

**Judicial Council of California  
Statewide Translation Services  
RFP # CFCC-2019-08-MS  
RFP QUESTIONS AND ANSWERS**

1. Is there an incumbent vendor for these services? If so, what rates do they provide?

**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.

2. What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?

**ANSWER:** As long as a vendor has stable relationships with translators in the languages we request for translation, follows the glossaries that have been developed for our Judicial Council forms, and can fulfill large orders, we do not anticipate any challenges.

3. What is the expected volume of this contract?

**ANSWER:** We can only tell you what the volume has been in the past: \$210,000 during the last calendar year.

4. Is there any historical data for Translation Services?

**ANSWER:** No

5. Is this a multiple source award contract?

**ANSWER:** The Judicial Council intends to award one or more master services agreements with translation vendors.

6. We would like to find out if we need to provide the UNRUH Civil Rights Acts and California Fair Employment and Housing Act Certification taking in count our company is settled in other state.

**ANSWER:** The Unruh Civil Rights Act and California Fair Employment and Housing Act Certification is required, regardless of where the company is incorporated.

7. Who are the incumbent vendor(s) and what are the rates they are charging for Translation Services?

**ANSWER:** Please see response to Question 1 above.

8. How do you define 'field testing'?

**ANSWER:** Field testing is defined as a method to test the readability and usability of a plain language document with the target group of readers. A common method of field testing is to identify the target audience and reach them through a court-based self-help center, waiting for jury service, at a legal aid organization or similar setting. The user is asked to read the document

or try to fill it out, if the document is a form. Then, the user is posed a series of questions to determine whether the language was comprehensible, and whether the format (font, spacing, white space) contributed to the readability and usability of the document. Testers are given the opportunity to make suggestions for improvement.

9. What percentage of the requests are for field testing?

**ANSWER:** There are generally only 1 or 2 requests per year, usually in connection with plain language translation.

10. It is our understanding that the translation, formatting and field-testing work needs to be performed in the United States. What about the coordination of the assignments?

**ANSWER:** Under the proposed agreement, all Work (including all Services and Deliverables, as defined in the agreement) must be performed in the United States. We consider coordination of assignments to be part of the Work.

11. Can translator coordinators be outside of the US even if they are coordinating work within the US?

**ANSWER:** Under the proposed agreement, all Work (including all Services and Deliverables, as defined in the agreement) must be performed in the United States. We consider translation coordination to be part of the Work.

12. Are the translation memories from the current and previous language providers available?

**ANSWER:** No

13. How many vendors currently service this work?

**ANSWER:** One

14. How many vendors is the council looking to award?

**ANSWER:** At least one

15. Will all questions and answers from all vendors be shared across all interested parties?

**ANSWER:** Yes

16. What is the purpose and goal for the council to go out to bid?

**ANSWER:** The purpose of this RFP is to award one or more contracts for the translation, formatting and field testing of documents produced by the Judicial Branch.

17. What challenges does the council currently face with language services?

**ANSWER:** The Judicial Council is interested in identifying a high-quality contractor with experience and high degree of attention to detail. As long as the contractor has stable relationships with translators in the languages we request for translation, follows the glossaries that have been developed for our Judicial Council forms, and can fulfill large orders, we do not anticipate any challenges.

18. Are the incumbent vendors participating in the bid as well? If so, who is participating?

**ANSWER:** Unknown.

19. Can you provide a language list for all languages used last year for translation?

**ANSWER:** Last year, translations were procured in the following languages: Arabic, Chinese (Simplified), Chinese (Traditional), Farsi, Korean, Punjabi, Russian, Spanish, Tagalog, and Vietnamese.

20. Is there a consistent source and target language for translation? For example, are all documents in English and need to be translated into a foreign language or possibly some other combination.

**ANSWER:** The majority of translations are from English into one of the target languages.

21. Does the council have glossary and/or style guides?

**ANSWER:** Yes, the Spanish glossary is available here:  
[https://www.transcend.net/library/legalCourts/JCGlossary\\_WEB.pdf](https://www.transcend.net/library/legalCourts/JCGlossary_WEB.pdf)

22. Will the proposals themselves become public?

**ANSWER:** Proposals may become public following contract signature.

23. ISO certification for translation requires a minimum of two linguists per project language, as translator and copy editor. Many projects benefit from a third linguist for a third proofreading step. Should per word pricing include proofreading or should it be priced separately?

**ANSWER:** Per word pricing should reflect the entire cost of translation from commencement to delivery of a final product, including any internal review performed by the vendor.

24. Who is your current provider and is the pricing publicly available?

**ANSWER:** Please see response to Question 1 above.

25. From 6.2, E, and 6.3, C.: "If proposer offers plain English editing ...." Can you provide more information about this potential requirement?

**ANSWER:** Plain Language Editing is defined in the Master Services Agreement in Section 2.5(F.). This is not a service that vendors are required to offer, but they may include their pricing structure for this service if they wish.

26. Could you provide unlocked Word versions of the cost sheet, main RFP document and all other forms that require to be filled-in? The current locked PDF versions cannot be filled in online.

**ANSWER:** Done, please see updated cost sheet in word format.

27. Please let us know who the current contract holder is and send a copy of their price list.

**ANSWER:** Please see response to Question 1 above.

28. This is a Master Contract available to members of the Purchasing Group. Who are the Purchasing Group Members?

**ANSWER:** The Purchasing Group is composed of Judicial Branch entities, including the Judicial Council of California as the Establishing Judicial Branch Entity, and various superior courts, appellate courts, and the Habeas Corpus Resource Center.

29. Will field testing be required of all translations? If not, for which documents?

**ANSWER:** Field testing is not required of all translations. This depends on the project. There may be field testing requested for Judicial Council or local court forms, informational materials and web content.

30. Will offering any of the 'Optional Services' like Voice Talent be considered in the evaluation of the RFP?

**ANSWER:** Proposers are not required to provide hourly rates for the optional services (Section 7 of the Pricing Form) but may provide these hourly rates for Judicial Council consideration as part of the RFP evaluation.

31. How will the total cost used to compare bids to each other be calculated from the cost sheet?

**ANSWER:** The cost sheets will be used to compare per word and per hour pricing among the bidders.

32. What format do you/current provider use for Focus groups?

**ANSWER:** Unknown

33. You mention volume of \$210,000 for 2018. Can you break up into the different services?

**ANSWER:** No

**34.** Are language volumes different? If so, could you break them down please?

**ANSWER:** The language for which we have the greatest need for translation in California is Spanish. Spanish is by far the most frequently requested language. Consistent with the branch's Strategic Plan for Language Access, each jurisdiction strives to make materials available in the Top 5 languages spoken in their geographic area.

**35.** Can you break down how much work was regular, rush and urgent?

**ANSWER:** No

**36.** What is the anticipated web work?

**ANSWER:** Unknown

**37.** What is the anticipated app/software application work?

**ANSWER:** Unknown

**38.** Could you provide a phone number as required for delivery by couriers (like FedEx)?

**ANSWER:** Sheryl Berry (415) 865-7785.

**39.** What is the difference between Field testing and Community review in Attachment 7-Pricing Form?

**ANSWER:** Field testing is defined as a method to test the readability and usability of a plain language document with the target group of readers. A common method of field testing is to identify the target audience and reach them through a court-based self-help center, waiting for jury service, at a legal aid organization or similar setting. The user is asked to read the document or try to fill it out, if the document is a form. Then, the user is posed a series of questions to determine whether the language was comprehensible, and whether the format (font, spacing, white space) contributed to the readability and usability of the document. Testers are given the opportunity to make suggestions for improvement. Community Review is defined in Section 2.5(F.) of the Master Services Agreement. It is an optional service that a provider may propose to deliver on the Pricing Form.

**40.** Is field testing always expected to happen in person, or also over the phone/video conference, or in writing?

**ANSWER:** We are interested in receiving proposals from vendors that have knowledge and experience with field testing and will describe their process and any best practices they follow in this process.

- 41.** Is community review expected to be conducted in person, over the phone/video conference and/or in writing?

**ANSWER:** Community review of translations is an optional service that a vendor may propose to deliver in their proposal. A proposal to provide community review should describe the vendor's experience and knowledge of this process and the general process they follow in performing this work.

- 42.** Please share the results of a field testing/community review process from the current vendor.

**ANSWER:** These are two distinct processes and it is unclear what type of results are being requested.