



ADMINISTRATIVE OFFICE OF THE COURTS  
MARYLAND JUDICIAL CENTER  
580 TAYLOR AVENUE  
ANNAPOLIS, MARYLAND 21401

Questions/Responses No. 1 to the Request for Proposal (RFP)  
Translation Services  
K12-0073-25J  
May 10, 2012

Ladies and Gentlemen:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Master Contractors who received the RFP. 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 Master Contractor asking the question.

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1. **Question:** We don't have a program that opens OFM file, would you please e-mail it in a Word or in PDF format?

**Response:** The forms for sample translation are only available in Omni Form. The vendor may consider getting the Omni Form software on a 30-day trial basis to see if they are comfortable working with it. It is crucial that vendors are proficient in Omni Form.

2. **Question:** We don't have payroll employees in Maryland. We use freelancer translator to get the job done. Would you waive workers compensation insurance?

**Response:** No

3. **Question:** Can we attend a pre-proposal conference by telephone?

**Response:** No

4. **Question:** Currently we have no auditor to provide us financial reports. We are a small business, and auditing is expensive. Would you waive the requirement?

**Response:** No

5. **Question:** It is required that Omni Form 5.0 for forms and Adobe In-Design for brochures must be used for translation. Can we also get the files in PDF or Word Format so that we do the layout after the translation and proofreading is completed by common programs such as Word format?

**Response:** Omni Form 5.0 and Adobe In-Design are required to be used for translation. No other programs are acceptable.

6. **Question:** Into how many languages do you want the sample translation to be done and how many words is it?

**Response:** The sample.

7. **Question:** Can we provide the insurance documents during the signing of the contract? If you need it with the bid proposal we incur unnecessary cost for the bid which we have no guarantee that we shall win and be awarded the contract. However, if it is a must that you need it with the proposal, we can provide the copy of the insurance documents

**Response:** Insurance documents can be provided during signing of the contract.

8. **Question:** Can we get the deadline extension, as we need more time to do sample?

**Response:** No

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9. **Question:** Can we get the information about the price of the current vendors

**Response:** Morgan Languages Services, \$28,395.00

10. **Question:** What is the expected volume of the job?

**Response:** Translation projects will be submitted to vendor on an as needed basis.

11. **Question:** 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?

**Response:** No challenges and we do not anticipate any challenges. The vendor must be proficient in Omni form 5.0 and Adobe InDesign and be able to translate and format documents in a dual-language interlineated format.

12. **Question:** Is this RFP open to out of state vendors?

**Response:** Yes

13. **Question:** Is this a multi-vendor award contract?

**Response:** No

14. **Question:** What is the Format of the source and target files?

**Response:** Source files will be in Omni form 5.0 and Adobe InDesign, Microsoft Word. We expect the deliverables in the same format.

15. **Question:** Does the contract require specific translation or interpretation certification?

**Response:** Please see Section 2 Statement of Work 2.2.10.

16. **Question:** Is desktop publishing a requirement for this contract?

**Response:** Yes

17. **Question:** Could you estimate the number of words that are to be translated over the course of a year, or if you could perhaps cite some figures on the amount spent in previous years for translation services?

**Response:** Over the course of last year, the word count for completed translations from English into Spanish was 48,000.

18. **Question:** Can you provide some samples representative of the types of documents translated by the AOC?

**Response:** You can see samples documents on the Maryland Judiciary website at: [http://www.courts.state.md.us/district/dctcivforms\\_sp.html](http://www.courts.state.md.us/district/dctcivforms_sp.html) (original forms in English are located at :[http://www.courts.state.md.us/district/dctcivforms.html#\\_general](http://www.courts.state.md.us/district/dctcivforms.html#_general))

19. **Question:** Section 2.2.7, page 13 does the AOC expect to be charged for the cost of translating the glossary terms referenced in this section?

**Response:** yes

20. **Question:** section 2.2.10, page 14 This section states that if ATA Certification is not available for certain languages, the Contractor should furnish the translator's qualifications for approval. Could you please specify what other types of "qualifications" are acceptable to the AOC?

**Response:** Qualifications will be determined and approved on a case by case basis. Demonstrated experience in legal translation and interpretation is preferred.

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21. **Question:** The solicitation specifies that Trados software must be used for all translations, and while Trados does support each of the core languages specified, how will non-core languages that are not supported by Trados be handled in terms of pricing?

**Response:** Pricing should be the same for non-core languages whether they are supported by Trados or not.

22. **Question:** Will the AOC provide Translation Memory (TM) databases for any previous translations that are expected to be revised/updated?

**Response:** No

23. **Question:** For previously completed translations that do not have existing TM databases, how will these be charged (as there doesn't appear to be a separate line item for this type of service in the attached pricing form)?

**Response:** We will not provide TM databases for previously completed translations.

24. **Questions:** Attachment e, Price Proposal form, page 43, as the RFP specifies that desktop publishing (DTP) /formatting will be required, including preparing dual language forms, we suggest that the AOC consider using a separate line item for charging such costs, which is the accepted industry standard. We believe that forcing a non-standard pricing framework upon vendors, such as the one specified in the RFP would be severely detrimental to the State in terms of receiving the most cost-effective services by paying "premium" rates for translations that may not require such additional, extensive formatting services. Will the AOC reconsider this item, and price formatting/DTP separately from the translation?

**Response:** No separate pricing for formatting/DTP will be considered. Since the majority of documents will be required to be translated in an interlineated format, the AOC is prepared to pay a fully loaded rate per source word that will include formatting/DTP, project management costs, and any other overhead costs.

25. **Question:** Could you provide historical usage and/or project volumes for core languages (Arabic, French, Korean, Portuguese, Spanish, Simplified Chinese, Russian and Vietnamese)?

**Response:** Approx. 50,000 words were translated into Spanish during last year. We expect approx. the same word count for other languages.

26. **Question:** The RFP require translation samples (§ 3.4.6.5 p. 21). Do you require samples in addition to the file attached in Maryland eMarketplace that is to be translated into Spanish and Russian?

**Response:** No, only the sample attached to the RFP needs to be translated into Spanish and Russian.

27. **Question:** Regarding §2.3 of the RFP, what version of OmniForm do Offerors need to have (Standard 5.0 or Premium 5.0)? What kind of functionality does it need to have?

28. **Question:** Does the Non-Disclosure agreement have to be submitted with the proposal on May 18<sup>th</sup>, 2012?

**Response:** No, Standard 5.0

29. **Question:** Regarding §2.2.8 of the RFP, do we have to find the revisions or will they be highlighted?

**Response:** Required revisions and updates will be highlighted by the AOC

30. **Question:** Regarding §2.2.15 and §2.2.16, in what format are the glossaries going to be provided to the Contractor (e.g. Trados, tab delimited, etc.).

**Response:** Excel spreadsheets

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31. **Question:** Regarding Attachment E – Price Proposal Forms, are we allowed to submit pricing for each individual core language or are we to provide blended pricing?

**Response:** We are expecting a separate pricing for Core languages in each direction and separate pricing Non-Core languages in each direction (four different pricings). We are not looking for pricing for each individual language.

32. **Question:** Given the significant variations in cost between translations of the various file formats, could you please provide us with the volume of translation requests by file format? For example, how many requests will be provided in editable (e.g. Microsoft Word) versus non-editable formats (e.g. PDF)?

**Response:** Only a small fraction of work will be in Microsoft word or PDF format. The bulk of work will be in Omni Form 5.0 for forms and InDesign for brochures. Please visit the Maryland Judiciary site at: <http://www.courts.state.md.us/>, District Court, Forms and Brochures pages to see the forms and brochures to be translated. The majority of these forms and brochures has already been translated into Spanish and can be found on the Spanish version of the Forms page.

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Lisa Peters, Procurement Officer