



agency for persons with disabilities  
*State of Florida*

September 17, 2018

TO: Prospective Vendors  
FROM: Solicitation Number: APD ITB 18/19-009  
Translation Services  
Addendum – 1 -

See all referenced questions and the corresponding answers.

**To the extent this Addendum gives rise to a protest, failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security requirement by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes**

QUESTION NUMBER	QUESTION	ANSWER
1	Appendix VI. I do not have employees and therefore I do not have a set drug-free program. However, I do not use any drugs. I have a government clearance to work in translation projects for Valbin corporation for WHOA and for ICE projects. Everything has been submitted to them regarding my personal data. Please let me know if this can be used in lieu of the drug-free program.	Vendors are required to complete and submit Appendix VI.
2	I received an email from the Florida Marketplace about a request for bids. Our company is really interested in offering translation services to the Agency for Persons with Disabilities. Would you please let us know how to go about it?	See link to State of Florida, Vendor Bid System: <a href="#">Vendor Bid System Link</a>

3	The size of this contract i.e. how much money was spent on the written translation services last year, or perhaps an average per year (a standard FOIA requirement)?	Vendors may run usage reports at the link below: <a href="https://vendor.myfloridamarketplace.com/vms-web/spring/login?execution=e1s1">https://vendor.myfloridamarketplace.com/vms-web/spring/login?execution=e1s1</a>  Also, see Question #18.
4	How many words per year per each language, or at least provide your major language requirement and then indicate the percentage for all other languages?	Estimated average of about 15,000 words per month for approximately 500 translation requests. Top 6 languages are: Spanish, Haitian Creole, Arabic, Vietnamese, Laotian Portuguese (Portugal) Percentage of languages 88% of Spanish 6.5% is Haitian Creole 5.5% other languages
5	How many documents have you translated last year? (Break it down by language).	See Question #4.
6	Provide the sizes of the largest and of the shortest documents.	Documents will require a range in the amount of text requested for translation, including entire pages, short paragraphs and sentences. Estimated timeframes provided by the vendor cannot exceed the timeframes stated in the contract.
7	How frequent are such "extremes"?	The number of words will vary, but typically amount to 2 to 3 paragraphs per request. The vendor shall complete translation projects within three (3) business days or other timeframes as requested in writing from the Agency providing expedited services and same day translation as needed.
8	We assume that typically you pay your bills within 30 days. Is this correct?	Pursuant to §215.422, F.S., the Agency has five (5) working days to inspect and approve goods and services, unless the bid specifications, purchase order, or this Contract specify otherwise. With the exception of payments to health care Providers for hospital, medical, or other

		<p>health care services, if payment is not available within forty (40) days, measured from the latter of the date a properly completed invoice is received by the Agency or the goods or services are received, inspected, and approved, a separate interest penalty set by the Chief Financial Officer pursuant to section 55.03, F.S., will be due and payable in addition to the invoice amount. Payments to health care Providers for hospital, medical, or other health care services, shall be made not more than thirty-five (35) days from the date eligibility for payment is determined. Financial penalties will be calculated at the daily interest rate of .03333%. Invoice payment requirements do not start until a properly completed invoice is provided to the Agency. Interest penalties less than one (1) dollar will not be paid unless the Provider requests payment. Payment shall be made only upon acceptance by the Agency but shall remain subject to subsequent audit or review to confirm Contract compliance and/or to the Return of Funds provision of Section 15 of this contract.</p>
9	Is there an incumbent? If so, what current performance deficiencies, would you like to see improved by the successful bidder?	<p>There is no incumbent. See Question #3.</p> <p>There are no performance deficiencies.</p>
10	Does your current translation vendor have a minimum charge?	See Question #3.
11	Your RFP states: "Agency's obligation to pay under this contract is subject to the availability of funds..." Have you ever refused to pay or delayed paying your translation vendor based on this statement? If so, please provide the details.	No
12	I wanted to know: can we submit the bid <b>only for</b> Haitian Creole translation services?	At a minimum, vendors must be able to bid for all the languages specified in Section 6.3.
13	1. Reference: "The vendor <b>shall not use offshore translators</b> (translators outside of the United States) to fulfill the translation requirements of the Agency, nor shall the vendor permit any client data or information be used or stored outside the United States, <b>without consent of the Agency.</b> "	No. Section 3(B) stands as it is written.

	a. <u>Question:</u> Will the State of Florida Agency for Persons with Disabilities allow the use of non-US-based translators for this Invitation for Bid?	
14	How often we can expect to receive projects of under 400 words or under 2 pages?	The number of words will vary, but typically translations are 2 to 3 paragraphs per request.
15	Is there an incumbent vendor for these services?	See Question #3 and Question #9.
16	If so, what rates do they provide?	See Question #3.
17	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?	Translation quality becomes mission-critical for Agency medical, legal and technical documentation, where poor quality translations could cause an APD client to not understand the purpose of the document presented to them.
18	What is the expected volume of this contract?	Anticipated at \$100,000 per fiscal year.
19	Is there any historical data for Document Translation Services?	See Question #3.
20	Is this RFP open to out of state vendors?	Yes
21	Is this a multiple source award contract?	No
22	Whether companies from Outside USA can apply for this? (like, from India or Canada)	See Question #13.
23	Whether we need to come over there for meetings?	This question is unclear.
24	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	See Question #13.
25	Can we submit the proposals via email?	No, per Section 5.6 of the ITB.
26	What is the expected volume for this contract?	See Question #3 and Question #18.
27	What percentage of the requests will be small projects?	See Question #6.
28	Do we have to bid for ASL?	No

29	<p>I am writing to offer my translation services to your agency. My rate is 14 cents per word based on source (English- Spanish) document. I am a native Spanish speaker with a BA degree in Sociology from UC Denver and a MPS degree from PSU. I passed the Spanish competency exam and obtained eligibility letter to teach Spanish K-12 for Florida public schools.</p> <p>I have many years of experience providing translating services. Two of my most recent assignments consisted of translating a Community Resource Guide for a non-profit in CT which was paid by the United Way. The second completed assignment was transcribing a focus group audio in Spanish and then translating text to English.</p> <p>I look forward to the opportunity of providing outstanding and accurate translation services to your agency.</p> <p><a href="http://www.myflorida.com/apps/vbs/vbs_pdf.download_file?p_file=F24197_1819009TranslationServices.pdf">http://www.myflorida.com/apps/vbs/vbs_pdf.download_file?p_file=F24197_1819009TranslationServices.pdf</a></p>	See Section 5.6 of the ITB.
30	What is the expected volume in terms of assignments per month, or if possible approximate revenue to the winning company (or companies)?	See Question #18.
31	Does the company need to be classified as a small business by SAM? We are for our transportation and transcription services, but apparently not for our translation piece. I'm not total sure how that works when you offer multiple services.	No
32	Does the company have to be veteran owned/owned by veteran with disabilities? I didn't see that indicated but it is in many of the government contracts.	No
33	Was there a previous RFP for these services? If so, can we see that previous RFP document?	No
34	Is there an incumbent vendor for this bid? If an award was made, please name the incumbent(s).	See Question #3 and Question #9.
35	If there is an incumbent, at what rates are services being offered?	See Question #3 and Question #9.
36	Is the Agency for Persons with Disabilities (The Agency) planning to award contracts to a single vendor or multiple vendors?	See Question #21.
37	Can the Agency provide us with volume estimates for translation services that will be required as part of any contract resulting from this RFP? Approximately how many words of translation will be required (broken down by language)?	See Question #4.

38	Can the Agency provide us with historical usage data for the translation services requested as part of this RFP?	See Question #3.
39	Can the Agency clarify what is meant by Video Translation (p.7)?	Voice over in an APD produced video from English to a designated language.
40	If the Agency awards this contract to multiple vendors, how will the Agency distribute work among awardees?	See Question #21.
41	Is this an existing or new agreement?	New Contract
42	Are there other Florida State agencies/entities that are eligible to order services from this agreement?	Yes, see Section 1.6 of the ITB.
43	Can you provide information on historical usage by language (either by word count, revenue or number of requests), or if none is available on projected usage?	See Question #4 and Question #5.
44	Can you provide information on total contract revenue for previous years, and/or anticipated revenue for the new agreement?	See Question #3 and Question #18.
45	Will formatting/layout/desktop publishing (DTP) services in graphic design programs such as Adobe InDesign, Framemaker, Quark Xpress, MS Publisher, etc. ever be required?	The successful bidder will be asked to provide written translation services to the Agency. The vendor will be responsible for maintaining adequate software to provide services within the scope of the contract to the Agency's satisfaction.
46	What have been the biggest challenges for fulfilling services under this agreement, and what are the challenges that you anticipate?	See Question #17.
47	Is this agreement anticipated to possibly be a multiple award, and if so do the vendor have the option to turn down work without being penalized?	See Question 21.
48	If this agreement is a multiple award, will work be distributed evenly among the vendors, or will each request be bid out to each of the vendors?	See Question 21.

49	What mechanism exists for the vendor to resubmit pricing the agreement is renewed for an additional three years?	See Section 1.5 of the ITB.
50	Is there a mechanism for the vendor to request additional time beyond the 3 business days in cases where it may be necessary? E.g. if a document is 10 pages and is particularly text intensive, it may not be possible to provide translation and editing and proofreading in 3 business days.	Estimated timeframes provided by the vendor cannot exceed the timeframe requirements stated in the contract. However, should large documents need translation the Agency may be willing to negotiate appropriate timeframes for completion of a quality document.
51	In the interests of environmental conservation, can proposal responses be submitted by email?	See Question #25.
52	Do you have history of use per language for: Written Translation? What is the monthly and/or yearly average (in words or pages) for document translation per language?	See Question #4.
53	Who is your current vendor?	See Question #3 and Question #9.
54	What are your current rates?	See Question #3.
55	Are there any challenges/ issues you have encountered that you would like to see addressed in responses?	See Question #17.
56	In what file(s) format will your documents be submitted for translation?	The typical file format is a Word document. However, the vendor is expected to complete translations in any file or format requested by the Agency.
57	Do you possess samples of documents/forms that are most commonly submitted for translation?	Yes
58	Will a contract be awarded to one or multiple vendors? Is the Department planning to have a Primary and Secondary vendor?	See Question #21.
59	What is the budget?	See Question #18.
60	The ITB makes reference to translation of written material indicating that there may be requests for subtitling and voice over. Do you also foresee needing translation of any websites (if so, can you provide the address), or software applications?	No

61	Does APD keep or have Translation Memmories? If so, will any Translation Memory be made available to the winning vendor? What is APD level of satisfaction with the translation quality your current/previous vendor provided?	No See Question #17.
62	As per ITB, "The vendor shall complete translation projects within three (3) business days or other time frames as requested in writing from the Agency providing expedited services and same day translation as needed.". How long (in pages/words/type of material) are the documents that the Agency expects the vendor to return in 3 business days?	See Question #50.
63	Can we apply for translation only?	Yes
64	Can you tell little bit more about Master Certification?	Master Certification is self-explanatory.
65	Can we register if the contract is awarded?	Yes
66	We are registered as MBE in NJ, will it be accepted.	To comply with Rule 60A-1.033, Florida Administrative Code, each vendor doing business with the State of Florida for the sale of commodities or contractual services as defined in Section 287.012, Florida Statutes, shall register in the MyFloridaMarketPlace system, unless exempted under Rule 60A-1.033(3), Florida Administrative Code.
67	My name is Fatima Mbacke and I represent Z-Com Multilingual, a translation agency based in Canad but also registered in Delaware. We would like to respond to you invitation to bid for translation services. We would like to know if we are qualified to submit our proposal.	See Question #13.