



**ADMINISTRATIVE
OFFICE OF THE COURTS**

GOVERNMENT RELATIONS
INFORMATION TECHNOLOGY
INTERNAL AFFAIRS
JUDICIAL COLLEGE OF MARYLAND
OPERATIONS
PROGRAMS

**Questions/Responses No. 1 to the
Request for Proposals (RFP) K18-0004-25J
Translation Services**

Ladies and Gentlemen:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding on the Maryland Judiciary unless the RFP is expressly amended. Nothing in the Maryland Judiciary's response to these questions is to be construed as agreement to or acceptance by the Maryland Judiciary of any statement or interpretation on the part of the Offeror asking the question.

1. Question: Are freelance translators considered subcontractors for this procedure?

Response: This is decided between the vendor and translators. The Contractor may employ either in-house or contracted translators.

2. Question: Could you please confirm language variants for French (Canadian / France) and Spanish (Spain / Latam)?

Response: Standard French and standard Spanish

3. What is the expected volume for this contract?

Response: The expect volume wordcount was approximately 180,000 words/ year from English translate into five Core Language: Chinese, French, Korean and Russian, but there is no volume guarantee.

4. Question: What is the number of words/documents expected to be translated in 30 days?

Response: The average monthly word count is 15,000, but there is no volume guarantee.

5. Question: The translation samples, have to be provided for all the requested languages? Due to our confidentiality agreements we cannot provide with any translated documents from our clients, would it be acceptable to translate any form

provided for the AOC for this purpose?

Response: See attached Translation sample.

6. Question: Will you be awarding a contract to more than one vendor

Response: No. Only one vendor will be selected.

7. Question: What languages are needed or required for the translation samples? (3.4.6.5)

Response: Spanish and Russian.

8. Question: Do you need two (2) samples per language or only a total of two (2) samples?

Response: We provided a court form to be translated into Spanish and Russian.

9. Question: Can oral presentations (See 1.13), if requested, be done by conference call

Responses: We don't require oral presentations for this procurement.

10. Question: Can years of experience be substituted for ATA certification (See 2.2.10)

Response: No

11. Question: We are an MBE, this procurement provides any additional points for local MBE's?

Response: No.

12. Question: Will the AOC provide the Contractor with translation memories?

Response: Glossaries will be provided.

13. Question: What is the AOC's assessment of the quality of the existing translations?

Response: Translations are reviewed and approved by the AOC.

14. Question: How will the proposals be weighted?

Response: By the prior experience, current experience, and the quality of the translation samples.

15. Question: Is the AOC requesting pricing for the Core Language group and/or the respective Core Language?

Response: Core Languages.

16. Question: Is the AOC requesting pricing for Spanish (Spain), Spanish (Latin America) and/or Spanish (Other)?

Response: Standard Spanish.

17. Question: What was the AOC's spend [and/or total word count] on non-Core Languages in fiscal year 2016?

Response: This information will not be disclosed

18. Question: What is the expected value of the contract in dollars (USD?)

Response: This information will not be disclosed.

19. Is this an existing or a new contract? If it is a new contract what is the name of the incumbent?

Response: This is a re-compete of an existing contract. The name of the incumbent is Morgan Languages.

20. Question: What is the approved budget for this contract?

Response: This information will not be disclosed.

23. Question: Since the requests for updates may apply to documents with varying formatting requirements, we request that in Attachment D pricing for updates that include special formatting and/or desktop publishing be included as an hourly rate. Updates that involve translation only can be made at the flat fee requested in Attachment D.

Response: Rates must be fully loaded and include formatting and desktop publishing.

24. Question: What is the resolution procedure if the Contractor disagrees with the identified deficiencies or non-conformities identified by the AOC?

Response: The AOC Project Manager has the sole right to accept/reject work product. If product does not meet standard, the Contractor will correct the work product at no additional cost to the AOC.

25. Question: Are there any requirements for linguists to be U.S. citizens or for the work to be performed within the U.S.?

Response: All contracted personnel must have the legal authority to work in the United States. All work must be performed in the United States.

26. Question: Does the State of Maryland already have Translation Memories available that can be provided to the contractor?

Response: The AOC will provide glossaries in the core languages.

27. Question: We request that 5 years of demonstrated experience in legal translation or formal certification by a foreign equivalent of ATA be accepted in lieu of ATA certification.

Response: Translators must be certified by ATA. No exceptions.

28. Question: States that a separate quote shall be provided for the notary public, however we were unable to find a reference in the SOW that requires a notary public?

Response: Please provide a quote for the notary public, See attachment D.

29. Question: Does the use of independent contract linguists require advance approval under the subcontracting clause?

Reponses: No, as long as they are ATA certified.

30. Question: Can the AOC provide document samples for typical requirements, especially the Omni Form documents? Also, would the AOC be able to accept the forms in the latest version of Omni Form (5.1)?

Response: Please see the court form "Translation sample ". We can only work with the versions specified in the RFP.

31. Question: The AOC's brochures are in InDesign CS6. Please specify if the AOC requires Mac or PC deliverables.

Response: PC deliverables.

32. Question: The AOC's brochures are in InDesign CS6, but many of our DTP specialists have migrated to Creative Cloud. We can provide an IDML along with our deliverables in Creative Cloud that can easily be opened in CS6. Would the AOC accept this deliverable?

Response: Yes.

33. Question: Regarding court documents, most of our legal translations are bound by confidentiality agreements. If we are unable to provide a court document for samples, will the AOC accept translated forms that are in the public domain instead?

Response: Please provide the translation of the attached Maryland Judiciary court form in Russian and Spanish.

Issued by: Karen Hoang
Procurement Officer
June 2, 2017