

**CITY OF AUSTIN
PURCHASING OFFICE
SOLICITATION NO. RFP TVN0019
SPANISH TRANSLATION SERVICES
SCOPE OF WORK**

1. **PURPOSE**

The City of Austin, hereinafter referred to as the City, seeks Offers in response to this Solicitation from firms qualified and experienced in translation services to translate narrative materials from Spanish to English and from English to Spanish, such as, but not limited to, bill inserts, reports, newsletters, brochures and other communications media.

2. **SCOPE OF WORK**

Several departments require translation services in order to provide Spanish documentation for Spanish literate customers residing in the greater Austin area, including: Austin Energy, Neighborhood Housing & Community Development, Communications and Public Information Office, Aviation, Health Department, Emergency Medical Services, Austin Fire Department, Austin Police Department and Solid Waste Services. **The Contractor must be capable of translating materials and information into a localized/regional dialect that will be understandable to a wide range of Spanish literate customers residing in the greater Austin area.**

3. **PERFORMANCE REQUIREMENTS**

- A. Vendor must be prepared to translate a high volume of materials and information; approximately 3,000 - 10,000 words per week Citywide.
- B. Normal services are to be completed within two (2) working days or less of receipt of the narrative materials when size of the document is one (1) page or less. Service shall be completed within three (3) working days after receipt of narrative materials when the size of the document is more than one (1) page and less than ten (10) pages.
- C. Vendor shall provide emergency service for a 24-hour turn around if required.
- D. Vendor shall be compensated on a per word basis, based on the target language word count after translated document is completed. For example, if a document is translated from English into Spanish, the Spanish word count will serve as the basis for the compensation calculation.
- E. Translation shall be conceptual rather than literal. The translation should reproduce as precisely as possible the contextual meaning of the source-language text within the constraints of the target language.
- F. Accurate Spanish grammar of translated materials shall include but not be limited to: punctuation, spelling, correct placement of accent marks and tildes.
- G. Completion of documents containing ten (10) pages or more shall be negotiated between the Vendor and the department placing the request, to determine length of time to complete translation.
- H. For standard typing, each page will consist of one inch (1") margins and be one-sided, double-spaced. Documents prepared in all caps are not acceptable.
- I. Transcription and translating of audio and video digital media may be needed as requested.

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4. **QUALIFICATIONS**

- A. All potential Contractors are required to pass a translation examination to be considered for this contract. The exam will be administered under the following conditions:
- i A "short-list of vendors will be identified based on the proposals to take a translation exam. Any Vendor not present for the test will be considered non-responsive and will not be considered for award.
 - ii Vendor may only bring as many dictionaries as needed. Computers, lap-tops, electronic Spanish translators or spell-check devices **WILL NOT BE ALLOWED**.
 - iii The test will be administered by Berlitz Testing at their Austin, TX facility. Actual test dates/times will be determined after the initial evaluations of the responses to this RFP are complete. Vendor will be allowed to take the test only once.
 - iv Individual or team of individuals taking the test shall be a principal or permanent, full-time employee of the bidder, and shall be the person/team performing translation services throughout the contract term. **If more than one person will be assigned to this contract, each of these persons must be present to take the test.**
 - v **In the event that the approved individual leaves the Contractor's employment, any new individual will be required to pass the same testing services described here.**
- B. The exam will take into consideration, but may not be limited to the following criteria:
- i Language appropriateness for all levels of Spanish literate customers in the greater Austin area, including a respectful tone and cultural sensitivity to potential readers.
 - ii Accurate Spanish grammar of translated materials that include punctuation, spelling, correct placement of accent marks and tildes.
 - iii Major grammatical errors including but not limited to: improper use of nouns, adjectives, adverbs, subject-verb agreement, verb tense, mood, stem change, articles, number, gender, sentence structure, pronouns, negation, personal "a", possessives, comparatives and superlatives, contractions, conjunctions and forms of address.
 - iv Minor grammatical errors: improper use of prepositions, spelling, punctuation, accent marks, tildes, and capitalization.

5. **OTHER REQUIREMENTS**

- A. Any subcontracting shall be approved by the City of Austin **prior** to subcontractor beginning work and shall be subject to the same testing requirements as outlined above in section 4.0.
- B. Vendor shall have e-mail access for receiving and transmitting capability, as well as a cell phone or pager for emergencies.
- C. Each department requesting Spanish translation materials reserves the right to require the inclusion of standard words or phrases previously adopted and/or in use by that particular department.
- D. All translated documents will be reviewed during the entire length of the contract period. If it is determined that a different level or word choices of the translation would be more appropriate, the City will offer written revisions of the preferred translation to the Vendor for future reference.
- E. Vendor shall re-translate any material the City deems unsatisfactory at no additional cost to the City.

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- F. If original documents are provided to the Vendor for translation, they shall be returned to the participating department upon completion.
- G. Vendor will supply, either on electronic media or via e-mail, Spanish translations that are compatible with the participating department's software and/or hardware including Microsoft Office Suite. In addition, a department may request a hard copy of the translated materials.
- H. Vendor shall have at least three (3) years of continuous professional experience translating public information documents as well as general and technical writing from English to Spanish. Please include a minimum of 3 references the City can contact to document this experience.
- I. The Contractor will establish a glossary for often-used phrases or words to ensure consistency. Any employee that is tasked with providing a translation for Austin Energy or another City Department will be trained in the use of this guide.