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**DESCRIPTION ♦ SPECIFIC REQUIREMENTS ♦ TECHNICAL SPECIFICATIONS**

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Invitation for Bid 04312 – Translation (Written Word) Services

## Category 6 General Translations

### Work Description

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- 1 **TYPICAL VOLUME.** This category will be used by Washington state agencies, counties, cities, other political subdivisions and qualified non-profits.
- 2 **DESCRIPTION.** The Vendor(s) awarded this category of work will be asked to perform both fill-in and full translations. General translation projects may include Letters, Notices, Forms, Pamphlets, Brochures and Related Materials.
  - 2.1 **Fill-In Forms.** For fill-in translation requests, Vendor is required to translate information for inclusion in printed forms or letters.
  - 2.2 **Full Translation Letters, Notices, Forms, Pamphlets, Brochures and Related Materials.** For full translation requests, Vendor will be required to translate the entire document that is being requested. Such translations may be accompanied by a request for graphic design.
- 3 **Principal Languages.** The majority of requests in this category are for Russian, Japanese, Chinese, Korean, Spanish, Somali, Arabic and Vietnamese. All other languages, which may be requested are considered non-principal languages and are listed in the DSHS Written Language Code located in the Appendix.
- 4 **PREVIOUSLY TRANSLATED DOCUMENT UPDATES.** Purchaser may, from time to time, request translation of new or changed text, and if necessary, re-key unchanged text in previously translation documents. All revisions must be proofread. Late Submission terms and conditions will apply. Requests for updates to previously translated documents translated by vendor will be submitted as new translation projects, with the title of "revision," to the Vendor who performed the original translation. Vendors shall accept all subsequent requests for updates to translations originally performed by Vendor. Vendor shall charge only for new and/or changed translations or rekeyed text and shall not charge for re-translation of already translated text.
- 5 **CORRECTION PROCEDURES.** Upon receiving reviewer's suggestions and comments, the translator will:

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- 5.1 Check everything marked by the reviewer against the original translation to determine the most accurate translation of words/phrases/sentences.
- 5.2 On the version with the reviewer’s markings,
  - 5.2.1 Write “OK” by the word/phrase/sentence suggested by the reviewer that is adopted by the translator;
  - 5.2.2 Write “1” by the word/phrase/sentence suggested by the reviewer that is not adopted by the translator to indicate the original translation is good as is and will not cause any misunderstanding;
  - 5.2.3 Write “2” by the word/phrase/sentence suggested by the reviewer that is not adopted by the translator to indicate the suggested change is the reviewer’s regionalism or personal preference.
- 5.3 Revise/change translation based on what is determined to be the most accurate translation.
- 5.4 Return revised final hard copies, electronic files, and reviewer’s version with translator’s markings to the Translation Service Coordinator.

## Specific Requirements

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### **6 CATEGORY 6 PROCESS.**

- 6.1 TRANSLATION ORDER. Purchaser will send a written request via email to Vendor detailing translation request, including all necessary details, such as translation language(s) and original text.
- 6.2 RESPONSE TIME. If Vendor cannot fill the request for client specific translations, Vendor must let the requestor know within four (4) business hours via telephone, fax or email.
- 6.3 PROJECT COMPLETION. Vendor will receive full compensation for completed projects returned within the required timeframes. Purchaser considers translation projects to be complete when: All requested language documents have been submitted to Purchaser and all requested language documents are technically accurate (i.e., created using the correct fonts, are formatted correctly, and can be opened and printed). If upon receipt of the requested translations, it is determined that any of the documents are “technically inaccurate,” the date and time stamp will be changed to the date and time in which technically accurate documents are delivered. Translation Vendor(s) will receive compensation for completed projects returned late (after the required timeframes) according to the following compensation table:

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Project Return: Business Days Late	Compensation % of Contract Rate: Normal Timeframe	Compensation % of Contract Rate: Rush Timeframe
1	90%	75%
2	80%	50%
3	70%	25%
4	60%	No Compensation
5	50%	
6	40%	
7	30%	
8	20%	
9	10%	
10	No Compensation	

**7 Questions.** Contact the requestor with any questions regarding terminology used in the source document.

**8 Meetings.** Meet with Purchaser and/or Department of Enterprise Services (DES) upon request (a minimum of one time per year) to review compliance with the terms of the contract and to discuss service performance issues. Any performance issues throughout the year that cannot be resolved by the requester and the contractor will be forwarded to DES for corrective action.

**9 SECURE TRANSMISSION OF DOCUMENTS AND INFORMATION.** Any document having client specific information must be securely transmitted electronically from both directions. The vendor may use standard email encryption or an approved secure server file transfer process.

**10 DELIVERY INFORMATION.** Vendors must submit the following project delivery information with completed projects:

- 10.1 The date the project is returned to the requester
- 10.2 The name of the translator who translated the document
- 10.3 The name of the reviewer who reviewed the translated document for accuracy
- 10.4 Any other comments/information related to the project

**11 TURN-AROUND TIME.** All requests received by translation Vendor(s) after 12:00 PM (noon) shall be considered the next day’s business, excluding weekends and holidays. Timelines for translation services will begin on the day the request is received by the translation Vendor and end on the day submitted. Mailing time to and from the requesting facility is not included.

Translation projects are to be completed in:

- 11.1 Regular Timeframe. Ten (10) business days, from the date of request for “regular” timeframe translation requests; and
- 11.2 Rush Timeframe. Five (5) business days or less, from the date of request for “rush” timeframe translation requests. Rush timeframes will be negotiated (one to five business days) at the time of request, taking into consideration the size of the document that needs to be translated, how quickly it is needed, and what languages are being requested.

**12 Billing Specifications.** In addition to the requirements outlined in the Invoicing section of the Special Terms and Conditions, each invoice shall be accompanied by a log of all translation projects being invoiced. Billing should be directed to the ordering agency at the address shown on any field orders and/or purchase orders. The state will not be responsible for any payments due from purchasing cooperative members.

The log shall list the name of the requesting office, time period being reported and shall include the following for each project listed:

- 12.1 Requesting office's order number indicated on the Translation Order Request form
- 12.2 Date request was received by the translation Vendor
- 12.3 Date completed translation was returned to Purchaser
- 12.4 Project priority (Normal or Rush)
- 12.5 Type of translation (i.e., Form, Brochure, Pamphlet)
- 12.6 Client identifier (i.e., client's last name or client's ID number)
- 12.7 Language requested
- 12.8 Translator's name
- 12.9 Reviewer's name
- 12.10 Word count
- 12.11 Translation charge
- 12.12 A sum total charge for all projects listed

**13 FAX AND EMAIL CAPACITY.** Vendor shall have the capacity to receive and transmit up to 100 fax and e-mail translation requests per day.

**14 SECURITY.** Any document having client specific information must be securely transmitted electronically from both directions. Security measures include: email must be sent through Vendor's secured non-public network using standard email encryption or a pre-approved secure server file transfer process.

**15 TRACKING SYSTEM.** Vendor shall maintain their own tracking systems and shall electronically track all information related to requests, including all the information captured on the Translation Order Request form for all requests received by individual offices (requesters). Translation Vendor(s) will be required to submit this information as backup documentation with all invoices requesting payment for Category 6 services rendered.

**16 ACCOUNT MANAGER.** Vendor shall provide purchaser with the means to directly contact the account manager via email and telephone number.

## Technical Specifications

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**17 DELIVERY MEDIA:** When requested, Vendor must be able to provide completed translations on compact disk.

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- 18 FILE FORMAT.** When requested, Vendor must be able to provide completed translations as hard copy and electronic file PDF format, as well as native file format.
- 19 TRANSLATION MEMORY SOFTWARE.** Bidder shall employ Translation Memory Software only in cases where large blocks of text are repeated or in order to create efficiency and accuracy as a part of a review process.
- 20 SOFTWARE COMPATIBILITY.** When requested, Vendor must provide completed translations using PageMaker, Indesign, or Microsoft Word. Vendor must be able to prepare, process, format and revise translations using software compatible with PC and Macintosh computer systems.
- 21 GRAPHIC DESIGN.** When requested, Contractor will be required to provide camera-ready graphic designs on electronic and hard copy form, utilizing laser printer or type setting. A cost estimate of any graphic design project will be presented to the ordering agency for approval prior to commencement of any additional work on a project. Contractor may also be asked to include text, titles and labels which is to be included in any cost estimate. An hourly rate is to be offered on the price sheets.