



Date: Friday, September 10, 2021

To: Recipients

**Re: SJTPO Translation and Interpretation Services
Questions and Answers**

Q1. Do you have a vendor/vendors in place handling these services for SJTPO, or are these new services you are looking to implement?

A1. SJTPO has never employed a vendor for on-call translation and interpretation services. We have included some translation and interpretation work as part of specific technical studies, but are looking to, for the first time, offer these services for the benefit of the public outside of a technical study.

Q2. Do you have volume numbers for the different services requested? The more detail you can offer the better so that we will be able to access the best options we can supply SJTPO with.

A2. No, this would be for on-call services, which would be provided on an as-needed basis. As this would be the first time SJTPO has sought these services, we do not have an idea of a typical workload. We do not anticipate a high volume of interpretation work. We have never received a request to-date but have been working to get the word out that this option will be in place and do occasionally proactively schedule meetings in Spanish and wish to be prepared for any requests made that we would need to accommodate. Most of the work is likely to be translation services, and primarily in Spanish. We do know that currently we need to have our Access for All Transportation Plan Executive Summary translated (14 pages), the majority of our Transportation Improvement Program Executive Summary translated (20 pages), and the majority of our Unified Planning Work Program Executive Summary translated (20 pages). We will soon be releasing our Environmental Justice Report and will create an Executive Summary of that document (10-20 pages), which will need to be translated. In addition, we anticipate more frequent materials of smaller items, such as social media posts, flyers (1-2 pages each), surveys, PR emails, etc.

Q3. Regarding the question, “What is the cost per hour for an interpreter to deliver (live) or record a presentation in these languages?,” I am not sure what you are asking here. Are you referring to a live simultaneous interpreter per language listening to every word said and simultaneously interpreting it using microphones and headsets for all the participants in the audience by language? This would require rental equipment, set up, testing and break down, in addition to the actual interpreting. Normal requirements for this include 2 interpreters per language to relieve each other every 20 minutes and one system monitor. Or are you referring to just one on-site interpreter by language to interpret some statements made in the presentation requiring clarification and Q&A? This would be a



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much slower pace and may also require microphones and headsets for participants by language. Or are you referring to a recording being made of a meeting or presentation, and you require that the DVD you provide to us to be transcribed to English and then translated to your target languages?

- A3. The assumption SJTPO is making in this question is that the content of the presentation (a script) will have already been translated as a separate cost item, based on the translation rates noted in an earlier question. This service in question here is to essentially read/deliver that script verbally, either as a recording or at an in-person event. While the live interpretation is an interesting option that may be worth discussion at a later date, that is not SJTPO's expectation for this quote.
- Q4. When referencing the "On-Call" translation service in the form portion (Tab – Quote form), can you please let us know what is supposed to go into this portion as services differ in cost and there does not seem to be any defined scope to calculate this on? Or are we ONLY to fill in the yellow highlighted portion on this page?**
- A4. Regarding the Quote form tab, only fields highlighted in yellow need to be filled out by the firm. If we understand the question correctly, this question is about the table that lists the quantity, description, unit price, and total price fields. We have populated that table with all that is needed and references the Questions tab, which includes all needed details from you. If this is not what you meant, please let us know. Please note that the Quote form does include the 1-year renewal.
- Q5. May we bid on one of the services and not the other? i.e., Written translation but not interpretation.**
- A5. Prior to receiving quotes from various firms, SJTPO does not know what services various firms offer. For example, we do not yet know if it will be necessary to work with one firm for translation and another firm for interpretation or one firm for certain languages and another firm(s) for others. Firms interested in working with SJTPO are encouraged to fill out the form with any services that they are able to offer and SJTPO will identify the firm(s) that best suit our needs. Factors that may be considered include, but are not limited to cost, turnaround time, or the ability to accommodate more of our needs within one firm.
- Q6. Could you please let me know the towns where the in-person interpretation services would be required? This will help me to determine the cost. Actually, the industry rule is to pay the travel charges to the interpreters at the state rate. Please be advised that the travel rate is applied only for in-person for public meetings.**



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Questions and Answers

- A6. SJTPO cannot specifically identify the locations where in-person interpretation services may be required, as staff aims to host meetings at varying locations on an as-needed basis. However, the meetings will always be within our four-county region – Atlantic, Cape May, Cumberland, and Salem. Firms are not expected to develop costs to a list of specific pre-identified events but are instead asked to identify the rates to conduct each activity. These would include costs per hour, costs per word, mileage rates, etc. When SJTPO identifies events or tasks, as they arise, those rates would then apply to the number of hours, miles, or words involved.
- Q7. The first question in the Excel sheet Questions sheet states, "SJTPO intends to engage a firm(s) in translation/interpretation services over a given year period, with agreed upon rates for services on an as-needed basis." Can you please clarify what this means in terms of the length of an award? Does this mean once we are awarded, we will be required to submit a new bid every year?**
- A7. When awarded, the contract will be valid through the remainder of this year as well as with a one-year renewal option for calendar year 2022 at the same rates. After this period, if the vendor and SJTPO are both satisfied, there will not be a need to rebid, so long as existing and/or new rates are agreed upon.
- Q8. How many firms does SJTPO intend on awarding? If multiple vendors will be awarded, how will the work be distributed amongst them?**
- A8. If one firm is deemed capable of handling both translation and interpretation services, only that firm will be awarded the bid. However, SJTPO is willing to award as many firms as necessary to meet our translation and interpretation needs. If more than one firm is necessary, each firm will be awarded work that aligns with their strengths – i.e., if only one of the firms can translate and interpret materials into Gujarati that firm will be given all work related to that given language.
- Q9. The Quote sheet is requesting a unit price and a total price for each service. Please note each language for both interpreting and translating services will have different pricings. Please advise how we are to complete this section.**
- A9. Please review the question and response #4 within the Q&A memo located on the SJTPO website (<https://www.sjtpo.org/announcements/>) as we believe that response answers your question. Additionally, for the Questions tab, SJTPO is aware that prices may vary for both translation and interpretation service as well as by language. SJTPO asks that you include prices in each individual box per language listed. For example,



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under question 2, if the cost per word to translate from English to Spanish is \$0.10*, please note \$0.10*/per word in the box under the Spanish column. Then, under question 3, if the cost per hour for an interpreter to attend a public meeting and handle the Q&A session in Spanish is \$100.00*, please note \$100.00*/per in the box under the Spanish column. *This number is arbitrary and not based on any quote received to date.