Procurement and Contracting Services

Request for Proposals for Translation Services for University of Arizona Research

ADDENDUM #1

Sealed RFP # L192605
Due on January 16, 2026 no later than 2:00 PM, MST

The timeline for RFP L192605 has been amended as follows:

Section 3.3:

**Original Schedule**
12/04/2025   Issuance of RFP
12/12/2025   Technical Questions/Inquiries due no later than 12:00 PM, MST
01/09/2026   RFP is Due January 9, 2026, no later than 2:00 PM, MST

**Revised to:**
12/04/2025   Issuance of RFP
12/12/2025   Technical Questions/Inquiries due no later than 12:00 PM, MST
01/16/2026   RFP is Due January 16, 2026, no later than 2:00 PM, MST

The following questions were received prior to the technical question period close of December 12, 2025 at 12:00PM MST:

1. Are out-of-state vendors able to participate? Is there a local preference clause for businesses in Arizona State?

   Yes. There is no local preference.

2. Are there any certification requirements?

   The translated documents must be certified translated.

3. Are there any Small Business or Minority Business Enterprise preference clause? If yes, does the SBE or MBE have to hold a certification from the State?

   No.

4. 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?

   This request is the first of its kind for the University.

5. 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?

   Not sure, this is our first time establishing such services.

6. What percentage of the contract is for Spanish translation?

   I would imagine a majority of translations would be for Spanish.

7. Can you provide the breakdown for spend per service (e.g. Written Translation, On site interpreting, remote interpreting, etc.)

   The majority of these services will be for Written Translation.

8. Section 5.5.1.3 states "All translated documents must meet applicable standards for certified translation in human subjects research." Can the University specify which certification standards are required? Specifically:
   - Does "certified translation" refer to translator credentials (e.g., ATA certification, state certification) or to the certification of the translation itself (e.g., notarized certificate of accuracy)? Translation itself.
   - Is a notarized affidavit of accuracy accompanying each translation sufficient to meet the "certified translation" requirement?
     The requirement is for a signed certificate or affidavit of accuracy.

9. Section 5.2 indicates the University reserves the right to award to one or more contractors. If multiple awards are made, how will work be distributed among the awarded vendors?

   We are only looking for one vendor. Please disregard section 5.2.

10. Section 5.7 provides a pricing template with specific service categories. Is the University open to vendors proposing alternative pricing structures or units of measure (e.g., per-word pricing instead of per-page for certain document types)?

    Yes.

11. May vendors attach their standard rate sheets as supplemental pricing information in addition to completing the required pricing template in Section 5.7?

    Yes.

12. Will contract exceptions or proposed modifications to University terms and conditions impact the technical evaluation score?

    No, however, the University expects that the terms and conditions in the RFP will form the contract. If upon award, the University and awarded vendor cannot agree on terms, the University reserves the right to cancel the award to that particular vendor.

13. Section 5.5 requires addressing WCAG 2.1 AA compliance and UA Rehabilitation Act Section 508. Does this requirement apply to:
    - The vendor's online portal only?
    - Translated documents delivered to researchers?

- Both portal and deliverables?

From my understanding, vendor's own web portal.

14. For back-translation services listed in the pricing table (Section 5.7), what percentage of projects typically require back-translation for validation purposes?

It would be less than 20%.

15. Is there a real checklist you can provide to ensure we submit the necessary documentation?

Please review the RFP which indicates all required documentation.

16. Will only written translation services be needed and ADA services?

Written translation services predominantly. Maybe occasional interpretation services.

17. What formats can we expect to receive (PDF, Word, etc.) ?

Word.

18. What is the estimated volume for this contract?

Not sure.

19. Is there a budget set aside for these services? Can you share this with us?

No budget, this is between the researchers and the vendor.

20. What is the expected award date for this RFP?

There is not a specified award date, once the process is complete (i.e. scoring, clarifications, etc.) the University will notify all respondents of the results.

21. Industry standards dictate that linguists must be compensated in full for all the time they have booked and/or set aside. In the interest of equity and fairness towards our hardworking staff, would you be open to the following approach to handling cancellations and delays? Cancellation Policy: If a project is canceled before completion, the client will be billed for the portion of work completed up to the date of the cancellation request, based on the percentage of progress made.

The University will review any proposed terms.

22. To align with industry standards and support better rates for interpreters, would you consider the following minimum billable policy for language services provided? Minimum Billable Amount: A minimum charge of $65 applies to all translation projects, regardless of word count.

   The University will review any proposed terms.

23. Since translation services under this contract will be provided on an as-needed basis by individual University researchers, what is the minimum advance notice you provide the contractor before a certified translation request is submitted?

   This depends on what the expected response time is from the vendor. It would be preferred that investigators give the provider at least a two week notice for services.

24. Section 5.5.3.2 on page 28 of the RFP states that the contractor must offer expedited translation services when required by the researcher. Could you clarify how you define "expedited translation" in terms of expected turnaround time (e.g., number of hours or days)?

   We mean a reasonable pathway to request expedited review, when absolutely necessary.

25. Can you provide us a list of all the languages that need to be covered for this contract?

   Spanish
   Navajo (Diné) (desired not required)
   Hopi (desired not required)
   O'odham (Tohono O'odham) (desired not required)
   Vietnamese
   Chinese
   Tagalog
   Arabic
   Korean
   Hindi

26. While we understand there is no guarantee of volume, can the University provide historical data regarding the annual spend or total word count processed for research translation services over the last 1–2 years? This data is critical for providing the most competitive volume-based discount tiers requested in Section 5.7.

27. Regarding the "secure, user-friendly online portal," does the University require this platform to integrate with the University's Single Sign-On (SSO) system (e.g., NetID/Shibboleth) for researcher access, or is a standalone vendor-managed login acceptable?

    Standalone vendor-managed login is acceptable.

28. Does the University require the vendor's portal to "punch out" or integrate directly with a specific e-procurement system (such as Jaggaer or Ariba) for order initiation, or will orders be placed exclusively through the vendor's portal?

    Exclusively through the vendor's portal.

29. The RFP mandates "individualized monthly billing directly to each University researcher or department." Should the vendor anticipate receiving a unique Purchase Order (PO) for every individual translation request, or will departments operate under blanket POs against which multiple invoices can be billed?

    The University is decentralized so some departments may choose to send one-time PO's or Blanket POs, while others may choose to pay via PCard.

30. For "certified translations" of informed consent forms and study protocols, does the University's Institutional Review Board (IRB) require a specific certification affidavit or template, or is the translation agency's standard Certificate of Accuracy sufficient?

    Translation agency's standard Certificate of Accuracy is sufficient.

31. The RFP requires a WCAG 2.1 Conformance Statement and VPAT. If the portal is a third-party commercially available product, will the University accept the software manufacturer's current VPAT, or must a new assessment be commissioned specifically for this proposal?

    The University will accept the software manufacturer's current VPAT for commercially available third-party products, provided it is complete, current, and applicable to the version being proposed. The University reserves the right to request additional information or clarification if needed.

32. Vendor Certification: Should the selected vendor be responsible for certifying the accuracy and completeness of the translation on our end?

    Yes.

33. Arizona-Based Entity Certification: Is there a requirement for the certification to be performed or verified by a separate, responsible entity operating within the state of Arizona?

    No.

34. This question concerns the need for certified translation services. Could the University please clarify if they are seeking certifications of accuracy from the awarded vendor, or if they require certifications of accuracy from the linguist(s) who completed the translation(s)?

    The University's expectation is that certifications of accuracy accompany the translated documents, rather than that individual linguists hold specific professional credentials.

    Accordingly, the University will accept a certificate or affidavit of accuracy provided by the awarded vendor, attesting that the translation is a true and accurate rendering of the source document. The certificate may identify the linguist(s) who completed the translation, but individual professional certifications are not required.

35. This there any requirement for linguists entrusted with translations under the contract resulting from this solicitation to hold any particular certifications, such as those offered by the American Translator's Association (ATA)? If so, please advise on appropriate qualifications for linguists providing translations in languages not currently supported by the ATA.

    The University does not require linguists providing translation services under this solicitation to hold specific professional certifications, such as those offered by the American Translators Association (ATA).

    The University's primary requirement is that translations be accurate, complete, and appropriate for use in human subjects research, and that translated documents be accompanied by a certificate or affidavit of accuracy.

36. Is there any requirement to use translators that are based in the United?

    The University of Arizona would like to establish a vendor within the United States.

37. This question concerns Section 5.7 Pricing, on page 29 of the solicitation. Therein, the University provides space for the respondent to add their rates. The way that the sheet is set up, however, does not allow prospective Contractors to provide different rates for different languages. Different languages incur different

costs on the part of the Contractor. Is there anyway that this pricing sheet could be modified to allow prospective Contractors to provide different pricing for different languages?

This seems reasonable.

38. This question concerns Section 5.7 Pricing, on page 29 of the solicitation. Therein the University requests pricing for "Additional Certification Copies." Could the University provide more clarification on what this service pertains to and what would be required of the awarded Contractor?

Please disregard.

39. This question concerns Section 5.7 Pricing, on page 29 of the solicitation. Therein the University requests pricing for "File Conversion or Special Handling." Could the University provide more details on what this service pertains to and what would be required of the awarded Contractor?

Please disregard this specific pricing request.

40. This question concerns Section 5.5 Accessibility on page 30 of the solicitation. Therein the University requests information on the accessibility of the Contractor's services. Would the University be willing to waive these sections of a vendor's response, as much of the information requested does not pertain to the provision on translation services? Or, alternatively, could prospective vendors simply provide information regarding the steps taken to ensure accessibility remediation, in the event that this service is requested by the University?

Yes.

41. Section 5.7 includes a pricing table by service type and volume band. Our standard pricing model is per-word and varies by language combination, rather than by document type, as pricing is driven primarily by language and the use of native-speaking linguists with life sciences subject-area expertise. To ensure we provide clear, transparent, and comparable pricing, could you please confirm:
    • Whether vendors may submit their own detailed pricing matrix (per-word, by language combination), alongside a short narrative clearly mapping our services to the categories listed in Section 5.7 Yes.
    • Whether it is acceptable to include separate line items for additional services such as independent linguistic review or proofreading, where recommended for research materials, certainly that need to be certified Yes.
    • Whether the University can share any anticipated high-demand languages, commonly requested language groups, and any historical or

estimated monthly word volumes, even at a high level, to help vendors align pricing and volume-based discounts appropriately.   See above.

42. With multiple researchers potentially ordering similar content (e.g., standard consent form boilerplate text), how would you like us to structure the Translation Memory assets? Should we maintain a single 'University Master TM' to maximize leverage and cost savings across all departments, or should TMs be segmented by Department to prevent cross-contamination of specialized terminology?

    Yes, we would like to explore a University Master.

43. Section 5.5.3 requests flexible turnaround times. To help us calibrate our SLA (Service Level Agreement), how does the University operationally define 'Expedited' or 'Rush'? For example, is a 'Rush' request typically <24 hours for small documents, or does it refer to weekend/overnight work?

    No, we do not anticipate needing turnaround times that would require less than 24 hours or nights and weekends. At most, 1–2-week turnaround time would be sufficient.

44. In the event a researcher has 'preferential' edits to a translation (e.g., specific lab terminology), does your team have a designated in-country reviewer or subject matter expert (SME) to validate these changes? If not, would you like us to include a 'Client Review' step in our workflow where we manage that feedback loop to ensure the final Translation Memory is updated correctly?

    Yes.

45. Given the sensitive nature of 'human subjects research' and potential PII (Section 5.6.7), do you have specific data retention policies we need to configure in our portal? For instance, do you require us to purge source/target files from our servers after X days post-delivery, or should we archive them for a specific period for audit purposes.

    Please see the information security language under section 4.54. If your question is not specifically answered then this may be discussed further upon award.

46. Auditing (4.45.4): is there any chance that an audit may be required initially upon commencement of the contract should we win the contract? If so, we cannot provide other clients' work to this end

None anticipated currently.

47. Project types, departments (5.5.1.1): ICFs, protocols, recruitment materials, and participant-facing documents are listed as sample file types. These are all clinical trial materials, but since the RFP is generically labeled for research purposes, are there any other applied research applications for translation outside clinical spaces? Sesen's parent company CSOFT and sister company Stepes are conducive to scientific research use-cases not under the life science umbrella.

    Translations could be for both biomedical and social sciences.

48. Support schedule (general): are there time zones or locales outside of Arizona that need continuous support? Often our university clients have syndicated partners for research and will require round the clock or overnight liaison.

    None anticipated.

49. Translation model (general): translation is always prefaced as certified throughout the document. While our premium default level is fully human, ISO 17100 certified translation in line with research requirements, would any hybrid workflows be of interest or considered in scope?

    Give confidentiality of sponsor documents, I'm not sure any AI can be used. We'd have to review the terms of use of any AI for proprietary info, downstream use, etc.

50. Translation (general): will any existing TMs, style guides, glossaries, or term bases be available to us to leverage in translating your content?

    No

End of addendum, all else remains the same.