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July 12, 2011

ADDENDUM 5
REQUEST FOR BIDS (RFB) NO. 5074
TRANSLATION SERVICES PROGRAM

This addendum provides clarifications and corrections to the RFB listed above. Please change/revise your copy accordingly.

1. The due date **HAS** changed to August 1, 2011.

Proposals are to be submitted to the front desk of the department of Purchasing and Contracting **no later than 11:00 AM Pacific Time** on **August 1, 2011** at:

COUNTY OF SAN DIEGO
OFFICE OF PURCHASING AND CONTRACTING
10089 WILLOW CREEK ROAD, SUITE 150, MAIL STOP O32
SAN DIEGO, CA 92131

MARK THE OUTSIDE OF THE PACKAGE WITH THE NAME OF THE OFFEROR, THE RFB NUMBER AND THE SERVICE CATEGORY (AS LISTED ABOVE).

Late Proposals will not be considered unless it is the only one received or there was mishandling on the part of County Purchasing staff. If you have any further questions, please contact Tracy Hudson, Procurement Contracting Officer by e-mail at Tracy.Hudson@sdcounty.ca.gov.

T. M. Hudson for
WINSTON F. McCOLL, Director
Department of Purchasing and Contracting

WFM:tmh

Q3. Regarding Section 5.2.1, Interpreters Unlimited as a 41 year old company provides its own translator certification process and certifies translators accordingly. Will such certificates suffice?
A3. See California Election Code §14111.

Q4. Regarding Section 5.2.2, the Superior Court of San Diego does NOT have a list of translators. They only have a list of interpreters, which is a different skill set entirely. Schools approved by the WASC with these programs exist however none offering these programs exist in the County of San Diego and would not be familiar with such. UCSD offers a course, but only in Spanish through their Extension program, nor part of its normal system. The American Translators Association provides certification which is recognized by NAJIT, but they are NOT accredited by WASC. If we meet the requirement of 5.2.1, does 5.2.2 apply?
A4. See California Election Code §14111.

Q5. What are the qualifications for the ROV's in-house translators, and if our translators have similar qualifications, will this suffice as well?
A5. The ROV does not have in-house translators. The ROV does have in-house language coordinators who coordinate translation and/or transliteration of election-specific materials, brochures, posters, flyers, and pamphlets. Our language coordinators understand, speak, write, and read fluently in English, as well as either Spanish, Filipino, or Vietnamese languages. The coordinators will have direct access to vendor translators to resolve dialect issues and translation questions, and to suggest translated word changes or corrections.

Vendor translators are required to meet the requirements with California Election Code §14111.

Q6. On your section: 5.2.2. Contractor shall provide translators that meet the requirements with California Election Code §14111, "a person selected by the elections official from the list of approved translators and interpreters of the superior court of the county or from an institution accredited by the Western Association of Schools and Colleges." Can we get a list of translators you approve OR will ATA certified translators work?
A6. The Registrar of Voters does not have a list of translators that we approve. As the question correctly states, the person selected/approved by our office shall comply with California Election Code §14111.

Q22. In this bid for Translation Services you indicate a need for "Typesetting services". Can you clarify what you require? Are you simply looking for Formatting and Desktop publishing services?
A22. The ROV expects the Translation Services vendor to provide approved translated documents to sample ballot pamphlet Printer in a format that interfaces with Printer's ability to construct language ballot pamphlets. Basically, to complete this process, Translation Services vendor will receive text from the ROV (typically in a Word file); prepare text and begin translation working with provided glossaries; adjust translated text to fit properly on pages; review files for accuracy and proper layout; provide text for ROV review process and approval; finalize individual pages; and, deliver to Printer. During this process, vendors could use such steps as "formatting", "desktop publishing", and "typesetting" interchangeably to ensure translation are accurately completed and in accordance with required timeframes.

Q25. Where can we find more information about the GEMS interfacing system?
A25. It is not necessary to interface with the GEMS system directly; there is an export text file that will be provided that needs translated text inserted into specific areas. Each language is separated in the file so translation does not need to be completed for all languages before file can be returned to the ROV. Sample files can be provided but there is no formatting information available in a formal document.

Q26. How will the GEMS interfacing system fit into the translation workflow? Please kindly explain.
A26. GEMS is the program that produces the ballots for an election. Ballots are generated for all required language so there is translation necessary before the ballots can be generated. An export file is generated when the English ballot is approved; this file contains individual lines of text for each language. You will be required to translate the English portion(s) in the language lines and return the file in the same format as provided to you for import into the GEMS system. Please note this file has special formatting it to allow for line breaks, bolding, and font changes that are not imbedded like RTF characters. Also specific Vietnamese fonts are necessary when passing this file back to the ROV, VNI is the required font. Unicode is not an acceptable coding in this file.

Q31. What are the file formats created by GEM and what are the specifications for the files? (ex. Variables to be translated, left alone, what do we do with numbers, should UI terms be translated, etc.)?
A31. We do not have a file format in a formal document, some reverse engineering will be necessary to be able to work with this file. The sections that need to be translated can be identified but special coding for line brakes are imbedded within the text that needs to be translated and needs be retained.

Exported Record Example

SOR,2,47,"MEMBER, STATE BOARD OF EQUALIZATION 3RD DISTRICT - REP",445,"MEMBER, STATE BOARD OF EQUALIZATION 3RD DISTRICT - REP",1,1088,"FILIPINO",8,{\rtf1\ansi\deff0\deflang1033{\fonttbl{\f0\fswiss Arial;}{\f1\fswiss\fcharset0 Arial;}} \viewkind4\uc1\pard\qc\b\f0\fs20 MEMBER,\par STATE BOARD OF EQUALIZATION\par 3RD DISTRICT\par \b0\f1 Vote for One\b\f0\par
}

Record after translation has been inserted (it should be noted that the current translation vendor does not do this with any standard word processer but uses a custom application to import this data, present it to a translator properly formatted , then exports the data from the application in the format below). There is some font changes and point size changes from the import to the export that are a part of their software but are not required by the ROV. The same formatting, fonts and point size that is delivered should be returned in the translated file.

SOR,2,47,"MEMBER, STATE BOARD OF EQUALIZATION 3RD DISTRICT - REP",445,"MEMBER, STATE BOARD OF EQUALIZATION 3RD DISTRICT - REP",1,1088,"Tagalog",6,{\rtf1\ansi\ansicpg1252\deff0{\fonttbl{\f0\fswiss\fcharset0 Arial Narrow;}}{\colortbl ;}
\deflang1033\deflangfe1028\viewkind4
\cf0\b\fs18\f0\pard\nowidctlpar\qc MIYEMBRO,\par\cf0\b0\fs18\f0 LUPON NG PAGPAPANTAY NG ESTADO
\par\cf0\b0\fs18\f0 IKA-3 NA DISTRITO\par\cf0\b0\fs18\f0 Bumoto ng Isa\par

Q32. CGS understands from the pre-bid conference call that "interface" means the vendor is able to receive election files from SD County in a certain file format, translate the text, and then return the translated text in the same file format, enabling SD County to import seamlessly into their IT system. Please confirm this is an accurate understanding?
A32. That is correct.

Q33. Please clarify what "4. GEM Interface" Unit "PER RECORD" means - what exactly is PER RECORD? Can you give us a more accurate page count since this is suppose to come in .txt format?
A33. For the June 8, 2010 election, there were 906 x 3 = 2,718 records (one for each language, Spanish, Filipino and Vietnamese). For the November 2, 2010 election, there were 1,144 x 3 = 3,432 records. These are not identified as pages but a single line that contains a heading, title, occupation, vote for, proposition text, candidate or yes/no, etc., that needs to be translated.

Q34. Also could you clarify what the "EXTEND PRICE" column should be? Is this the total of the Price per item multiplied by the Estimated Historical Unit?
A34. It could be. The information provided is historical data only.

Q35. And, lastly, is the pricing strictly based on your template or can we offer CAT Tool discounts, pricing for other languages?
A35. Yes.

Q36. Do you have a list of the court approved translators, because we only have a list for the interpreters? I do not see anywhere in the RFB that requires us to submit the resumes for our translators in the initial response as well: Contractor shall select translators that have lived in the United States for at least 5 years and possess the required translation certificates. Translators shall have a minimum of 3 years professional experience in translating government materials to perform the services required under this contract. Translator shall be familiar with the translation process used by ethnic media/groups within the County. 5.2.2. Contractor shall provide translators that meet the requirements with California Election Code §14111, “a person selected by the elections official from the list of approved translators and interpreters of the superior court of the county or from an institution accredited by the Western Association of Schools and Colleges.”

A36. We will request the resume of all individuals that will be working under this contract either during the pre-award survey or after the contract is signed by the vendor.