

Addendum No. 1
Agencywide Translations and Interpretation Services

To: Request for Proposals Recipients
From: Santa Clara Valley Open Space Authority
Date: June 24, 2022
Re: Addendum 1 to RFP 2022-07

Addenda No. 1 consists of:

Santa Clara Valley Open Space Authority has received the following questions in response to its Request for Proposals (RFP) for agencywide translations and interpretation services.

- **Can out of state vendors participate? Is there a local preference clause for business in California State?**
 - We will not bar out of state agencies from submitting a proposal. There is no local preference clause for businesses in the state of California.
- **Can companies outside the U.S. participate and perform work related to the RFP**
 - We will not bar agencies from submitting a proposal. However, we will evaluate whether an agency is qualified and meets all legal requirements after the submission of all timely proposals. We will evaluate whether a consultant is qualified and meets all legal requirements to conduct business in the State of California.
- **Is there an incumbent for this contract? If there is, can you tell us how many and who the incumbents are? Can you share the rates you are currently being charged?**
 - Not applicable. Open Space Authority has not issued a previous RFP for Translation and Interpretation Services.
- **Did the incumbent cover every single assignment successfully?**
 - Not applicable. Open Space Authority has not issued a previous RFP for Translation and Interpretation Services.
- **Can we bid for written translation services only or are there preferences for vendors that offer all services requested?**
 - We will not bar agencies from submitting a proposal. However, vendors will be evaluated on whether they can render all services requested in the scope of work.
- **What is the estimated volume in words and/or pages for this solicitation? Could you provide historical information of written translation services utilization per language?**
 - Word volume will vary.
 - Historically the Open Space Authority has translated the following languages in Spanish, Vietnamese, and Chinese (simplified): Signage (up to 30 words) press releases (500 to 800 words), surveys (not exceeding 200 words) media toolkits (up to 1,000 words) brochures in varying length, and reports around 10,000 words or less.

Addendum No. 1
Agencywide Translations and Interpretation Services

- **What percentage of the contract is for Spanish translation?**
 - The contract does not specify the percentage of each language requested as this will vary. However, historically the Open Space Authority has translated materials in Spanish, Vietnamese, simplified Chinese, Mandarin, Tagalog, Hindi, and Punjabi for various purposes.

- **In case an interview as part of the selection process is needed, could it be performed remotely?**
 - The Open Space Authority can conduct meetings virtually using Teams, Zoom, or other secure online platforms. While working with vendors, we ask that meetings are scheduled to occur during the Authority's normal hours of operation between 8 a.m. to 5 p.m. Pacific Time

- **Can vendors submit proposals via email?**
 - All proposals must be submitted as described on page 4 of the RFP. Proposals must be delivered by email (with attachments, if any) to the following email address: proposals@openspaceauthority.org, with the following language in the subject line of the email "Attention: RFP- 2022-07 Re: AGENCYWIDE TRANSLATIONS AND INTERPRETATION SERVICES PROJECT" For further details including response format, please refer to page 4 of RFP 2022-07 Re: AGENCYWIDE TRANSLATIONS AND INTERPRETATION SERVICES PROJECT.

- **Can my agency make changes to the contract regarding liability or non-disclosure?**
 - Through the RFP process, vendors must agree to the terms and conditions as outlined in the RFP beginning on page 7.

- **What is the estimated value/budget of the contract?**
 - The Authority offers no guarantee of any amount of work to be performed under the Contract. As such, we cannot estimate the value or budget of the contract.

- **Could you please share past usage statistics broken down by service and language?**
 - Previous translations include Spanish, Vietnamese, and Chinese.
 - Usage typically depends on the content and platform.
 - For example, the Open Space Authority's Year in Review report was translated into Spanish and Vietnamese. Views in English exceeded 3,000, over 1,500 in Vietnamese, and 200 views in Spanish.

- **Are multiple awards expected?**
 - No.

- **If multiple awards are made, how will the work be apportioned?**
 - Not applicable.

- **If master agreement, can we advertise among agencies?**
 - The Open Space Authority is a public agency. RFPs are considered public information.

Addendum No. 1
Agencywide Translations and Interpretation Services

- **Will there be a debriefing in case of a non-award?**
 - Vendors will be notified of the recommendation to the Board of Director's. Vendors are welcome to watch the live or recorded Board of Director's meeting.
- **Is simultaneous interpreting needed too?**
 - Potentially. The Authority may seek these services if the need arises.
- **What formats are the documents to be translated in? Are there InDesign files?**
 - Please review page 3 of the RFP, Section: Scope of Work.
- **What is the Period of Performance?**
 - A 3-year contract will be awarded, however, each translation request will be assigned a specific deadline.
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- **What challenges have you faced with similar scope of work from vendors you worked with?**

The biggest challenge the Open Space Authority has encountered is having to set up individual contracts for translation services, causing delays in service. Once the vendor is selected through the RFP, it will streamline the process for staff and the vendor to complete projects in a timely manner.

- **Is there a pricing sheet template available?**
 - Vendors must provide a pricing sheet. The Open Space Authority does not have a template.
- **What is the overall goal of this initiative? Are there any metrics for measuring success or timelines/milestones?**
 - The RFP will allow the Open Space Authority better access to a qualified vendor to provide timely access to translated public information for those with limited English proficiency.
- **What is the timeline for Open Space Authority to onboard a new vendor and language management system? Are there any risks or implications to not meeting that schedule?**
 - There is no set timeline for onboarding. The Open Space Authority will send translation and interpretation requests to the vendor along with a deadline, and the vendor will provide a quote for services.
- **What is driving the RFP process? Why is an RFP needed?**
 - The Authority works to increase access to nature by providing information in Plain Language English and in languages other than English. With residents speaking more than 100 distinct languages from across the world, the jurisdiction of the Open Space Authority serves one of the most linguistically diverse communities in the nation. As such, the Open Space Authority is seeking a qualified vendor to provide translation and interpretation services as needed.

As a government agency, the Authority utilizes the RFP process to help solicit bids from vendors and identify which one is best qualified to complete the project.

- **When's the last time you assessed vendors?**
 - Not applicable.

Addendum No. 1
Agencywide Translations and Interpretation Services

- **Please describe your current translation process**
 - The Open Space Authority does not currently have a vendor in place for translation services. When services are needed, the request goes to multiple vendors to obtain quotes. The most responsible vendor is selected based on services, ability to meet deadline, and pricing.
- **What needs improvement in your translation process?**
 - Quick and reliable access to translation services.
- **What do you envision for your website localization process? Are timelines available?**
 - Not applicable. Website localization is not included in the scope of work of this RFP.
- **What are your expected monthly minutes for over the phone interpretation?**
 - The Authority offers no guarantee of any amount of work to be performed under the Contract. As such, we cannot estimate the monthly minutes for over the phone interpretation.
- **What are the volumes of different content types for translation that are listed in the scope for this RFP?**
 - The Authority offers no guarantee of any amount of work to be performed under the Contract. As such, we cannot estimate volumes of translation services required.
- **Is all content of equal importance or is there some content that might have more impact than others?**
 - Every request will be unique with its own goals for impact and delivery.
- **Would Open Space Authority be open to looking at different translation processes for different content types (web content, blog posts, etc.?) If so, is it possible to break down the content types by economic and brand impact?**
 - The goal of this RFP is for the Open Space Authority to have access to translation and interpretation services on demand. The Scope of Work covered in this RFP does not include branding, Public Relations, or consulting services.
- **What is your role in the decision-making process? Who else is involved in the decision?**
 - Please read page 5 of the Agencywide Translation and Interpretation Services RFP for a description of the Selection Criteria.
- **Can you provide insight into the level of specificity you would like for a price breakdown? Costs can differ depending on content, lead time, ideal turnaround time, translation method, etc.**
 - Vendors are encouraged to submit a price breakdown that transparently presents how they determine cost based on type of content, turnaround time, translation method, language, etc. The Authority must be able to know the cost of each translation request based on the matrix of these factors i.e. the agency seeks a 100-word blog translation within a week.

Addendum No. 1
Agencywide Translations and Interpretation Services

- **Do you have an expected budget for localization technology?**
 - Not applicable. Localization technology is not covered in the scope of work for this RFP.

- **What was your annual spending on translation in:**

The Open Space Authority fiscal year operates from July to June each year. (Not on the calendar year.

For translation services only:

- 2021-2022: \$2,829.88
- 2020-2021 - \$5082.22
- 2019-2020 - N/A Did not request services from translation vendor

For ethnic media consulting (translations included)

- 2021-2022: \$4,490
- 2020-2021 - \$18,440
- 2019-2020 – \$35,080