

## **Addendum #2: Addressing Additional Vendor Questions Received**

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

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

Question #5: Hi, our company is specialized in Pacific Islands languages. Can you please tell us if and how can we go about submitting a proposal? Mahalo loa.

Answer: The best method for submitting would be via HlePro.

Question #6: Hi, our company is specialized in Pacific Islands languages and registered in French Polynesia. Can you please tell us if and how can we go about submitting a proposal? Mahalo loa.

Answer: Your best method would be to submit via HlePro.

Question #7: Can you please confirm the other companies that are bidding on this initiative?

Answer: HDOT cannot divulge information regarding the bidding process at this time.

Question #8: Can you please confirm whether the winning vendor will be provided with the English InDesign files or if they will need to create an English InDesign file to create the other languages within Design?

Answer: As per what was noted in Addendum #1, the vendor will need to create InDesign files as none are available at this time.

Question #9: Are vendors allowed to have a call with the stakeholders given the size/scope of this prior to award?

Answer: No.

Question #10: Can you please confirm why 1 year is being given to complete this task? Our company can turn this around significantly quicker than that and are wondering if a faster deliver w/o expediting fees will be positively viewed by the decision makers.

Answer: HDOT wishes to give adequate time to any vendors bidding on this project to complete translation for all ten (10) languages to the satisfaction of HDOT. If the vendor awarded this procurement is able to complete the full scope of work for this procurement in a shorter time-frame, then that is acceptable to HDOT.

Question #11: The provided manual contains some images/illustrations with non-editable text (see pages 34, 37, and 52 for examples). Does non-editable text such as this need to be translated? If so, will the translated text need to be placed seamlessly into the images and illustrations?

Answer: This depends on the content and context of the image. If the text in images reflects English language wording for road signage and the like, then it accurately reflects current driving conditions and does not necessarily need to be translated.

Question #12: Is HDOT planning to award contracts to a single vendor or multiple vendors?

Answer: HDOT requires award of the contract to be a single vendor who will meet the full scope of work for all languages requested for translation.

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

Question: Will HDOT provide ALL images, graphics, fonts (if specialized) and color schemes (branding hexadecimal color codes, etc.) and any other marketing guidelines? Without these components, it will be impossible to recreate the formatting in the existing PDF.

Answer: Unfortunately, only the PDF linked to in Addendum #1 and a separately available Microsoft Word file for the current iteration of the Hawaii State Driver's Manual is available. As noted above, no InDesign files or otherwise are available at this time.

Question: How are bidders expected to handle text in images (e.g. page 47)? Should this text remain in English, since the road signs will be in English? Will we receive translated images? Please advise, as this greatly affects the amount of graphic design/layout time required.

Answer: If the text in images reflects English language wording for road signage and the like, then it accurately reflects current driving conditions and does not necessarily need to be translated. Translated images will not be provided.

Question: Is HDOT willing to entertain an award on a per-language basis, instead of all 10 languages on a single award? As written, payment would not be delivered for any language until the final language is complete, which represents an unreasonable outlay of funds.

Answer: HDOT requires award of the contract to be a single vendor who will meet the full scope of work for all languages requested for translation.

Question: B.3 states: "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." Please clarify what is covered under this provision. Typically, errors in translation will be corrected at no charge, but stylistic changes (client preferences regarding vocabulary that does not change the meaning) incur costs that should be borne by HDOT.

Answer: In the event of informational updates to the Hawaii State Driver's Manual occur during the period of performance for this procurement, HDOT would expect that the successfully bidding vendor modify the translation to incorporate said informational changes. This would be a prime example of what would be covered under this provision, in order to ensure parity with the information contained in the English language version of the Hawaii State Driver's Manual.

Question: B.5 states: "The work product will consist of the translated document in the ten (10) languages specified above in the following formats: ... 4) Modifiable Unicode files on media designated by the HDOT." Will a Microsoft Word .doc file satisfy this requirement? If not, what format is acceptable for this requirement?

Answer: Yes, a Microsoft Word .doc/.docx file type will be acceptable.

Question: This solicitation requests translation for esoteric languages. While the ATA has a significant pool of common languages, it does not offer any certifications for these languages. We strongly recommend that the certification requirements be removed from this solicitation.

Answer: HDOT notes that at least some of the languages requested may be translated by an ATA-certified translator (such as for Simplified Chinese). For languages that do not necessarily have an ATA standard (or equivalent), it is incumbent on the vendor to have a demonstratable quality assurance process for hired translators that will satisfy HDOT expectations and be in conformance with the scope of work for this procurement. Please see Addendum #1, available via HlePro, for more clarification.

Question: It is industry standard practice for independent contractors to perform translation. Independent contractors cannot be compelled to register with the state, especially since most will not be residents of Hawaii. We strongly recommend that this registration requirement be removed from this solicitation.

Answer: The State of Hawaii wants to ensure that any and all compliance with relevant licensing, taxation, and other business regulations, requirements, and other authorities are met by the successfully bidding vendor. Thus, ensuring that the vendor's sub-contractors are in compliance will be expected by the successfully bidding vendor in order to proceed pursuant to award.