

## QUESTIONS AND RESPONSES

### REQUEST FOR PROPOSALS NO. 004-PP10 – LEGAL TRANSLATION AND INTERPRETATION SERVICES

1. Please provide the current incumbent name.

**RESPONSE:** Action Translation Services  
Juristaff, Inc.  
Master Translating Service, Inc.  
Protranslating

2. Please provide the current incumbent rates.

**RESPONSE:** The rates for legal translation vary \$0.17 - \$0.30 per word. The rates for interpreting services vary \$80 - \$150 per hour.

3. Please provide the anticipated volume for translation.

**RESPONSE:** The services will be requested on an as needed basis.

4. Please provide the anticipated volume for interpreting.

**RESPONSE:** The services will be requested on an as needed basis.

5. Please provide the average lead time for scheduling assignments.

**RESPONSE:** The average lead time for scheduling is 12 – 48 hours.

6. Please provide your cancellation policy.

**RESPONSE:** The cancellation policy is 12 – 24 hours.

7. Please provide a language list of languages you require services for.

**RESPONSE:** Languages requested may vary, please provide list of languages the firm is capable of providing translation and interpreting services.

8. Please advise the average length of document translations.

**RESPONSE:** The length of documents have varied in the past therefore an average has not been established

9. Please advise if you require any certifications for linguists.

**RESPONSE:** Please refer to the RFP, certifications are not required. If the linguist is certified please provide certification information.

10. 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?

**RESPONSE:** No response will be provided for this question. Does not pertain to the specifications.

11. Is there any historical data for legal translation and interpretation services? (That is, number of documents translated, and into what languages, etc.; number of appts for various languages, etc.)

**RESPONSE:** No historical data is available.

12. Is this RFP open to out of state vendors?

**RESPONSE:** Yes.

13. Is this a multiple source award contract?

**RESPONSE:** Yes.

14. Do you want *certified* legal interpreters? Or interpreters with legal experience?

**RESPONSE:** Please refer to the RFP, certifications are not required. If the interpreter is certified please provide certification information. Please provide the interpreter's legal experience as well, if any.

15. As we have many legal interpreters in the area, as well as translators all over the country, all for various languages, would it possible to send a sample of a few resumes, as it would be too lengthy to include every possible option.

**RESPONSE:** As stated in the RFP please submit the resume for those interpreters which will be assigned to work directly with the School Board.

16. Can a proposal be submitted for only translation services?

**RESPONSE:** The RFP is for both services legal translation and interpreting.

17. Regarding the format on page 4, section 3 paragraph F. Does the original and each copy of the bid need to be in a 3 ring binder, or can we save on materials and put each proposal into a folder?

**RESPONSE:** Please follow the instructions set forth in the RFP.