



ADDENDUM
PURCHASING OFFICE
CITY OF AUSTIN, TEXAS

REQUEST FOR PROPOSAL NO: TVN0019 ADDENDUM NO. 1 DATE OF ADDENDUM: September 20, 2012.

This addendum is to incorporate changes to the above referenced solicitation:

I. Clarifications:

The City of Austin requires a single point of contact for all translation services and that individual is required to go through the testing process. The Contractor awarded the contract will be required to identify the point of contact and that individual will be responsible for all final documentation. In the event the point of contact changes, the replacement contact will be required to go through the same testing process.

II. Questions:

Question #1: Who is the incumbent of this contract?

Answer #1: There are currently multiple contracts throughout the City. However, the specific Scope of the contract has changed this time in that we are looking for a “local dialect” as opposed to a straight translation.

Question #2: What are the current rates?

Answer #2: See Question 1

Question #3: Do you possess historic data containing the percentage of translation projects that were charged using a credit card?

Answer #3: Austin Energy has not paid with a credit card

Question #4: Do you possess historic data containing the percentage of translation projects that were processed from English into Spanish?

Answer #4: For Austin Energy, we have a minimum of 1,000 words a month for a monthly customer newsletter.

Question #5: Do you possess historic data containing the percentage of translation projects that were processed from Spanish into English?

Answer #5: Once in the last 7 years – a Facebook posting, consisting of two sentences.

Question #6: What is the anticipated portion of projects that will be submitted for translation going from English into Spanish?

Answer #6: This contract is specifically for English to Spanish translation.

Question #7: What City Department(s) are the most frequent users of translation services?

Answer #7: Marketing units of Austin Energy, Police, EMS, Watershed Protection, Water Utility

- Question #8:** How do we conduct an exam when the translator(s) do not reside in the city of Austin?
Answer #8: The exam can be taken at any Berlitz location nationwide.
- Question #9:** Would their certification (they are certified translators) will be enough to proof competence?
Answer #9: No. The test will be required for anyone responsible for the translation services.
- Question #10:** We are local to the City of Austin and have worked with the city (different departments) for many years, will that count on favor or against?
Answer #10: Neither. All proposals will be evaluated based on the contract/solicitation requirements.
- Question #11:** 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?
Answer #11: The biggest challenge historically, has been getting a “local” dialect. The Austin area is made up of multiple Spanish speaking groups w/ varying dialects that don’t always translate equally.
- Question #12:** What is the expected volume of this contract? Is there any historical data?
Answer #12: Refer to the SOW, Section 3 (Performance Requirements).
- Question #13:** Is this RFP open to out of state vendors?
Answer #13: The solicitation is open to any vendor that can meet the 24 hour emergency requirement since we are strictly asking for document translation.
- Question #14:** Is this a multiple vendor award contract?
Answer #14: No
- Question #15:** Worker's Compensation and Employers' Liability Insurance. We don't have payroll employees who do this job in the State of Texas. So, we request the waiver of this insurance coverage
Answer #15: The Workers Comp/Employers Liability and Auto coverages will only apply to companies doing business with the City of Austin. Commercial General Liability coverage will be required regardless of vendor location.
- Question #16:** We were certified as MBE by North Central Texas Certifying Agency. Do we need to sub contract other MBE/WBE as a sub contractor?
Answer #16: There are no subcontracting goals established for this solicitation.
- Question #17:** Do you need the resumes of the translators? Do you accept the resumes of the translators from other states than Texas?
Answer #17: Refer to Section 1-F of the Proposal Preparation and Evaluation Factors (document RFP TVN00190600).
- Question #18:** Part VII - Local Business Presence: The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts.” Is the bidder which is not located in the City or does not sub contract businesses from the City disqualified?
Answer #18: No. The City gives extra evaluation points to business located within the City, but that does not preclude non-resident businesses from award.

