

**DOC52PAPT1200026**  
**Document Translation Services**  
**Questions and Answers**

1. Among the other attachments and clauses included in the Solicitation, which, if any, of them must be completed and returned to you with our proposal?

Answer: Please read the solicitation notice as it indicates what attachments and clauses are required to be completed and returned with proposals.

2. The solicitation did not appear to require any signatures from an officer of our company. Are there any documents to be signed that I am overlooking?

Answer: The combined synopsis/solicitation stated that FAR 52.212-1 applies. Please see that provision which lists a number of items that must be submitted together with the specific additional items listed in the combined synopsis/solicitation.

3. Do you require that staff and translators' resumes be attached?

Answer: There is no specific requirement that staff and translators' resumes be attached to the proposal.

4. Do you require that any certificates be attached?

Answer: There is no specific requirement that certificates be attached to the proposal.

5. What is the anticipated contract value for this RFP?

Answer: As the USPTO expects to award multiple contracts under this solicitation, the estimated total contract value of any one contract awarded under this solicitation will depend on the total number of contracts awarded. The average for all translation requirements at the USPTO is approximately \$3M per year.

6. Who is the incumbent for this contract and what rates were offered in the last contract period?

Answer: The current incumbents for this requirement are: Foreign Language Services, Huntsville, AL; McElroy Translation Company, Austin, TX; and ALST Schreiber Translations, Rockville, MD. The incumbent contracts are available through the USPTO's FOIA Reading Room at <http://des.uspto.gov/Foia/OGLReadingRoom.jsp>. However, rate information is not available due to the confidential or proprietary nature of such information.

7. Written translation services can be provided by a sole translator or by a team of linguists including a translator, editor and proofreader. Which approach is requested for this bid? Would you like pricing for both options?

Answer: USPTO prefers a team of linguists complete a single translation. USPTO will not accept

unedited translations. Unit prices proposed should reflect the price per word and should include editing and proofreading.

8. What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?

Answer: The biggest challenge has been/will be quality and timeliness.

9. The solicitation stipulates that “the completed translation will include translation of all text associated with or contained in figures, drawings, tables or other graphics presented in the document”. These services sometimes require additional fees for desktop publishing work, is it acceptable to provide fees for these services in our quote?

Answer: Pricing should include any fees for figures, drawings and tables.

10. The price sheet does not include line items for project minimums for translation. Including minimum fees for services is standard within the industry as it is common for smaller projects to require translation (i.e. 300 words or less). Please advise if it is acceptable for us to include minimum fees for translation, and if the price sheet will be revised as such.

Answer: Minimum fees for services is not acceptable and the pricing schedule will not be revised.

11. Will the Contractors work remotely (not physically in a PTO location) for the entire Period of Performance?

Answer: Yes, all services performed under this contract will be performed at a location other than the USPTO.

12. Can we offer translation services only for Vietnamese (English to Vietnamese and vice versa)?

Answer: No. The USPTO requires translation services for all of the languages listed in Section 2, Supplies/Services, of attachment 1 to this combined synopsis/solicitation.

13. What type of TMS/GMS technology is USPTO currently using to transfer files from government to vendor and vice-versa?

Answer: USPTO uses FTP sites to upload/download translation files from/to government to/from vendors.

14. What type of TMS/GMS technology is USPTO currently using to review translated content?

Answer: In-house reviewers review the translated contents during our Quality Control process.

15. What type of TMS/GMS technology is USPTO currently using to share translation memory amongst all current incumbent vendors to drive costs down and increase consistency?

Answer: USPTO does not share any information amongst vendors.

16. What type of TMS/GMS technology is USPTO currently using to bid translation projects, manage work flow, and track spending and project status amongst the current incumbent vendors?

Answer: USPTO assigns each special project to a vendor based on rates, past performance, and expertise. USPTO uses Oracle Financial Analyzer to track workflow, spending, and project status.

17. We just noticed in the instructions on the FBO website that our references must purchase translation services in excess of \$100,000 for the year. Is this for each client reference or in total? Is it possible to have this amount decreased since this solicitation is for a Woman Small Business Set Aside?

Answer: The USPTO will not lower the amounts. We require an offeror to provide in its past performance references evidence to sufficiently demonstrate its capabilities and resources that can fulfill orders totaling approximately \$3M per year.