

**HAWAII DEPARTMENT OF TRANSPORTATION
REQUEST FOR QUOTES OCR-2020-01
(Chapter 103D, HRS)**

Written Translation and Formatting Services

The Hawaii Department of Transportation (HDOT) intends to procure written translations services for the Hawaii State Driver's Manual, overseen by the HDOT Motor Vehicle Safety Office. The Successful Respondent awarded the contract under this Request for Quotes (RFQ) will assist the HDOT in meeting the language needs of LEP persons seeking to obtain a Hawaii State Driver's License and raising awareness of the rules for highway safety in the state.

I. Scope of Services:

The HDOT has identified the Hawaii State Driver's Manual as the primary and sole document requiring written translation services from English to the following languages (with no priority given to the order as presented):

1. Hawaiian
2. Chuukese
3. Marshallese
4. Tongan
5. Samoan
6. Simplified Chinese
7. Traditional Chinese
8. Vietnamese
9. Tagalog
10. Ilocano

Said document will be provided in English with total word count of approximately 37,444 words. **Formatting services are required to ensure consistency with the English-language version of the document with regards to accompanying images and other visual items appearing in the Hawaii State Driver's Manual.** See attached Document with this RFQ.

The successful vendor shall provide effective, quality and timely services in accordance with this Scope of Services, Performance Timeline, and any and all other requirements documented and noted in this RFQ. All work completed shall become the property of the HDOT.

A. Translation Quality and Accuracy

The successful vendor shall:

1. Translate the document at the same reading level as the source materials as faithfully as possible. The source language message should not experience any omissions or additions unless necessary due to requirements of the translated language to convey the message clearly and effectively. The source material, when translated, should also give consideration to linguistic variations for its source language and the target language(s) and ensure the tone and spirit of the source language message is preserved.
2. By language, have the translated document go through, at the minimum, a 2-step process: i) Translation and ii) Editing, Formatting, and Proofreading. While step i is handled by a qualified translator, step ii should ensure quality control and assurance of the translation via an appropriate project manager along with the efforts of a qualified translator.
3. The translated document must match the format, style, and layout of the original English language source document.
4. All appropriate signatures, seals, and other imagery contained within the translated document must be placed in the same place as the source document. The successful vendor should ensure that pagination of the translated document matches the source document, with variation due to applicable differences in language acceptable as necessary.
5. Text formatting should be exact, including applicable tabs, indentations, bullets, margin, and copy justification, and shall remain consistent between the source document and translated document with leading, fonts, and sizes throughout the document. Applicable variation due to differences between the source language and the translated language is acceptable as necessary to ensure the consistency of messaging from source document to translated document.
6. All translated documents must be ready for printing or accessible for electronic display.
7. Shall ensure that translators meet the minimum proficiency standards set by the American Translators Association (ATA) or approved translator testing program. The successful vendor must have a formal

method for assessing the skills of translators, either directly employed by successful vendor or subcontracted. The successful vendor's method will be reviewed and approved by the HDOT prior to contracting and providing services.

8. Ensure that all appropriate certifications, training and experience are accurately and completely represented.
9. Ensure that the translated document is culturally competent, sensitive, and respectful of the individuals expected to review said translation when published publicly, as applicable.
10. Ensure that translations are neutral, impartial, and unbiased. Translations must not discriminate on the basis of gender, disability, race, color, national origin, age, socioeconomic or educational status, or religious, political or sexual orientation.
11. Be responsible for disclosing any real or perceived conflict of interest which would affect objectivity in the delivery of services so procured.

B. Workflow Procedures and Processing

The successful vendor shall:

1. Accept the original English language source document via electronic transmission from the HDOT.
2. Review each translation of the source document into the appropriate translated language prior to delivery to the HDOT to ensure that said document is accurate and consistent with the formatting and technical specification of the original source document as set forth in (A), above.
3. At the request of the HDOT, correct any translation in order to improve quality and accuracy. Any appropriate corrections to the translated document for language, formatting, or otherwise that incurs costs shall be borne by the successful vendor.
4. Complete all translated requests using, at a minimum, Unicode fonts supported by Microsoft operating system software unless specified otherwise by the HDOT.
 - All proper nouns (i.e., program names) should be translated, if applicable.

- If acronyms are used in the source document English language text block or section, the same acronym shall be used in the translated version of the text block or section. For example, if the acronym for “miles per hour (MPH)” is used for the English language text, it shall also be used in the translated text block.
 - Translations that are not completed in accordance with the specific requirements listed above will be returned to the successful vendor to be redone at the cost of successful vendor.
5. The work product will consist of the translated document in the ten (10) languages specified above in the following formats: 1) Adobe Portable Document Format (PDF) files, 2) digital files, 3) Adobe InDesign files, and 4) Modifiable Unicode files on media designated by the HDOT.

C. Turnaround Time

The successful vendor shall complete translation of the one (1) source document into the ten (10) languages listed above by or before one (1) year from the issuance of the Notice to Proceed (NTP) by the HDOT.

II. Fee Schedule

1. The fee schedule below between the successful vendor and the HDOT shall be the maximum compensation for services performed under the awarded Contract.
 - a. The successful vendor will receive full compensation for the translation of the source document into all ten (10) languages returned by or before one (1) year from the issuance of the NTP by HDOT.
 - b. Compensation to the successful vendor will be penalized for late delivery of the translated and formatted document in each appropriate language unless circumstances are justified and are acceptable to the HDOT. Deliverables submitted to the HDOT after one (1) year of receipt of the NTP is considered late and will be compensated in accordance with the following:

Number of Business Days LATE	Compensation % of Contract Rate
1	90%
2	80%
3	70%
4	60%
5	50%
6	40%
7	30%
8	20%
9	10%
10	No compensation

III. Time of Performance

The successful vendor shall complete translation of the source document into the ten (10) languages indicated above by or before one (1) year from the HDOT issuing a Notice to Proceed (NTP), anticipated to be December 30, 2019, with completion date anticipated to be by December 30, 2020 or earlier.

IV. Minimum Qualifications for Submission of Quote by Interested Vendors

The successful vendor shall:

- A. Have the ability to provide translation and formatting services from English to the ten (10) languages listed: Hawaiian, Chuukese, Marshallese, Tongan, Samoan, Simplified Chinese, Traditional Chinese, Vietnamese, Tagalog, and Ilocano.
- B. Have a minimum of three (3) consecutive years of experience in the translation business.
- C. Use translators who are authorized or qualified by the ATA and/or other approved translator programs. The use of machine-generated translations is not sufficient or allowed.
- D. Use appropriate staff who have special knowledge and understanding of the ten (10) languages listed above in the handling of textual translations and formatting and ensure that the translated and formatted language versions of the source document will render the English source language message.

- E. Keep each translation of the source document in an electronic format, at a minimum, and render the information available to the HDOT upon request.
- F. Have the capacity to handle and have the necessary staffing and equipment, through direct hiring or via subcontracting, to respond, deliver, and complete work within the timeframe specified in this Scope of Services.
- G. Be responsible for all costs associated with the completion of each translation, including staff time, office equipment (printing, computer hardware and software, storage media, etc.), supplies and other necessary materials.
- H. Use English as the base language for calculating per word translation costs. English word counts will be determined using Microsoft Word's word count feature.
- I. Translate documents in the native format as specified above for the work product, unless specified otherwise by the HDOT.
- J. Have the ability to store and manipulate translated texts and combine texts into multiple documents, as necessary.

V. Payment

- 1. Payment shall be made upon the basis of the HDOT's satisfactory acceptance of all the translated and formatted document in the ten (10) languages listed above as solicited in this RFQ.
- 2. The successful vendor shall submit one (1) original invoice for services rendered to:

Hawaii Department of Transportation
Attn: Office of Civil Rights
200 Rodgers Blvd.
Honolulu, HI 96819

- 3. The invoice must include the following:
 - 1. Name of the translator for each translated language version of the document;

2. Name of the project manager or managers and/or translator or translators who reviewed each translated language version of the document;
3. Total charges for the translation of the source document into the ten (10) languages listed above.

VI. Responsibility of Offeror

Pursuant to Hawaii Revised Statutes §130D-310(c), the successful vendor must provide proof of compliance with Federal and Hawaii State laws in order to receive a contract award in the amount of \$2,500 or more with the Hawaii State and County governments. Certifications required include:

1. Tax Clearance, Form A-16;
2. Department of Labor and Industrial Relations, Application for Certification of Compliance, Form LIR #27; and
3. Certificate of Good Standing issued by the Department of Commerce and Consumer Affairs (DCCA) Business Regulation Division (BREG).

Interested vendor offerors are encouraged to register with Hawaii Compliance Express (HCE) to expedite their ability to furnish proof of compliance at the time of award. Annual registration fee for the HCE is currently \$12. For additional information regarding this requirement, registration instructions for HCE, and more information, please visit <https://vendors.ehawaii.gov/hce>.

VII. Submission of Questions and Quote:

Interested vendor offerors may submit questions related to this RFQ through the Hawaii Electronic Procurement System (HlePro) not later than 4:00 P.M. Hawaii Standard Time (HST), Wednesday, November 22, 2019.

Quotes shall be submitted on the Hawaii Electronic Procurement System (HlePro) not later than 10:00 A.M. HST, Wednesday, December 6, 2019.

Vendor offerors shall provide an all-inclusive line item price for each line item solicited. The line item price shall be the all-inclusive cost to the HDOT for the specified services, inclusive of all related personnel costs, all applicable taxes for rendering of the services specified, and any other costs as deemed necessary. The HDOT is not responsible for and shall not pay overtime and other incidental expenses incurred as a result of providing the specified services.

The line items are as follows (with languages listed in no particular order):

1. An all-inclusive price for translation and formatting services of the source document (the Hawaii State Driver's Manual) into the Hawaiian language;
2. An all-inclusive price for translation and formatting services of the source document (the Hawaii State Driver's Manual) into the Chuukese language;
3. An all-inclusive price for translation and formatting services of the source document (the Hawaii State Driver's Manual) into the Marshallese language;
4. An all-inclusive price for translation and formatting services of the source document (the Hawaii State Driver's Manual) into the Tongan language;
5. An all-inclusive price for translation and formatting services of the source document (the Hawaii State Driver's Manual) into the Samoan language;
6. An all-inclusive price for translation and formatting services of the source document (the Hawaii State Driver's Manual) into the Simplified Chinese written language;
7. An all-inclusive price for translation and formatting services of the source document (the Hawaii State Driver's Manual) into the Traditional Chinese written language;
8. An all-inclusive price for translation and formatting services of the source document (the Hawaii State Driver's Manual) into the Vietnamese language;
9. An all-inclusive price for translation and formatting services of the source document (the Hawaii State Driver's Manual) into the Tagalog language; and
10. An all-inclusive price for translation and formatting services of the source document (the Hawaii State Driver's Manual) into the Ilocano language.

Please contact Mr. Randall Landry at (808) 831-7921 or Mrs. Melanie Martin at (808) 831-7912 should you have any questions.