



ADMINISTRATIVE OFFICE OF THE COURTS

MARYLAND JUDICIAL CENTER
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Questions/Responses No. 1 to the Request for Proposals (RFP) K16-0085-28

Integrated Translation Management Software Law Library Website

Ladies and Gentlemen:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding on the Maryland Judiciary unless the RFP is expressly amended. Nothing in the Maryland Judiciary's response to these questions is to be construed as agreement to or acceptance by the Maryland Judiciary of any statement or interpretation on the part of the Offeror asking the question.

1. Question: Is a CAT Tool a necessary requirement for your team in addition to a software to manage your translation process?

Response: I am not familiar with the terminology "CAT Tool." However, the solution does have to present English text in segments for translation, and track subsequent changes to the English at the segment level, for retranslation; the solution does have to prompt the translator with suggested wording options from a glossary and from a translation memory, based on prior translation decisions. In terms of machine translation, the solution does have to provide or facilitate this, though it can be through some free service like Google.

2. Question: Did any vendors participating in this RFP help your team write the RFP?

Response: NO. Maryland Judiciary RFP's are written by the department that the RFP is related to.

3. Question: What format do you want us to submit our proposal in? PowerPoint, Word, Etc?

Response: The electronic format version – PowerPoint, Word, etc is up to the offeror. Please see Section 3 – Proposal Format for submission requirements.

4. Question: Is there a limit to the amount of questions we can ask during this process before the deadline?

Response: There is no limit and the Procurement Officer shall, based on the availability of time to research will communicate a timely answer.

5. Question: Is it a requirement for your team to purchase a software that also provides localization services?

Response: Please clarify this question. What do you mean by localization services? The solution needs to accomplish the goals set forth in the RFP without requiring us to buy anything other than the solution.

6. Question: How many external and volunteer translators does your team work with today and plan to work with in the future?

Response: I would estimate that over the past three years, about 40 volunteers have been involved. Future unknown, but likely 25 people in a year.

7. Question: What relationship does your agency managing your Drupal instance (Acquia) have to any of the vendors participating in this RFP?

Response: We use the services of Fantail Consulting to help us manage security updates and feature builds for the site. The site is hosted on the Acquia cloud. I don't know what relationship, if any, Fantail and Acquia have with any of the vendors who are applying for this RFP.

8. Question: Are there any integrations your team would need to purchase with localization needs in addition to Drupal?

Response: We need the solution to accomplish what the RFP asks for, on our drupal site.

9. Question: What is the evaluation/success criteria for deciding what vendor meets the most qualifications for this project?

Response: Please see Section 4.1.1 of the RFP

10. Question: Is there a second round of this process for a smaller group of vendors or this the last phase?

Response: The next step is the submission of bids due on May 20, 2016 at 2:00pm EST.

11. Question: Can this work be done offsite?

Response: Yes

12. Question: Once the deployment is completed within the first 90 days, what would you envision as continued and further responsibilities of the vendor? To

include Maintenance, application enhancement, training, user support, helpdesk support and anything else? Can you please elaborate, which will help us in pricing our proposal.

Response: We would benefit from a brief training on how to use the solution, as well as reasonable phone support to work through any problems we encounter. We anticipate that the vendor would keep the solution secure and would provide and assist in implementing any Drupal patches or module upkeep.

13. Question: What is the level of effort do you foresee?

Response: Unknown. Enough to meet the requirements of the RFP

14. Question: Can much of this post deployment support be done offsite or do you expect any or some onsite support?

Response: Any support after initial handoff and brief training can be managed from offsite.

15. Question: In terms of Unlimited Languages. Can vendor submit a quote based on a number of base languages (say 5) for the initial term of the contract with an optional cost for additional languages that may be needed over the term of said contract? If so, please specify the languages in which the base contract should be quoted on.

Response: Per RFP, should work with any language supported by Drupal 7. Theoretically, we are most interested in any language for which at least .5 % of Maryland's non-English-proficient population speaks. However, for testing purposes, the solution needs to demonstrably work with Spanish, Korean, French, Chinese Traditional, Chinese Simplified, Russian, Vietnamese, Haitian Creole, Arabic. We are not open to being charged more for other languages, because I believe the technology should be more or less language agnostic. However, in the event that any language beyond those expressly listed above needs to be used, we will accommodate any reasonable delay to make it work.

16. Question: Outside of training for the TA and to assist in training materials for the Volunteers, is there any additional training desired by PLL?

Response: No.

17. Question: For the electronic copies of Technical and Financial proposals is that expected to be in a CD or a thumb drive?

Response: Either is fine

18. Question: Is all content in scope living within Drupal?

Response: Yes, it is all in Drupal now, (or will be when the time to translate it comes.)

19. Question: How many translators will be leveraged?

Response: Unknown. I would estimate that over the past three years, about 40 volunteers have been involved.

20. Question: What is the current process for coordinating translations?

Response: We select content to translate based on the popularity of the content in English, or the perceived importance of the content to non-English-speaking populations. We copy/paste the text of a selected article into a Word document, and email it to a volunteer or paid translator. We get the translated text back by email, in a Word document. If it was a volunteer who translated the document, we may submit it to another volunteer to review the translation in Word, and make edits in track changes. Upon getting the translated text back by email, in a Word document, we copy and paste it into Drupal.

For retranslation or updating of already translated content, we either just retranslate the entire document or a portion of it, based on the revision history of the English and translated versions, as reported by Drupal.

Issued by: Lisa Lee
Procurement Officer
May 12, 2016