

CHATHAM COUNTY PURCHASING & CONTRACTING DEPARTMENT

ADDENDUM NO. 1 TO RFP 20-0040-4

**FOR: TRANSLATION SERVICES FOR CHATHAM COUNTY**

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**PLEASE SEE THE FOLLOWING FOR ADDITIONS, CLARIFICATIONS AND/OR CHANGES:**

- 1. SEE ATTACHED SHEETS ( 5 pages) FOR RESPONSES TO QUESTIONS RECEIVED.**
- 2. CUT OFF FOR SUBMITTING ANY ADDITIONAL QUESTIONS IN WRITING WILL BE 11:00 AM, JUNE 23, 2020. PLEASE SEND THE QUESTIONS AS SOON AS YOU CAN SO WE HAVE TIME TO RESPOND VIA AN ADDENDUM.**

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**PROPOSAL DUE DATE REMAINS:  
5PM, TUESDAY, JUNE 30, 2020**

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**THE PROPOSER IS RESPONSIBLE FOR MAKING THE NECESSARY CHANGES AND MUST ACKNOWLEDGE RECEIPT OF ADDENDUM.**

6/16/20  
DATE

  
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ROBERT E. MARSHALL  
SENIOR PROCUREMENT SPECIALIST  
CHATHAM COUNTY

## RFP 20-0040-4 TRANSLATION SERVICES FOR CHATHAM COUNTY

### ADDENDUM 1 - QUESTIONS RECEIVED:

1. Q) Is this an existing or new contract?

A) *New Contract*

2. Q) If this is a new contract, what problems do you anticipate?

A) *We do not anticipate any problems.*

3. Q) What is the anticipated (or past) annual volume of work for this contract (either in # of words translated or total annual dollar value)?

A) *It depends on the needs of all the departments. For Public Information it could range from \$12,000 - \$30,000. We publish anywhere from 150-300 press releases a year depending the situations we encounter throughout the year. Other departments might have documents, brochures and other publications that would need translation.*

4. Q) Are MBE/DBE sub-contractors required to be certified by the State of Georgia to fulfill the sub-contracting requirement, or will you accept other certifications, such as from the Women's Business Development Center (WBDC), National Minority Supplier Development Council (NMSDC), or certifications from other states and municipalities?

A) *All certifications will be looked at by our M/WBE Coordinator. Your Proposal will be scored regarding M/WBE sub-consultant usage as stated in the RFP Section 4.2.4. . with 15 points possible.*

5. Q) If the prime contractor (offeror) is a certified WBE/DBE are they still required to meet the sub-contracting requirement?

A) *No. Please note, you are not required to have sub-consultants. If you do plan on using sub-consultants, we ask that you try to use M/WBE firms. It is not a mandatory requirement.*

6. Q) Will this contract be made available to departments/agencies in Chatham County and/or the State of Georgia other than the Chatham County Public Information Department and the Chatham County Emergency Management Agency (CEMA)?

A) *Yes, any Chatham County department that needs translation services would use this contract.*

7. Q) Does the County have a preference for businesses that are located in the State of Georgia?

**A) Meeting the requirements is the most important aspect of this contract.**

8. Q) Based on the current needs assessment for the county, what is the volume of work anticipated over the course of this contract?

**A) Unknown. It is based on projects. We generally have 150-200 press releases a year. The other work is based on project needs.**

9. Q) Would Chatham County consider the 24-hour turnaround time for non-critical translations to be the equivalent of **1 business day** for the delivery of translations? For example, if a request for a non-critical translation is received on Friday, could the delivery time/deadline be close-of-business on the following Monday?

**A) No, it would need to be 24 hours.**

10. Q) Given the very quick turnaround times for translation services, we anticipate that editing (by a second qualified native speaker of the source language) will not be expected. Is this a correct assumption?

**A) The expectation is that the translation is accurate when it is delivered. The process by which you obtain that accuracy should be your best practices.**

11. Q) How often does Chatham County anticipate needing critical translations within the two-hour (surge) time frame?

**A) In the past four years we have had 14 crisis events which requiring multiple press releases. This number could go up or down based on current events.**

12. Q) Given the wide range of translation support required (from verbiage for signs to longer products like brochures), would Chatham County consider allowing vendors to charge a minimum fee for translation services?

**A) No.**

13. Q) Does Chatham County permit the use of computer assisted translation (CAT) tools for performance of this contract?

**A) As long as it is reviewed and edited by a skilled person. The key is accuracy as these are often life safety messages when in a crisis situation.**

14. Q) The ability to quickly translate materials is highly dependent on the number of words within the materials and whether any layout or other desktop publishing is required. Do your required turnaround times involve only text/content translation? Or do you also require layout work or other desktop publishing to be completed in these timeframes?
- A) *No.*
15. Q) What is the typical length of documents to be translated within 24 hours? Within 2 hours?
- A) *It depends on the situation. It could be as short as 50-75 words or as long as a two page document.*
16. Q) Please confirm that translation of TV scripts for subtitles includes only the translation work and not the video production to add the subtitles to the videos (which takes longer than 24 hours to accomplish).
- A) *Just the translation is needed.*
17. Q) Are you willing to consider longer turnaround times for unusually lengthy materials?
- A) *Not on the two hour turn around. Those are usually life safety messages.*
18. Q) Due to time zone differences, it may be challenging to meet short turnaround time requirements in some languages. Will you require the same turnaround times for languages other than Spanish? Or is there room to negotiate on these?
- A) *Not on the two hour turn around. Those are usually life safety messages.*
19. Q) With respect to turnaround time, do you require the successful bidder to accept projects 24/7/365 with 24 hr/2 hr turnaround time from receipt? Or do you anticipate requesting translation during business hours?
- A) *Only during times of crisis, like a hurricane, would we need 24/7 translation. Everything else would be normal business hours.*

20. Q) How do you define “crisis situation”? How frequently have you experienced crisis situations over the past few years?
- A) ***Crisis generally refers to a life safety issue. In the past four years we have had 14 crisis events which required press releases.***
21. Q) For crisis situation translation, are you open to human edited machine translation? In this scenario, the content is first translated by software and then reviewed and edited by a skilled translator.
- A) ***As long as it is reviewed and edited by a skilled person.***
22. Q) This bidder uses a network of freelance, native-speaking, in-country translators and reviewers from around the world on an independent contractor basis. Do you consider each such individual freelancer a “subcontractor”?
- A) ***Anyone used that is not an employee of your firm would be considered a subcontractor.***
23. Q) This bidder is nationally certified as both an MBE and WBE. Would we fill out Attachment F to indicate 100% work to ourselves? Or must we subcontract with other M/WBEs?
- A) ***You do not have to subcontract with anyone if you perform all of the work in house.***
24. Q) Do you have any restrictions on the use of offshore resources?
- A) ***No.***
25. Q) Do you have any restrictions on offshore data storage?
- A) ***No.***
26. Q) What volume of work do you anticipate for the successful bidder?
- A) ***150-200 press releases per year. Brochures, signs, and subtitles vary based upon project needs.***

27. Q) How frequently do you anticipate requesting translation work?  
A) *1 to 20 times a month.*
29. Q) Do you have a translation memory database available? If so, how large is it?  
A) *No.*
30. Q) Do you have any legacy translations that you can make available to the successful bidder to help generate a translation memory database?  
A) *No.*
31. Q) Our firm requires clients to upload content to be translated into its secure, online Translation Management Platform and does not accept requests for translation via email (except in rare, emergency circumstances). Is this disqualifying?  
A) *That would be fine to upload to a portal as long as we get an acknowledgement that it was received and there is a way to communicate that the document is in the crisis time frame or the non-crisis time frame.*