



Pre-Proposal Meeting Questions & Answers

Attendance NOT required

TRANSLATION SERVICES RFP

1. What will be the last day to submit questions?
The new due date for final questions to be submitted will be by February 23rd.
2. For written documentation translations, does the District provide the templates to utilize for creating those documents?
Currently the District does not provide any templates to the vendor. It is something we may explore trying to do in the future.
3. What is the District's history with calls for phone translation of scheduled versus on call?
Currently the District primarily utilizes on-call services. However, as our needs increase, the need for scheduled calls may also increase.
4. How many contacts does the District have that will be processing the requests for the translation services?
We currently have a centralized method of dealing with the needs for translation services and utilize one (1) point of contact. However, as our population of non English speaking students is ever expanding, there may be more of a need for a more decentralized approach.
5. When these services are awarded, will the contractor be the only ones providing translation services?
It depends upon the needs and the timing of those needs. If needs arise during the regular school day when the District staff is working and performing their regular job duties, we cannot interrupt them for translation services that are not part of their job. However, for needs that are outside of the regular work day, such as evening school events, staff may occasionally be asked to see if they can accommodate the need.
6. Are the services needed on a year-round basis?
Yes, we specifically offer summer programs for students who often need translation services. Also, families register for school throughout the summer and in some instances, documents need to be translated to make the transition into the school district smooth. So the need is year-round.
7. What is the age range for translation services needs?
Our students range in ages from Kindergarten through 12th grade and we offer post secondary education to students who fall into that category until the age of 22.
8. What form of Chinese do you need translations for?
Mandarin and Cantonese are the primary Chinese languages needing translations.

9. Will the District consider a company that is not located in Pennsylvania?
The District will decide based upon what is best for the District from the RFPs that are received.

10. Does the District want references for both written translations and phone translations?
Ideally references for both services would be good. However, a reference is a reference, so just be sure to have the required references.

11. Regarding the Addendum, Attachment B.4. Service Cost, please clarify regular pricing versus the languages listed below.
If you have a standard rate for the translation services, but offer different pricing for certain languages, list the standard pricing in sections A-D and the alternate pricing in the appropriate sections of E-G.

12. Clarify the need for clearances.
If contractors are NOT working in-person where there are students, then the clearances are not needed. If working in person, the Pennsylvania Law requires that we have those clearances.