

CITY OF TUCKER

ACKNOWLEDGE RECEIPT OF ADDENDUM #1

RFP 2025-003

MULTILINGUAL TRANSLATION FOR OUTREACH SERVICES

Please include this completed page in the submittal.

I hereby acknowledge receipt of the supplement pertaining to the above referenced bid.

COMPANY NAME: _____

CONTACT PERSON: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ FAX: _____

EMAIL ADDRESS: _____

SIGNATURE

DATE

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	QUESTION	ANSWER
1	What is the estimated value/budget of the contract?	Budget figures are not disclosed during the procurement process.
2	What is the Period of Performance?	Completion date from Notice to Proceed is 180 days, see page 2 of the bid manual.
3	Could you please share past usage statistics broken down by service and language?	The city does not have this information. This is a new initiative of the Community Development Department.
4	What is the name of the incumbent(s) and their contract number(s)?	There is no incumbent. This is a new initiative of the Community Development Department.
5	Did the incumbent(s) cover every single assignment successfully?	There is no incumbent. This is a new initiative of the Community Development Department.
6	What challenges have you faced with a similar scope of work from vendors you worked with?	There is no incumbent. This is a new initiative of the Community Development Department.
7	Could you please provide the incumbent rates for each of the services requested in this solicitation?	There is no incumbent. This is a new initiative of the Community Development Department.
8	If there is no incumbent, please describe how you are obtaining these services up to now and what you are paying for the service.	The City of Tucker Community Development Department has not provided this service up to now.
9	Do you have in-house linguists who handle part of the work?	The City of Tucker has some bilingual staff members, but no in-house linguists.
10	In what formats are the documents to be translated? Are there InDesign files?	The city will provide native files for all requested translations, which will be Microsoft Word or Adobe InDesign.
11	What is the average number of words in a document needing translation?	The documents that need translation vary in word quantity but are all one page. These documents are still being drafted.
12	What mathematical calculation will be used to evaluate pricing?	The scoring criteria used to evaluate proposals, including pricing, is on page 8 of the bid manual.
13	Is there a rate sheet template we could use?	No.
14	Are other languages needed apart from the ones mentioned in the solicitation?	No. Not currently. Please see page 5 of the bid manual for optional add-on deliverables.

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15	Are electronic, scanned, or rubber stamp signatures acceptable?	Yes. As long as the sender of the email is the same individual as the electronic signee.
16	Is electronic/digital notarization valid?	Yes.
17	Please clarify whether additional services will be performed on-site or remotely.	The preference would be on-site for the add-on deliverables for the public meetings.
18	RE: page 12, the PROPOSED SUBCONSULTANT FORM. Our translators are independent contractors, per industry standard. We do not disclose any of their personal information. Will we be eligible to bid without completing this form?	In this business model, the translators are not considered Sub Consultants.
19	RE: page 5, <i>Provide an add-on cost proposal to hold up to three public meetings where the information above will be presented in each respective language. Meetings could be held during business hours or after hours.</i> Can you provide more detail regarding what is expected from the vendor in these meetings? We are able to offer spoken interpretation, either on-site or over video or phone. The linguist would interpret the presenter's spoken English words into the target language.	The presenter would be expected to provide active translation of city staff's English presentation, and assist in responding to questions, which may include interpretation either consecutively or simultaneously. The presentation topics would include some of the flyers that are created as part of this process. Each public meeting would be approximately 60-90 minutes.
20	Can you share an anticipated budget for translation and/or interpretation work for 2025?	Budget figures are not disclosed during the procurement process.
21	Do you need simultaneous online or onsite interpretation services (and equipment) for the three public meetings where the information will be presented?	The presenter would be expected to provide active translation of city staff's English presentation, and assist in responding to questions, which may include interpretation either consecutively or simultaneously. The presentation topics would include some of the flyers that are created as part of this process. Each public meeting would be approximately 60-90 minutes.

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		<p>The preference would be on-site for the add-on deliverables for the public meetings.</p> <p>The city has the technology needed for these public meetings, including microphones and display screens. Any specialized equipment should be provided by the vendor.</p>
22	<p>Our cost structure is based on price per word in English. Considering this, do you have the number of words that will be translated (total or per document)?</p>	<p>The documents that need translation vary in word quantity but are all one page. Some of the flyers are currently available on the city’s website and some are under review.</p>
23	<p>Our cost structure for editing is based on price per hour. Considering this, do you have the number of pages that need editing?</p>	<p>Assuming this question is regarding the optional add-on for an editing fee per document for editing services up to three years from the date of notice to proceed, as noted on page 5 of the bid manual. It is not known how many flyers will need editing. The documents that may need editing vary in word quantity but are all one page.</p>
24	<p>If there is no information regarding the number of pages or word count, can we provide the unit cost per service?</p>	<p>The city is seeking a cost proposal for the deliverables as noted on page 5 of the bid manual. Some of the flyers are currently available on the city’s website and some are under review. The documents that need translation vary in word quantity but are all one page. These documents are still being drafted.</p>
25	<p>Cantonese is the spoken language. So, would you let us know if you need translation for Traditional or Simplified Chinese or both?</p>	<p>The city is seeking guidance from the vendor in providing the best solution for the community.</p>
26	<p>In page 5 of 9, under the section titled “Deliverables”, it is stated: “Up to twenty (20) one-page flyers or documents in universally acceptable digital formats, including but not limited to Microsoft Word and PDF”. Is this the extend of the volume to be expected on a yearly basis? What is your typical annual translation budget per year?</p>	<p>The city is seeking proposals for a one-time translation service and is seeking proposals for add-ons for additional services if needed. See page 5 of the bid manual.</p> <p>Budget figures are not disclosed during the procurement process.</p>

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27	Under the section titled “Add on Deliverables”, it is stated: “Provide an add-on cost proposal to hold up to three public meetings where the information above will be presented in each respective language. Meetings could be held during business hours or after hours.” Does that mean that you will be needing interpretation services?	The presenter would be expected to provide active translation of city staff’s English presentation, and assist in responding to questions, which may include interpretation either consecutively or simultaneously. The presentation topics would include some of the flyers that are created as part of this process. Each public meeting would be approximately 60-90 minutes.
28	RFP has a following paragraph, “Provide an add-on cost proposal to hold up to three public meetings where the information above will be presented in each respective language. Meetings could be held during business hours or after hours.” Does it mean you will need interpretation services besides document translation?	The presenter would be expected to provide active translation of city staff’s English presentation, and assist in responding to questions, which may include interpretation either consecutively or simultaneously. The presentation topics would include some of the flyers that are created as part of this process. Each public meeting would be approximately 60-90 minutes.
29	RFP mentioned Chinese (Cantonese) which is a spoken form of the language, will you confirm whether you need Traditional Chinese or Simplified Chinese for document translation?	The city is seeking guidance from the vendor in providing the best solution for the community.
30	Will this be single or multi award?	The City will consider awarding multiple contracts depending on the submittals. Vendors can submit proposals for one, two, or three of the languages in the RFP.
31	Is there incumbent for this contract? If so, what rates are they offering their services at?	There is no incumbent. This is a new initiative of the Community Development Department.
32	If there is no incumbent, how city was handling language services before?	This is a new initiative of the Community Development Department.
33	Does the city have an annual spend or an estimated budget for these services?	Budget figures are not disclosed during the procurement process.
34	Is proposal maximum length ten or twenty pages?	Twenty (20) Pages

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35	Can we ask for a debriefing in case we are not awarded?	Yes.
36	Is this a new contract or an existing requirement? Who is the incumbent, and what are its rates if it exists? Also, did you have any challenges or issues (pain points) with said incumbent?	There is no incumbent. This is a new initiative of the Community Development Department.
37	What is your expected budget for this contract?	Budget figures are not disclosed during the procurement process.
38	What is your total Award Ceiling for this contract?	Budget figures are not disclosed during the procurement process.
39	In the Scope of Work of the RFP, you indicate that the contractor must produce the following deliverables: “Up to twenty (20) one-page flyers or documents in universally acceptable digital formats, including but not limited to Microsoft Word and PDF”. Please clarify: Do you mean that the total amount of deliverables consists of 20 one-page translations (i.e., approximately 10,000 words per average industry standard word count per page)? Or do you mean the total translation volume consists of 20 translations made up of a mix of longer documents and one-page flyers (i.e., potentially much more than 10,000 words, depending on the length of some of these texts)?	The documents that need translation vary in word quantity but are all one page. Some of the flyers are currently available on the city’s website and some are under review.
40	Suppose we bid to translate all three languages outlined in the Scope of Work of the RFP. Would we also be expected to provide interpretation services for all three languages during the public meetings described in the “Add on Deliverables” section of the RFP?	<p>The public meetings is an optional add-on service, but not required as part of bidding on the twenty (20) one page flyer translations.</p> <p>If a vendor chooses to offer the add-on service for the public meetings, the presenter would be expected to active translation of city staff’s English presentation, and assist in responding to questions, which may include interpretation either consecutively or simultaneously.</p>

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41	<p>Please clarify whether or not the add-on cost for public meetings under “Add on Deliverables” in the Scope of Work of the RFP refers to on-site interpretation for said meetings. If so, do these interpretation events include specialized interpretation equipment? Also, would travel, mileage, parking, and/or transportation be covered for said events if on-site interpretation was involved?</p>	<p>The presenter would be expected to provide active translation of city staff’s English presentation, and assist in responding to questions, which may include interpretation either consecutively or simultaneously. The presentation topics would include some of the flyers that are created as part of this process. Each public meeting would be approximately 60-90 minutes.</p> <p>The preference would be on-site for the add-on deliverables for the public meetings.</p> <p>The city has the technology needed for these public meetings, including microphones and display screens. Any specialized equipment should be provided by the vendor.</p> <p>Travel expenses will not be covered in the contract and should be part of the cost proposal for the meeting rate.</p>
42	<p>Are there any incumbent(s) providing the requested services? If so, please advise on the name(s) of the incumbent(s) and the historical rates for any and all services provided.</p>	<p>There is no incumbent. This is a new initiative of the Community Development Department.</p>
43	<p>According to Exhibit A – Scope of Work on page 4 of the solicitation, the required languages are Spanish, Vietnamese and Chinese – Cantonese. Cantonese, however, is a spoken language and not a written language. Would the City please clarify if the City is requesting Traditional Chinese, Simplified Chinese or both? Additionally, is there a need for translation into languages besides these three?</p>	<p>The city is seeking guidance from the vendor in providing the best solution for the community. At this time, there is no need for additional languages, but this could change in the future.</p>
44	<p>This question concerns the project objectives on the Scope of Work, on page 4 of the solicitation. Therein the City indicates that the awarded vendor would be required to</p>	<p>The city will provide native files for all requested translations, which will be Microsoft Word or Adobe InDesign. The city will expect the documents to be delivered in the same format, either Microsoft Word or Adobe InDesign. The</p>

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	translate social media and webpages. Could the City please clarify as to what the file format these source documents would be provided to the awarded vendor and what the City would like as a final deliverable?	vendor will not have access to the City of Tucker website or social media. The city will handle uploading all translated documents to the website or social media accounts.
45	This question concerns the meetings section of the Scope of Work on page 4 of the solicitation. Therein the City indicates that in-person meetings are preferred, but that virtual meetings are an option. Could the City please confirm that virtual meetings will be conducted for out-of-state vendors?	The preference would be on-site for the add-on deliverables for the public meetings.
46	This question concerns the Deliverables section of the Scope of Work on page 5 of the solicitation. Therein the City indicates that that the documents would be provided to the awarded vendor in MS Word and PDF format. Could the City please confirm that PDF files for translation would also be provided to the awarded vendor in their native format (e.g. MS Word or Adobe InDesign)?	The city will provide native files for all requested translations, which will be Microsoft Word or Adobe InDesign.
47	This question concerns the Deliverables section of the Scope of Work. Therein the City lists a series of documents that would be required as final deliverables. Will there be an additional need to translate documents besides those ones listed?	The deliverables include up to twenty (20) one-page flyers or documents, as noted on page 5 of the bid manual. At this time there are no additional documents.
48	This question concerns the Add on Deliverables section on page 5 of the solicitation. Could the City please confirm that these are optional services that will not have an effect on a prospective vendor's proposal evaluation?	Correct. The add-on deliverables are optional.

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	QUESTION	ANSWER
49	Is there an incumbent currently providing these services? If so, can you share the rates?	There is no incumbent. This is a new initiative of the Community Development Department.
50	What challenges have you faced with similar scope of work from vendors you worked with?	There is no incumbent. This is a new initiative of the Community Development Department.
51	Is there a budget allocated to this contract? If yes, how much?	Budget figures are not disclosed during the procurement process.
52	What are the expected timelines for the completion of the translation services?	Completion date from Notice to Proceed is 180 days, see page 2 of the bid manual.
53	Which languages are considered primary for this project, and are there any additional languages that might be required in the future?	The primary languages requested in the bid manual are Spanish, Vietnamese, and Chinese, as noted on page 5 of the bid manual. Additional languages may or may not be needed in the future. Vendors may consider offering an add-on cost proposal for additional languages as needed. This add-on proposal can be generic or list specific languages that are commonly used in the metro Atlanta area.
54	Will this be a single or multi-vendor awarded contract?	As stated on page 3 of the bid manual, the city may award multiple contracts depending on the nature of the proposals received.
55	Can the city provide what they spent last year in total on written translation services?	This is a new initiative of the Community Development Department.
56	Please clarify what spoken language of Chinese you'd like translated	The city is seeking guidance from the vendor in providing the best solution for the community.
57	Is the MBE certification required?	As stated in section 3.5 of the bid manual, there is no minimum DBE for this project.
58	What information are you looking for in the proposal part ? There are not specifics provided.	Please refer to section 2 on pages 7-8 of the bid manual.
59	Do you have an incumbent for these services? If so, could you tell who it is and what their rates are?	There is no incumbent. This is a new initiative of the Community Development Department.
60	Is there a budget set aside for this contract? If yes, can you share it with us?	Budget figures are not disclosed during the procurement process.

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61	Can you provide us with any historical data? For example, what languages were used the most? Or how many in person requests versus virtual can we expect?	This is a new initiative to provide written translated documents. There is an option to provide an add-on cost for three public meetings where the written information will be provided in each respective language.
62	For ASL services, if we are not able to provide in person, would you accept virtual?	ASL services are not requested at this time.
63	How many vendors will you award under this contract?	As stated on page 3 of the bid manual, the City may award multiple contracts depending on the nature of the proposals received.
64	For the translation requests, can you tell us what formats you would submit?	The city will provide native files for all requested translations, which will be Microsoft Word or Adobe InDesign.
65	Will you require DTP work? And will the translation need to be ADA accessible? If so, are we able to charge separately?	To comply with state accessibility standards for the city's website, including WCAG 2.1, the documents must meet Level AA compliance. Vendors may use a separate line item for the charge, but it should be included in the bid.
66	I do not see a rate sheet provided, are we to provide our own?	Yes. The vendor should provide their own rate sheet that corresponds with the deliverables on page 5 of the bid manual.
67	Does the Non-Collusion form need to be notarized?	Yes.
68	Are we required to submit the Security and Immigration Compliance affidavit?	Yes. It must be notarized and complete with the Federal Work Authorization User ID Number that will be verified.
69	Do you accept out of state vendors? If yes, what are the requirements at the time of submission ?	Yes. The submittal requirements are no different. If a contract is awarded to an out-of-state vendor, terms of the contract will include (but not limited to) agreement to uphold State of Georgia laws, regulations and conduct any necessary legal proceedings in Dekalb County, Georgia.
70	Are out-of-state vendors able to participate? Is there a local preference clause for businesses in Georgia State?	Yes. There is no local preference clause.
71	Are there any certification requirements?	No.

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72	Are there any Small Business or Minority Business Enterprise preference clauses? If yes, does the SBE or MBE have to hold a certification from the State?	As stated in section 3.5 of the bid manual, there is no minimum DBE for this project.
73	Is there an incumbent for this contract? If there is, can you tell us who the incumbent is? Can you share the rates you are currently being charged?	There is no incumbent. This is a new initiative of the Community Development Department.
74	What is the estimated volume in minutes, hours, words, and/or pages for this solicitation? Could you provide historical information of services utilization per language?	This is a new initiative and there is no historical information. The vendor should provide their own rate sheet or pricing model that corresponds with the deliverables on page 5 of the bid manual. Some of the flyers are currently available on the city's website and some are under review.
75	What percentage of the contract is for Spanish translation?	The contract includes three languages. The deliverables are the same for each language.
76	Can you provide the breakdown for spend per service (e.g. Written Translation, On site interpreting, remote interpreting, etc.)	The deliverables include up to twenty (20) one-page flyers or documents, as noted on page 5 of the bid manual. On site interpretation or remote interpretation is an optional add-on service for which the vendor may provide a cost proposal.
77	Could you expand on the public meetings add-on? Does it refer to the presentation of translated material? Is it a mandatory service?	The public meetings are an add-on service and are not a mandatory service. The information provided in the written documents will be presented in each respective language.
78	Regarding the Project Personnel evaluation criteria, could an American Translators Association (ATA) certification and a description of our vetting process replace the "Certified Court Translator" certification?	Yes.
79	Page 2 Could you provide few samples which are considered complex among various 'community outreach documents'.	Yes, sample documents are available.

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80	Will there be an opportunity for us to present (in-person or virtual) our solution and proposal?	No presentation is included in the bid timeframe.
81	Is possible for vendor representatives to be present physically during the proposal opening on March 13? Would there be a virtual meeting option to join the 'public opening' for vendor representatives who cannot join in-person?	The proposal opening is a public opening and anyone can attend. There is no virtual offering. RFP openings are not evaluated or validated in any way at the public opening. The proposal are registered as submittals with the date and time received documented. This submittal list will be published on the city website no later than 1 (one) hour after opening. The proposals will be evaluated and documents verified the week after the opening.
82	Page 3 'The City reserves the right to negotiate pricing' What will be the mode and basis of negotiation?	The city may choose to approach proposers with alternate pricing alternatives. The communication will originate from the Procurement department and/or the City Attorney.
83	How many contractors does the city intend to award for this work? Previously, for similar kind of work, what was the maximum number of contractors city awarded?	The number of contracts awarded depends on the proposals received. This is a new initiative of the Community Development Department, so there is no history of contract awards for this work.
84	Page 4: The vendor shall provide Written Translation Services What will be the frequency of input of the source documents?	The City of Tucker intends to provide all documents at the same time upon issuance of the Notice to Proceed. The vendor should anticipate up to two requests for revisions during the contract period.
85	Page 4: The vendor shall provide Written Translation Services Can vendor use advanced technologies in-house to ensure quick turn-around and lower costs while maintaining quality of the output?	Yes, but the city expects the vendor to have individuals on staff that are capable of proofing and editing the output.
86	Page 4: Translated documents should maintain the formatting of the original English document Does this mean that the vendor is also responsible for ensuring the format of the 'target language' documents. Can you share few examples of expectations? Also, few	The formatting is to include the same branding and page organization, while translating the content of the document into the respective language. This will require minimal Desktop Publishing, primarily for the header and footer, and any table embedded in the document. City staff will aid the vendor with the city seal and details as the work progresses. The English font

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	<p>examples of how vendors faulted previously? I'm trying to estimate the amount of effort it takes to format documents.</p>	<p>used is Calibri, which may work for the Spanish translations. For the Vietnamese and Chinese translations, a simple font is preferred. This is a new initiative of the Community Development Department, so there is no past history of work.</p>
87	<p>Page 4: If the original English document includes the proper name of a department or program, include a bilingual translation in the translated document in addition to the original English proper name. Can City provide with the list of such proper names or programs? We'll create a glossary and automate the system to capture required target outputs to ensure minimal errors.</p>	<p>Yes, the City of Tucker will provide the proper names. The City of Tucker website and City Code and Ordinances are additional resources per page 5 of the bid manual.</p>
88	<p>Page 4: Proposers may submit bids to translate documents into one, two or all three of the identified languages. Does City have any preference to award the contract to vendors bidding either full or partial scope due to various other factors like risk diversification vs single vendor consolidation etc.</p>	<p>As stated on page 3 of the bid manual, the city may award multiple contracts depending on the nature of the proposals received.</p>
89	<p>Page 4: The selected vendor will be expected to meet with city staff throughout the course of the project to ensure that the purpose and objectives are met. What is the general frequency & duration of such meetings? Share indicative agenda for such meetings? (helps us to plan right staff and effort) What is preferred mode for such meetings? (In-person/ virtual)</p>	<p>Meetings can be virtual or in person. In addition to an initial "kick-off" meeting, additional meetings may be needed to ensure the purpose and objectives are met. The agenda of each meeting will be based on progress and any questions or adjustments needed. Meetings shouldn't last more than sixty minutes.</p>
90	<p>Page 4: Vendors should anticipate at least one draft round of review with city staff.</p>	<p>The review is for the work submitted. The anticipated review time for the city is 30 days.</p>

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	I'm assuming this 'review' is for the work submitted. Please confirm. Also suggest what is the general ETA for such review meetings from the date of submission? And expected ETA/turn-around times post this first review?	
91	Vendors should anticipate at least one draft round of review with city staff. Should we have the translators take part in the meeting in person, or Centific can present instead?	Attendance by the translator is not required and is at the vendor's discretion.
92	Is there any preferred flavor for Spanish, such as Spanish (Spain), Spanish (Mexico), Spanish (US), etc.?	The City of Tucker encounters a wide variety of Spanish speakers, but most are from Latin America.
93	P1 It mentioned that the content to translate includes text, documents, and other media (e.g. webpages, social media) published by the City of Tucker. Which content type accounts for the largest share?	Written documents account for the largest share of content. The written documents will be posted on the city's website and shared on social media by city staff.
94	Provide an add-on cost proposal to hold up to three public meetings where the information above will be presented in each respective language. Meetings could be held during business hours or after hours. What would be the service for meeting? Consecutive interpretation or simultaneous interpretation? How long will be meeting last? If interpretation equipment needs to be provided included but not limited to headphones and speakers.	The presenter would be expected to provide active translation of city staff's English presentation, and assist in responding to questions, which may include interpretation either consecutively or simultaneously. The presentation topics would include some of the flyers that are created as part of this process. Each public meeting would be approximately 60-90 minutes. The preference would be on-site for the add-on deliverables for the public meetings. The city has the technology needed for these public meetings, including microphones and display screens. Any specialized equipment should be provided by the vendor.
95	Provide an add-on cost proposal for additional languages as needed.	As referenced on page 5 of the bid manual, each of the respective languages (three) will be

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	Can you please provide the additional language list in need?	presented. Vendors have the option of offering 1, 2, or 3 languages.
96	What will be the frequency of an assignment?	This is a one-time contract with the option for add-on services. This is a new initiative, so there is no historical data available.
97	Will each docs need all languages, or the needed languages may vary?	Each document will be needed for each of the languages.
98	How long would the vendors have to kick-start the project after the proposals is awarded?	Completion date from Notice to Proceed is 180 days, see page 2 of RFP.
99	(page 4) Are there supportive materials, such as tenets, writing tips, marketing guidelines etc.?	The city will provide the format, see sample documents.
100	(page 4) For the bilingual translation, could you confirm the preferred format to be used , such as "Translation (Source English)" or "Source English (Translation)"?	Assuming this question is meant for the proper names section on page four, either format is acceptable.
101	The vendor will provide translations that accurately reflect cultural nuances of the source document, considering not only words, but original meanings and concepts as well. The vendor will provide translations with correct spelling, grammar, and language structure. Is there a document listing requirement for quality, on top of the quoted here in the RFP doc?	No. Quality requirements are included on page 4 of the bid manual.
102	What will be the file format to translate, such as Word, Txt, PDF, mp4, etc.?	The city will provide native files for all requested translations, which will be Microsoft Word or Adobe InDesign.
103	What is the assignment process from the staff to Contractor, such as via FTP, via email, or other approaches, and how should we deliver back to you?	Email is the preferred method of assignment and delivery, but Dropbox or OneDrive are also acceptable.

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104	Can we assume all documents to be translated are digitalized and manual transcription is not needed after receiving the documents from the staff?	The city will provide native files for all requested translations, which will be Microsoft Word or Adobe InDesign.
105	Has the translation previously been done with any Computer Aided Tools or Translation Management Systems? And if there is Translation Memory to leverage for new projects?	This is a new initiative of the Community Development Department, so there are no previously translated documents.
106	Is City open for vendors leveraging Machine Translation in the translation process? If yes, is there any preferred Machine Translation Engine which the city would like to recommend?	Yes, but the city expects the vendor to have individuals on staff that are capable of proofing and editing the output.
107	Are we allowed to download the existing documents for translation reference during our process?	Some of the flyers are currently available on the website and some are under review.
108	(page 5) Is Desktop Publishing (DTP) expected as part of the deliverable? That is, deliverable should match source formatting/layout, especially for images, graphics, etc.? If yes, does the city have any guidance on the fonts to be used for the target languages.	The formatting is to include the same branding and page organization, while translating the content of the document into the respective language. This will require minimal Desktop Publishing, primarily for the header and footer, and any table embedded in the document. City staff will aid the vendor with the city seal and details as the work progresses. The English font used is Calibri, which may work for the Spanish translations. For the Vietnamese and Chinese translations, a simple font is preferred.
109	Is the full scope of the RFP included in the "Up to twenty (20) one-page flyers" description	The deliverables include up to twenty (20) one-page flyers or documents, as noted on page 5 of the bid manual.
110	Are there existing SLA's regarding turnaround times	The city will include 180 days in the contract terms and provide language to assess liquidated damages for each day after 180 that deliverables are not provided unless agreed upon in writing by both parties to extend due to delays.
111	Project Personnel #Page 9What personal details are required for translators to be included in the project?	Please provide professional background/related experience of individuals who will be conducting the translation services.

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112	Should <contractor> or <contractor> translators sign any documents/agreements with City of Tucker for this project? If yes, can you name the documents/agreements, and explain what they are for?	The contract will be awarded to a company. If the company chooses to sub out the services, it will be the company's responsibility to assume the responsibility of the performance of the subs to meet the deliverables, pay the subs and meet all requirements associated with the sub. The city's contract will stipulate that the city's only obligation is to the awarded company.
113	Is there existing document translation for the needed languages available for reference?	This is a new initiative of the Community Development Department, so there are no previously translated documents.
114	Is there a document specifying the quality requirements for the languages needed?	No. Quality requirements are included on page 4 of the bid manual.
115	Has the translation previously been done with any Computer Aided Tools or Translation Management Systems? And if there is Translation Memory to leverage for new projects?	This is a new initiative of the Community Development Department, so there are no previously translated documents.
116	Is City of Tucker open for <contractor> leveraging latest technologies (like AI) to optimized cost and turn-around times while ensuring human-in-the-loop reviews for high quality delivery of the content?	Yes, but the city expects the vendor to have individuals on staff that are capable of proofing and editing the output.
117	Should <contractor> or >contractor's> translators sign any documents/agreements with City of Tucker for this project? If yes, can you name the documents/agreements, and explain what they are for?	The contract will be awarded to a company. If the company chooses to sub out the services, it will be the company's responsibility to assume the responsibility of the performance of the subs to meet the deliverables, pay the subs and meet all requirements associated with the sub. The city's contract will stipulate that the city's only obligation is to the awarded company.
118	Please confirm if the proposal response to this RFP can be submitted by email? Or if only hard copies are permitted.	Please refer to "Submittal Requirements" on page 2 of the bid manual for instructions on electronic submittal.
119	Are there any incumbent(s) providing the requested services? If so, please advise on the name(s) of	There is no incumbent. This is a new initiative of the Community Development Department.

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	the incumbents and the historical rates for all services provided.	
120	What is the anticipated volume of the contract resulting from this solicitation, on a number of words translated or number of hours interpreted annual basis? If that information is not available, please provide any historical data available for the utilization of language services.	This is a one-time contract with the option for add-on services. This is a new initiative of the Community Development Department, so there is no historical data available.
121	Is it possible to extend the due date for proposals by few additional days?	The schedule will remain unchanged.
122	Would there be multiple contract awards as a result of this solicitation? If Yes, could you please provide additional information as to how work would be apportioned amongst all the awarded vendors?	The city may choose to offer multiple contracts depending on the proposals received. It is anticipated if needed, multiple contracts may be necessary for different language translation services, but no difference in the scopes of work.
123	Are digital signatures acceptable with a proposer's response?	Yes. As long as the sender of the email is the same individual as the electronic signee.
124	What is the expected annual budget per service requested in this RFP?	Budget figures are not disclosed during the procurement process.
125	How many vendors does the city currently utilize for language services?	This is a new initiative of the Community Development Department.
126	Is it the preference of the city to award a single or multiple vendors?	A single vendor is preferred, but the city may consider multiple vendors if that provides the best quality solution.
127	What if any, are the current challenges with language service access or vendors?	This is a new initiative of the Community Development Department. The City of Tucker is seeking to assist non-English speakers with information about property regulation.
128	Is there any preference clause for local businesses based within the state? Are vendors with head-quarters outside Georgia state able to participate?	There is no local preference clause. Yes, non-Georgia based companies may submit proposals.

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129	Are there any certification requirements?	No.
130	Are there any Small Business or Minority Business Enterprise preference clauses? If yes, does the SBE or MBE have to hold a certification from the State?	As stated in section 3.5 of the bid manual, there is no minimum DBE for this project.
131	Can you provide the breakdown of spend per service?	There is one service requested, which is the deliverables on page 5 of the bid manual. Other services are optional add-on cost proposals.
132	In case an oral interview is needed, could it be performed remotely?	Yes.
133	What type of documents to anticipate sending to us? MS word format, PDF's etc.	The city will provide native files for all requested translations, which will be Microsoft Word or Adobe InDesign.
134	Will the translations need to be ADA compliant?	To comply with state accessibility standards for the city's website, including WCAG 2.1, the documents must meet Level AA compliance. Vendors may use a separate line item for the charge, but it should be included in the bid.
135	Are there any incumbent(s) providing the requested services? If so, please advise on the name(s) of the incumbents and the historical rates for all services provided.	There is no incumbent. This is a new initiative of the Community Development Department.
136	How does the city foresee the need for increasing other foreign languages in the future? And how is the district preparing for the same?	It is not known whether there will be a need for increasing other foreign languages in the future.
137	What is the expected pricing model? Would city prefer traditional price per word model? Or if the district is open for considering other consumption-based pricing models? E.g. a base subscription price and additional price based on consumption with a flexibility on the amount of work processed.	The vendor should provide their own rate sheet or pricing model that corresponds with the deliverables on page 5 of the bid manual. A subscription price model for the optional add-ons may be considered.
138	Could you provide a check list of all required information to be submitted	Please refer to Page 3 of the Bid Manual for the list of Document Submittals Requirements.

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	in the proposal to avoid rejection due to lack of information?	
139	Would district be open for better pricing terms at longer contract duration? Or is the district obliged to have only yearly contracts?	This is a one-time contract with the option for add-on services.
140	Would we receive feedback on the outcome of the final decision? Total points scored and If awarded – what specific things in our proposal were better than competition? If not – what specific things in our proposal did not meet the expectation?	Proposers may request a debriefing after the city announces contract awards. The city will provide debriefings if a proposer is disqualified for any reason.
141	Would there be an Oral presentation required as part of this RFP process? How many proposers are expected to be selected for Oral presentations?	No.
142	Are digital signatures accepted?	Yes. As long as the sender of the email is the same individual as the electronic signee.
143	Is there a preferred page limit on each section and for the overall proposal?	As stated on page 7 of the bid manual, the proposal shall be no more than twenty (20) pages, which does not include the required city provided forms.
144	Could you provide word document of this RFP for easy processing? Especially pages 10 to 15 which require action from us like signatures etc.	The city will not provide Word documents of the bid manual. Completed forms with handwritten information can be scanned into digital documents and are acceptable.
145	Please provide incumbent(s) and incumbent(s)'s rates.	There is no incumbent. This is a new initiative of the Community Development Department.
146	Are vendors to provide their own pricing schedules with their terms and conditions?	Yes. The vendor should provide their own rate sheet that corresponds with the deliverables on page 5 of the bid manual.
147	Is desktop publishing, or DTP, required?	The formatting is to include the same branding and page organization, while translating the content of the document into the respective

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		language. This will require minimal Desktop Publishing, primarily for the header and footer, and any table embedded in the document. City staff will aid the vendor with the city seal and details as the work progresses. The English font used is Calibri, which may work for the Spanish translations. For the Vietnamese and Chinese translations, a simple font is preferred.
148	Are proposals to be submitted in binders? How many physical copies are required? Is an electronic copy required? If yes to the electronic copy, is to be by email or USB drive to be enclosed with the physical submission?	Please refer to “Submittal Requirements” on page 2 of the bid manual for instructions for electronic submittal.