



**City of Tacoma  
Multiple Departments - City Wide  
Translator Services  
Request for Proposals Specification No. CT18-0201F**

**QUESTIONS and ANSWERS**

All interested parties had the opportunity to submit questions in writing by email to Alex Clark by June 27, 2018. The answers to the questions received are provided below and posted to the City's website at [www.TacomaPurchasing.org](http://www.TacomaPurchasing.org): Navigate to *Current Contracting Opportunities / Supplies*, and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

**Question 1: Describe the City Resources you require. Could you please elaborate on what you are looking for in terms of City resources?**

Answer 1: This is asking what Resources you would need from the City (Access to phone lines, computer lines, a computer terminal on-site, etc) to be able to fill the RFP requirements.

**Question 2: Provide examples of reports and invoices for all translator services. What kinds of reports would you like provided?**

Answer 2: For Reports: Examples could be reports that show a breakdown of language usage by service, length of call by language, how that compares to the region's demographics, etc.

For Invoices: Examples could be an invoice with sensitive information removed that you provided to someone else.

**Question 3: There is a mention of hourly rates, but will you also accept per word rates?**

Answer 3: The per word rates is only applicable to written translation. We believe the types of rates listed on the price proposal form are the best for each type of service.

**Question 4: Is there an incumbent?**

Answer 4: We currently do not have an active contract for citywide translation services.

**Question 5: If so, who is it and what are their current rates?**

Answer 5: N/A

**Question 6: Can we bid on document translation only?**

Answer 6: See answer 7.

**Question 7: We can Supply the following services in full: American Sign Language, Translation Services, and Onsite interpretation services. Unfortunately, in regard to the phone interpretation services we only can provide Spanish. Can the City of Tacoma consider to select vendors to provide some services only?**

Answer 7: Yes, per section 1.01, although our preference is to award to a single contract, the City reserves the right to split the award, reduce the award, or make no award, if it is in the City's best interest. We are soliciting proposals to establish one or more contracts with qualified vendors.

**Question 8: What is the usage for languages for phone interpretation services?**

Answer 8: For 2017, at TPU Customer Services, the language usage for phone calls were:

	Language	# of Total Calls	% of Total Calls
1	SPANISH	1788	82.9%
2	RUSSIAN	78	3.6%
3	KOREAN	70	3.2%
4	MANDARIN	57	2.6%
5	VIETNAMESE	56	2.6%
6	ARABIC	24	1.1%
7	UKRAINIAN	23	1.1%
8	CAMBODIAN	15	0.7%
9	CANTONESE	11	0.5%
10	FARSI	7	0.3%
11	SWAHILI	6	0.3%
12	LAOTIAN	5	0.2%
13	SOMALI	3	0.1%
14	TIGRINYA	2	0.1%
15	SAMOAN	2	0.1%
16	FRENCH	2	0.1%
17	ROMANIAN	2	0.1%
18	SORANI	1	0.0%
19	PORTUGUESE	1	0.0%
20	TAGALOG*	1	0.0%
21	JAPANESE	1	0.0%
22	PUNJABI	1	0.0%
	<b>Total</b>	<b>2,156</b>	<b>100%</b>

Although this is not a complete picture of all calls received, this is a good representation of the language usage for incoming calls.

**Question 9: What is the area to cover to provided onsite interpretation languages and ASL services?**

Answer 9: ASL onsite interpretation will be located throughout Pierce County, WA. Remote ASL will be required in lobby areas at City of Tacoma locations.

**Question 10: Could you provide the prices for these of current vendor?**

Answer 10: See answer 4.

**Question 11: Can you provide the usage for languages for translations services?**

Answer 11: We do not have citywide reports for this information. See answer 8 for phone usage for TPU Customer Service. In 2017 some translations, such as an emergency notification, were all translated to Chinese, German, Khmer, Korean, Russian, Samoan, Tagalog, Ukrainian, Vietnamese, and Spanish.

**Question 12: Formatting and desktop publishing services should be provided independently, correct? and for which specific programs (InDesign, PowerPoint, etc)?**

Answer 12: Formatting and desktop publishing services is priced out under WRITTEN TRANSLATION SERVICES. Depending on the department's needs, this may be requested as part of, or in addition to, another translation project or separately. Specifically the program to be used are, but are not limited to, InDesign, PowerPoint, Publisher, WordPress, Adobe Premier, AVID, and Photoshop.

**Question 13: Will the service requests be separated (translation, on site interpretation and over the phone interpreting) as individual contracts? Or, is the city looking for a package that groups all 3 solutions under the same vendor? More specifically, can ULG bid for 2 out of the 3 service types, or will the awarded vendor manage all 3?**

Answer 13: See answer 7.

**Question 14: Additionally, are you able to provide a breakdown of spend for the individual service types (translation, onsite interpretation and over the phone interpreting).**

Answer 14: We estimate we will spend \$150,000 for the initial two year duration of the contract, broken down by \$30,000 in phone translation services, \$35,000 for written translations, and \$10,000 for onsite interpretation per year. This is only an estimate and will vary based on how the need for these services.

**Question 15: Whether companies from outside USA can apply for this? (Like, from India or Canada)**

Answer 15: Tacoma will consider all proposals that meet the specified requirements per the RFP.

**Question 16: Whether we need to come over there for meetings?**

Answer 16: Per 2.04.2.2.1, section 8, some but not all meetings will require on-site attendance. A conferencing bridge may be made available dependent upon circumstances during the project.

**Question 17: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)**

Answer 17: Some of the services (like onsite interpretation) will require someone to be in the USA to perform the tasks associated with this RFP.

**Question 18: Can we submit the proposals via email?**

Answer 18: No. Submittals must be provided as detailed in the Request for Proposals page and section 3.04.

**Question 19: For Written Translations as referenced on page 40 price matrix, there are only two language pricings and their respective sub-pricing -- Spanish and non-Spanish, correct?**

Answer 19: See addendum 2 for updated price proposal sheet.

**Question 20: Is there a Translation Memory (TM) available for legacy written translations as referenced on page 20?**

Answer 20: No

**Question 21: Will faxed written translation requests be converted to PDFs and then emailed or will you require an open fax line to send written translation requests?**

Answer 21: Per 2.04.2.2, section 12, vendors are required to have both fax and email capacity. It is up to the individual departments how they would like to send the requests.

**Question 22: Do you require a separate Account Manager for both Interpreting and Written Translations?**

Answer 22: No.

**Question 23: On page 20-21, when you reference "In-Person Translation Services" do you intend to mean Interpreting Services not written translation services?**

Answer 23: Yes, 2.04.3 is referring to interpreting services.

**Question 24: On page 40, the interpreting and written translation pricing matrices refer to "Continuously Available and Not Continuously Available". Can you further define these pricing definitions?**

Answer 24: See addendum 2 for updated price proposal page.

**Question 25: Which version of Serbian: Cyrillic or Latin script?**

Answer 25: Both should be available if necessary.

**Question 26: Which version of Bosnian: Cyrillic or Latin script?**

Answer 26: Both should be available.

**Question 27: Which version of Spanish: Standard, Latin American, Mexican, Europe?**

Answer 27: All four should be available if necessary.

**Question 28: Which version of Chinese: Traditional and Simplified? (RFP mentions the spoken dialects only)**

Answer 28: Both should be available if necessary.

**Question 29: Which version of Portuguese: Brazil or Portugal?**

Answer 29: Both should be available if necessary.