementservices.htm> and go to Translation Services.

**24.** Are you planning on awarding a single vendor or multiple vendors?

**ANSWER:** We work with multiple vendors to ensure project timelines are met.

**25.** How often are requests sent after normal business hours (8am-5pm Monday-Friday)?

**ANSWER:** It varies based on the project, but requests are sent in batches. Between 0-3 batches per month.

**26.** What kind of turnaround times do you anticipate requesting during this contract?

**ANSWER:** Please see the RFP Attachment 2, Appendix B, section 3.

**27.** What is the volume of requests you anticipate sending monthly?

**ANSWER:** Between 0-3 batches per month.

**28.** Will you be giving preference like Small Business or Disabled Veteran Business Enterprise (DVBE)?

**ANSWER:** See RFP Section 8.0 - Evaluation of Proposals, [Statewide Translation Services, RFP Number- RFP-TCAS-2024-02-TM](#), for evaluation criteria and points breakdown, including the DVBE incentive.

**29.** Do you need any proof of certification for our translators at the time of submission?

**ANSWER:** This is not required upon proposal submission. However, upon contract award, the JBE can request a Contractor to provide a list of certification(s) and memberships(s) it holds with professional translation associations, and the effective date of each.

**30.** Will you notify all participants of the results or only the awardee?

**ANSWER:** Intent to Award will be posted on the California Courts website [Statewide Translation Services, RFP Number- RFP-TCAS-2024-02-TM](#).

**31.** Will you require Desktop Publishing services for any translation? If so, what percentage per month?

**ANSWER:** We do have projects that require Desktop Publishing services, but those projects are not on an ongoing basis. It depends on the request received. Last fiscal year, we received 3 requests.

**32.** Do you require translators to be certified?

**ANSWER:** Yes, since they are working on legal documents, we prefer to have certified translators.

**33.** Are we able to use TACPA preference?

**ANSWER:** No, we only factor in the DVBE incentive.