

RFP 2022-13 – Translations, Readability & Focus Testing Questions and Answers

No.	Bidder Questions:	Covered CA - Response:
1	Can a company based in Europe participate? If so, apart from the W8-BEN-E module, what are the other modules Covered California requires?	<p>Yes. Per RFP Section 1.11.2 Business in Good Standing - Proposers are required to provide documentation that they are in good standing to do business in California and have a California location.</p> <p>The W-8BEN-E is an Internal Revenue Service (IRS) mandated form to collect correct Nonresident Alien (NRA) taxpayer information for entities for reporting purposes and to document their status for tax reporting purpose. Since we have not had a vendor outside of California any additional forms will need to be confirmed by Program Policy and Office of Legal Affairs.</p>
2	What do you exactly mean by “Focus-Testing”? Linguistic Validation + Cognitive Debriefing? If so, can interviews be conducted over the phone or should they be in person?	Focus testing on a specific topic and/or type of written notice for consumer consumption. We will accept phone interviews with the participants who are also able to video chat or in person interviews.
3	<p>Document RFP, Section 2.1 Project Team Minimum Qualifications, last point “Provide written and spoken translation and reverse translation services as requested, including but not limited to the following languages”.</p> <p>We only provide services for written translations only. Can we still participate?</p>	Yes, all proposers can participate; however, if they do not meet one or more minimum requirements their proposal may be rejected per RFP Section 1.11 Rejection of Proposals
4	Can the required <i>Resumes</i> be blinded for names and surnames?	Yes. RFP states that proposers must provide resumes that details relevant experience. Proposers should only include the individual work experiences that are most relevant to this RFP, and held by each proposed project team member
5	Is there an incumbent which agreement is about to expire? Who is the current provider(s) for language services?	MAXIMUS Inc.
6	Who is the current provider(s) for language services?	See question #5 above.
7	What is the current per word rate being paid by Covered California?	A single-spaced Microsoft Word page will have approximately 550 words.

		Exhibit B, Attachment 1 Cost Worksheet provides the breakdown in cost per page
8	Are there any additional fees such as rush fees or Translation Management Software (TMS) costs?	Any additional cost for current required software can be billed to Covered CA.
9	Are there any quality or workflow issues with the current vendor?	We are unable to provide Contractor performance information.
10	Regarding Exhibit A, Scope, #1-5 – Would it be acceptable for bidders to respond to just the translation services portions of this SOW (#1 and 2?)	No
11	What is the anticipated/historic volume by Task #?	This volume fluctuates throughout the year.
12	What is your historical spend for written translation?	250,000 on average per year
13	What is the current rate?	See question #7.
14	Will you allow any of this work to be performed offshore?	Not at this time.
15	Could you share the job titles and/or departments of the personnel who will be reviewing submissions for this RFP?	Eligibility & Enrollment Communications Unit and Marketing Division.
16	Regarding Exhibit B, Attachment 1 Cost Worksheet – Standard industry practice is to charge by the word and by language for written translation services. Would it be acceptable to either edit the worksheet to fit these parameters or attach our own rate sheet?	Please attach your own.
17	Regarding Section 2.1, Project Team Minimum Qualifications, "...the Bidder may certify on company letterhead. The certification shall include the following:" Please confirm that the following two points are what need to be on the certification: "a. The translator possesses two (2) years of continuous professional translation experience. b. Information which specifies how the translator's language fluency was verified/tested."	Correct.

18	Regarding Section 4.3.6, Cost Proposal – In order to state an estimated total dollar amount of our cost proposal, we would need the estimated volume in annual number of words translated, as well as the estimated language mix (% usage for each of the main languages listed in the RFP). Could Covered California please provide this information, or, if unable to do so, provide other suitable estimates to allow us to provide a total dollar estimate?	A single-spaced Microsoft Word page will have approximately 550 words. Exhibit B, Attachment 1 Cost Worksheet provides the breakdown in cost per page Reference Exhibit A – Scope of work D. 1.
19	Do you have samples of documents which needed to be translated?	Samples are not available at this time.
20	What additional details are you willing to provide, if any, beyond what is related in bid documents concerning how you will identify the winning bid?	Please see scoring section of RFP 2. A. and the model contracts.
21	Who is the incumbent and what are their rates?	See Question #5.
22	What is the estimated volume in word and/ or page for this solicitation?	Please reference Exhibit B – cost worksheet
23	Are you planning on awarding a single vendor or multiple vendors?	Single
24	How often are requests sent after normal business hours (8am-5pm Monday-Friday)	Not often unless we need something expedited.
25	Please provide a list of file types/formats required for written translation services?	PDF, XDP and Microsoft Word
26	What kind of turnaround times do you anticipate requesting during this contract?	Please reference Exhibit B - cost worksheet
27	What are the biggest challenges for fulfilling services under this contract, and what are the challenges that you anticipate?	Quality of translations
28	How many bidders do you anticipate will submit a proposal for this solicitation?	Unknown
29	What is the volume of requests do you anticipate sending on a monthly basis?	This volume fluctuates throughout the year.
30	Have you had any difficulties with the current incumbent?	See Question #9.
31	Is there a budget allocated to this contract? If so, how much?	Yes. Please reference the RFP contract amount 1.5.
32	Do you need any proof of certification for our translators at the time of submission?	No. Not at the time of submission of the RFP.
33	Do you currently have any languages on staff or have in-house translators? If so, for what purpose?	Yes. We have in-house Spanish translators. We can use our internal Spanish translators for validation of translations and to assist in small projects that require a quicker turn-around.
34	Will you notify all participants of the results or only the awardee?	All bidders will receive notification of Notice of Intent to award (NOIA) and it will be posted to the Solicitation website.

35	Will you require Desktop Publishing services for any translation? If so, what percentage per month?	Yes – however, we do not know what percentage.
36	Do you require translators to be certified?	Yes.
37	Are we able to use TACPA preference?	Yes.
38	Will any verbal interpretation be needed for this contract?	No.
39	Will you give a preference to Small Businesses?	Please reference RFP 1. Summary and Recommendation section C.
40	RFP Section 1.5 Page 5 Contract Amount The language in this section states proposal submissions shall not exceed \$3,000,000.00 in total proposal costs. However, the expected approval funding listed is approximately \$400,000.00 per year, which equates to less than the not-to-exceed \$3,000,000 listed for the base 3-year contract term. Can you please clarify the not-to-exceed value for the total proposed costs and the not-to-exceed value per year?	We can adjust based on usage per year to ensure we do not exceed the total for 3 term year contract.
41	RFP Section 1.9 Page 7 Format of Proposals Proposals must be submitted electronically via email to HBEXSolicitation@covered.ca.gov Does the State have a file size limit or other restrictions for email attachments? If so, please provide the necessary details	The maximum file size limit is 40MBs.
42	RFP Section 1.9.2.b.1 Page 7 Use a Times New Roman, Arial, or Calibri font of at least 12-point size throughout unless a form is required by Covered California that contains a smaller font. The RFP requires Bidders to respond using 12-point font. May Bidders use a smaller, still readable font for each of the following: a) headers and footers b) requirement text c) exhibits/figures/graphics d) tables	Yes, as long as its readable.
43	RFP Section 1.9.2.b.2 Page 7 Sequentially number the pages in each section and clearly identify each section in the order requested. Can Bidders exclude each of the following from the sequential numbering requirement: a) signed forms b) attachments c) tables of contents	All signed forms and attachments are required and can be submitted separately or in the main proposal. It is preferred that each response section be sequentially numbered as per the page limit for that section, such as, page 1 for, say 'Understanding and Approach' section response, start at page 1 again for, say 'Corporate Qualifications Summary' section response, etc.
44	RFP Section 1.9.2.b.2 Page 7 Sequentially number the pages in each section and clearly identify each section in the order requested.	We will accept forms that are required to be submitted with pre-existing page numbers. Please reference model contracts provided.

	<p>The forms and certifications required to be submitted are pre-existing documents with their own pre-existing page numbers. Will the State remove the requirement for sequential page numbering for Bidders' responses to the Administrative Requirements?</p>	
45	<p>RFP Sections 4 & 4.1 Page 12 & 19 Terms of Protest & Proprietary Information and Confidential Status of Responses</p> <p>Section 4.1 states that any documentation submitted which has been marked "Proprietary" or "Trade Secrets" may be rejected. However, section 4 states that in the event of a protest, Covered California may approve to provide limited access to certain non-public information regarding the RFP and Covered California's consideration of submissions in response to the RFP, which will have trade secret, proprietary and confidential information redacted. Should the bidder submit a redacted copy of the proposal along with a clean copy of the proposal?</p>	<p>Please submit one proposal only to include all requirements noted in the RFP.</p>
46	<p>RFP Section 4.3.2 Page 21 Proposers must provide a Work Plan that outlines their understanding of the SOW and describes the tasks they intend to perform in chronological order.</p> <p>Is the Work Plan part of the 4-page limit for the Understanding and Approach section? Or is the Work Plan to be attached as a separate document?</p>	<p>The work plan is a 4 page limit that should be as part of the 4.3.1 page 21 understanding and approach section.</p>
47	<p>RFP Section 4.3.3.1 Page 22 Resumes</p> <p>Proposers must provide a resume of the relevant experience held by each proposed project team member.</p> <p>Please confirm that resumes are to be submitted as part of the Model Contract redlines by adding them to Exhibit C – Attachment 1: Resumes.</p>	<p>Correct.</p>
48	<p>RFP Attachment 4 SEI Page 1 Attachment 4: Statement of Economic Interest Certification Would Covered CA please provide its Form 700 policy?</p>	<p>Upon award of the contract, CCA will provide form 700 policy information if contractors are deemed to be code filers.</p>
49	<p>Model Contract Exhibit C – Attachment 1: Cost Worksheet Page 1 Cost Worksheet</p> <p>Please confirm that a completed Cost Worksheet is to be submitted as part of the Model Contract redlines by adding our cost components to Exhibit B, Attachment 1 – Cost Worksheet.</p>	<p>Correct.</p>

50	<p>Model Contract Exhibit C – Attachment 1 Cost Worksheet Page 1 Cost Worksheet</p> <p>Would Covered CA provide a column of expected volumes for each Deliverable listed in the Cost Workbook so that Bidders may accurately calculate a Total Contract Amount?</p>	No.
51	<p>Model Contract Exhibit C – Attachment 1: Cost Worksheet Page 1 Cost Worksheet</p> <p>What is the standard for the number of business days for Normal requests be completed, and the standard for the number of business days for Expedited requests to be completed?</p>	Currently 3 business days for expedited and 7 business days for standard. Please provide your own company policy for timeframes.
52	<p>Model Contract Exhibit C – Attachment 1: Cost Worksheet Page 1 Cost Worksheet</p> <p>In the Cost Worksheet's "Total Cost" column, there appears to be a non-monetary value requested in the "Normal Request" line and the "Expedited Request" line. Please clarify what values Bidders are expected to enter in the "Total Cost" column for these two rows.</p>	Estimates are based on pricing for Expedited vs Standard
53	<p>Model Contract Exhibit D - Privacy Addendum 7.12.22.E Page 7 E. General Safeguards and Security Controls f. PII is securely destroyed or disposed of in an appropriate and reasonable manner and in accordance with retention schedules.</p> <p>Please provide the retention schedules referenced in this requirement. Please confirm that any reference to data retention within the proposal is in alignment with the retention schedule referenced here.</p>	Covered California and its contractors are required to maintain the records specified in 45 C.F.R. § 155.1210, including in part records related to eligibility verification and determinations, enrollment transactions, and consumer outreach, for a period of 10 years or until the U.S. Department of Health and Human Services no longer needs them for auditing and evaluation purposes. Exhibit D, Section E requires Contractor to establish and implement safeguards that ensure compliance with this federal requirement.