

**CITY OF AUSTIN
PURCHASING OFFICE
SOLICITATION NO. RFQ TVN0077**

SCOPE OF WORK

Description: Spanish Language Testing of Applications for City of Austin Translation Contract

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 the design, administration, evaluation and scoring of written Spanish Language examinations by vendors responding to a Spanish Language Translation solicitation to be issued by the City of Austin's Electric Utility Department ("Austin Energy")

2. **BACKGROUND**

Austin Energy is the municipal electric utility of the City of Austin, Texas and is engaged in the generation, transmission, and distribution of electrical services to over 600,000 customers within its service area. The city has extensive outreach programs to customers whose first and often only language is Spanish and therefore requires Spanish/English translation services to facilitate communications to non English speaking Residents.

3. **SCOPE OF WORK**

A. **Title of Program**

Spanish Language Exam Design and Administration

B. **Objective**

Austin Energy requires a Contractor qualified in the design and administration of a Spanish Language exam to be given to respondents of a solicitation for Spanish Translation services. The Contractor must be capable of designing a test that measures the applicants' ability to translate general electric utility and energy-efficiency related 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.

IMPORTANT NOTE: This RFQ is for the creation and facilitation of the actual testing services only. The Contractor awarded this contract **WILL NOT** be eligible for award of the translation services contract which will be the result of a separate solicitation from the City of Austin.

C. **Implementation**

The exam must consist of general electric utility and energy efficiency related materials with a 5-point Holistic Scoring Scale that takes 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.

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- iii Major grammatical errors: improper use of nouns, adjectives, adverbs, subject/verb, agreement, verb tense, mood or stem change, articles, number, gender, sentence structure, pronouns, negatives, personal "a", possessives, comparisons, contractions, conjunctions, form of address, etc.
- iv Minor grammatical errors: improper use of prepositions, spelling, punctuation, accent marks, tildes, and capitalization.