REQUEST FOR PROPOSAL FOR DOCUMENT TRANSLATION SERVICES
NEW HAMPSHIRE EMPLOYMENT SECURITY
BID# RFP NHES2017-01

ADDENDUM#1: BID# RFP NHES2017-01
RESPONSES TO VENDOR QUESTIONS

Document Translation Services – NHES
45 South Fruit Street, Concord, NH

DATE OF RFP ISSUANCE **6/24/2016**

QUESTIONS SUBMITTED BY VENDORS AND ANSWERS FROM NHES:

1. Please confirm if Spanish should be Latin-American Spanish or European Spanish?

For purposes of this RFP, the Spanish that should be used in translation is Latin American Spanish.

2. In which format are files going to be received for translation? I understand that files for Phase I would be Word files with three columns as the Attachment A shows. Is this correct? On the other hand, which format can be expected for documents for Phase 2?

In Phase I, files will be transmitted in Excel and Word format. In Phase II, documents will be in Word format.

3. Are the translation services expected to be performed at NHES facilities?

Translation services are not required to be performed on site at NHES. However, at least one on site meeting at the NHES Main Office, 45 South Fruit Street, Concord, NH 03301 will be required prior to performance of the document translation services.

4. For pricing considerations, are the 30,740 words for Phase 2 expected to be translated into the 5 target languages?

For pricing purposes, translation rates must be provided on a Per Word basis, as requested in the Vendor Proposal Page, for all five (5) languages. See **Attachment B** to the RFP. This will enable comparative evaluation of pricing. For Phase II "Estimated Total Cost" pricing, Vendors should assume that NHES will translate the documents into all five (5) languages. (NHES is not committing to do so at this time.) If there are any additional costs that may be charged or discounts that may be applied to the rates, they may be itemized as directed on **Attachment B**.

5. Does New Hampshire Employment Security currently have contracts for the services outlined in the RFP? If so which services? Who are the incumbents?

NHES does not currently have contracts for the services outlined in the RFP.

6. What is the current spending for document translation services and what is the current rate per word for Spanish, Vietnamese, Bosnian, Arabic and Mandarin (Simplified Chinese)?

There is no current contract for document translation services and thus no rates are available.

7. Will there be translation work required from Spanish, Vietnamese, Bosnian, Arabic and Mandarin (Simplified Chinese) into English?

No – the work will require translation from English to the languages specified in the RFP. It is correct that NHES seeks translation from English to Simplified Chinese rather than Mandarin.

8. Are interpreting services required? If so, how many hours are estimated?

Interpreter services are not being solicited and are not required in connection with this RFP.

9. Are the incumbent(s) currently being charged for mileage and travel time for onsite interpreting services?

There is no incumbent for document translation services.

10. Our standard translation process is multi-step, i.e. three steps of translation (translation, copy-edit and proofread) plus Desktop Publishing (formatting, layout) as required by the project. Is this what you are envisioning included in your single price per word or would you rather see proofreading and Desktop publishing broken out separately?

NHES is not specifying the process for translation. If there are costs for different phases of the services and Vendors prefer to provide a separate breakdown of costs for formatting and layout, that is acceptable. Whether broken out separately or not, pricing should include translation, formatting and layout.

11. How many vendors will be chosen for the required services?

One Vendor will be chosen for the required services.

12. Can we use non-domestic/non-US based team members?

There is insufficient information provided to be able to answer this question. See response to Question #31 for whether services can be performed outside the United States.

13. Whether companies from Outside USA can apply for this? (like, from India or Canada).

Any qualified Respondent may submit a proposal. However, at the time of contract execution, any company awarded the work will be required to submit a Certificate of Good Standing from

the NH Secretary of State's Office evidencing that it is properly registered to do business in the State of New Hampshire.

14. Whether we need to come over there for meetings?

There will be at least one on site meeting at 45 South Fruit Street, Concord, New Hampshire, USA, at the commencement of the translation project work. See response to Question #3.

15. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

It is difficult to answer this question without seeing a completed proposal. Some tasks may be able to be performed from outside the USA. At least one on site meeting in Concord, NH will be required in connection with the project. See responses to Questions #3 and #14.

16. Can we submit proposals via email?

No. Proposals are required to be sealed. They must be submitted by mail or in hand.

17. Is this an existing or new contract? If these requirements are currently being performed under a contract, who is/are the incumbent(s)? What are the awarded contract rates?

This is a new contract. There is no incumbent Vendor and no current contract rates.

18. Will there be preference given to translation companies registered in NH?

Companies must be registered to do business in New Hampshire in order to be able to be awarded the contract. A Certificate of Good Standing from the NH Secretary of State will be required to be provided in connection with contract award and execution.

19. Will individual translators be allowed to participate in this proposal or is this proposal only open to professional translation companies that deliver a 3-step ISO certified translation process that includes translation, editing and proofreading by at least two professional linguists that check each other's work?

This is a compound question that cannot be answered without breaking it into component parts. Individual translators who are qualified to perform all aspects of the RFP work are not precluded from submitting a proposal. Piecemeal awards will not be made, however. Only one contract will be granted for all of the work. In further response to your question, this [request for] proposal is not open only to "professional translation companies that deliver a 3-step ISO certified translation process that includes translation, editing and proofreading by at least two professional linguists that check each other's work."

20. Mandarin is a spoken version of Chinese. For the written format, there is Simplified and Traditional Chinese. Please clarify the type of written Chinese for this contract.

Thank you for the question. For purposes of the RFP work, NHES is seeking translation from English to Simplified Chinese.

21. What is the electronic file format for the documents to be translated? Will they be in editable Word for Windows format or a different type of file that may require typesetting services?

The electronic file format for Phase I will be Excel and Word. The electronic file format for Phase II will be Word.

22. For the price proposal, can you confirm that only Spanish will be needed for Phase 1 and all 5 languages listed will be needed for Phase 2?

Only Spanish will be needed for Phase I. Phase I will involve translation from English to Latin American Spanish. All five (5) languages must be able to be performed in connection with Phase II. NHES is not committing to translating all documents into all five (5) languages.

23. Do you have a translation memory for any of the target languages you are hoping to translate?

No, we do not.

24. Is your current English and Spanish content in a format that would be easy to align? If so, which format do you use?

We have indicated the electronic format for the documents to be translated. We are unclear what information you are seeking in terms of alignment of content.

25. Quick question re language list: Mandarin is actually a spoken dialect. There are two written character sets, Traditional and Simplified. Simplified is for people educated in Mainland China since the 1960's, when the government simplified the written language to promote greater literacy. Older people, or people from other Chinese communities around Asia, the U.S. and elsewhere, read and write in the Traditional character set. These are really two different written languages. In order to reach all your Chinese constituents both scripts would be needed. Or you decide which population has greater representation in NH. Please let us know what you wish to do.

NHES is seeking translation to Simplified Chinese, rather than Mandarin, as originally indicated in the RFP.

26. Can you clarify whether the translations for Phase 1 will be completed within the State's website, or will be provided in a standard file format (word, pdf, etc.)?

Translations for Phase I will be provided in a standard file format.

27. Is there an option for an electronic bid submission, or is a hard copy delivery required?

There is no option at this time for electronic bid submission. Proposals must be delivered in hard copy.

28. Regarding the Certificate of Good Standing - Can we apply for that certification upon award?

Please contact the NH Secretary of State's Office for information about what is needed to register your business and/or obtain a Certificate of Good Standing. Contact information may be found at http://www.nh.gov.

29. Is there an incumbent? If so, what is the current rate paid to incumbent per word, per language?

There is no incumbent Vendor for document translation services.

30. If there is a previous or current contract, would you please provide the following information? Not applicable.

Contractor
Contract ID#
Contract Value
Expiration date

31. Are services provided by translators and/or subcontractors (under the supervision/employment of the awarded contractor) permitted to be completed outside of the United States?

There is no prohibition on performing the covered services outside of the United States, but all requirements of the RFP and resulting contract must be met in order for a contract to be awarded. See also responses to Question ## 3, 13, 14 and 15.

32. Does the County have a current glossary or translation memory? If so, for which languages and will it be available to the awarded contractor?

NHES [a NH State agency] does not have a translation glossary or translation memory at this time.

33. Section 1.07 – Certificate of Good Standing
Does this require the successful Respondent to have a business presence in New Hampshire? If not, would a Certificate of Good Standing from the Respondent's state serve to fulfull this requirement?

The successful Respondent must submit a Certificate of Good Standing from the New Hampshire Secretary of State. Please contact the NH Secretary of State's Office for information of what is required to register a business with that Office. See response to Question #28 above for contact information. A Certificate of Good Standing from another State would not serve to fulfill this requirement.

34. Section 3.03 – Criminal Record
Since the translation work will be done remotely and we would not be entering the NHES facility in person, would we still have to have criminal records checks completed?

Criminal records checks will be required for individuals who will conduct business on site at NHES. As noted elsewhere in Addendum #1, at least one on site meeting will be required at NHES at the inception of the project.

35. What is the likelihood that other projects beyond the two outlined in the RFP may be requested under this contract?

No other projects will be requested under this contract.

36. What is the likelihood that other NH state entities may place translation requests under this contract?

There is no likelihood that other NH State Agencies will place translation requests under this contract.

37. Will all content for Phases I and II be provided to the translation team at one time, or will they be staggered?

NHES had envisioned a staggered process due to the fact that the Phase I work will be due first, within thirty (30) days of contract award. However, regardless of the completion schedule, all materials for translation will be ready to be provided to the successful Vendor upon contract award.

38. Will all content for Phase II be translated into Spanish, Vietnamese, Bosnian, Arabic and Simplified Chinese?

NHES reserves the right to translate all content for Phase II into all five (5) languages, but is not committing to do so at this time. In connection with this RFP, NHES is seeking a Vendor who can provide translation services for all five (5) languages.

39. I just want to confirm that we need to submit the following document:

Cover Page
Certificate of vote
Insurance certificate
Translation of the attachment C only in Spanish

In connection with the **RFP**, Respondents must submit a cover letter (See RFP Part 1.05) and translation of Attachment C into Spanish only (RFP Part 2.06 E.). (Attachment B, with pricing and reference information, is also required to be submitted.) The Certificate of Vote and Insurance Certificate are required to be submitted in a timely fashion at the time of contract award, which will follow the RFP process. (RFP Part 1.07).

40. In the section 1.07 (Statement), number 2 requirement is submit a certificate of Vote if we are a corporation. Just want to tell you that My husband had recently expired and I am the only owner for now. Please let me know what to do.

As noted in the response to Question #39 above, the Certificate of Vote is due promptly after the contract is awarded, but it is not required to be submitted with the proposal. We regret that we are unable to answer your specific question about the process for obtaining a vote in your current circumstances.

41. I am writing to you regarding your current request for proposals from vendors for document translation services. I wanted to make you aware of brand new technology that might be of interest to regarding document translation. I'd like to discuss and share my ideas with you regarding new copier technology from Xerox that has Translation Services built into the device with the ability to translate documents in 35 languages. I don't know that the device will fulfill all the requirements of your current RFP but I do think this technology could lower the overall cost of your document translation needs.

As noted at RFP Part 2.03, NHES is not seeking computer aided translation software and/or machine translation in connection with this RFP. Thank you for this information, which might be beneficial at a later time.

CONTACT: Jill D. Revels, Business Administrator, New Hampshire Employment Security (603) 229-4449

Vendor_____ Address_____

By: _____ _____
(This document must be signed) (Title)

_____ Tel. No._____
(Please print or type name)