

## **Addendum #1: Addressing Vendor Questions Received**

To address vendor questions received in as expeditious a manner as possible, and to ensure that all interested vendors are aware, the following answers to the questions received are below:

### **Via HlePro Formal Question & Answer Process**

Question #1: "Word count is 37,444 words." Would you be able to provide us with a copy of the document so that we can analyze it for repeated phrases and potentially offer discounted rates?

Answer: You should be able to find a PDF copy of the document in question at the hyperlink provided here: <https://hidot.hawaii.gov/highways/files/2019/03/mvso-11272-Hawaii-Drivers-Manual-r3-LR-10-24-18.pdf>

Question #2: "Use translators who are authorized or qualified by the ATA and/or other approved translator programs." Of the languages needed, only Simplified and Traditional Chinese are languages certified by the ATA. Would it be acceptable to use translators that meet our ISO-mandated minimum requirements and are tested by us internally?

Answer: If the vendor's internal translation testing standards are similar in scope and quality to standards set by the ATA or equivalent, then that should be acceptable. As per the scope of services for the RFQ, the vendor must have a formal method for assessing the skills of the translators that is documented and can be detailed to the HDOT.

Question #3: "3. The invoice must include the following: Name of the translator for each translated language version of the document; OCR-2019-01 7 Name of the project manager or managers and/or translator or translators who reviewed each translated language version of the document." We typically do not divulge the identities of our translators. Would it be possible to instead list an ID number that corresponds to the translators we used?

Answer: If the ID number will correspond to the appropriate translator and could then be used to specifically identify the identity of said translator in the event of review, audit, dispute, or other concern subsequent to award and production of the services requested, then that will be acceptable.

Question #4: "The CONTRACTOR shall not assign or subcontract any of the CONTRACTOR'S duties, obligations, or interests under this Contract and no such assignment or subcontract shall be effective unless (i) the CONTRACTOR obtains the prior written consent of the STATE, and (ii) the CONTRACTOR'S assignee or subcontractor submits to the STATE a tax clearance certificate from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR'S assignee or subcontractor have been paid." We use freelancers for much of our translation work. Does the above verbiage apply to them? If so, do you anticipate any issues with giving us approval to use these freelancers? Would freelancers still need to submit a tax clearance certificate if they have not previously had any delinquent taxes?

Answer: Provided that translators are serving as sub-contractors to the expected contracted vendor for this procurement, the requirements pursuant to procurement will apply to them (the sub-contracted freelancer) as they do to the vendor. Freelancers, as with any other sub-contractor, are expected to be in good standing with any taxes, business licenses and clearances, and any other requirements pursuant to performing work on a procurement project, so that both the vendor and the State will be reassured that no complications or concerns will arise from any delinquency. Thus, it is expected that freelancers will need to be compliant with the above.

**Additional Questions Asked Outside of the HlePro Formal Question and Answer Process:**

Question: Has the document in question been translated into the 10 target languages previously?

Answer: While there has been previous procurements for translation of the Hawaii State Driver's Manual, the 10 languages identified for translation of the current iteration of the Hawaii State Driver's Manual for this procurement are expected to be fully completed by the successful bidder and promulgated by HDOT for public use.

Question: Will design files be provided or will they need to be created by the vendor? Which program should be used (Illustrator, InDesign, Other)?

Answer: Any appropriate design files for the document to be translated should be created by the vendor. HDOT does not have design files (beyond in the PDF and MSWord format) that can be provided. The Adobe InDesign program and file format is acceptable.

Question: Will HDOT produce the document to the vendor or will vendor need to send a cost estimate based on just information provided in RFQ?

Answer: You can find a publicly available PDF copy of the document via the hyperlink provided in the above question.

Question: Is the source version of the file indeed InDesign?

Answer: As answered above, no InDesign files are available for this document. They will need to be created by the vendor and provided to HDOT at completion of production.

Question: How many pages is the driver's manual?

Answer: Please see above hyperlink for page count.

Question: Would HDOT like a written proposal or simply a line-item quote to complete work requested in each language?

Answer: Vendor may provide responses as they see fit. Written proposals are acceptable if vendors would like to provide them.