

**QUESTIONS AND ANSWERS**  
**VA259-17-R-0294**  
**Document Translation Services**

Q. what are the set-aside restrictions?

*A. This solicitation is set-aside strictly for Veteran Owned Businesses.*

Q. Whether companies from Outside USA can apply for this?

(like,from India or Canada)

*A. No, this requirement is strictly for companies within the United States*

Q. Whether we need to come over there for meetings?

*A. No, all communications can be performed via the telephone or email.*

Q. Can we perform the tasks (related to RFP) outside USA?

(like, from India or Canada)

*A. No, all services will need to be completed within the United States.*

Q. Can we submit the proposals via email?

*A. Yes, submit proposals to [Pedro.Arritola2@va.gov](mailto:Pedro.Arritola2@va.gov)*

Q. if still permissible, if it's allowable to use a commercially available section 508 compliant encryption software

*A. Since all work related to the translation process will be conducted entirely on the VA network through Citrix, any additional software would have to be approved by our Information Security Office.*

Q. Is there an incumbent for this requirement?

*A. The incumbent is Cetra Inc.*

Q. What is the average or expected total word count for documents with return times of 5-7 days?

*A. At this time we can't provide an average or expected word count for documents with return times of 5-7 days. Number of documents to be uploaded for translation can range from day to day and the number of words that require translation vary widely.*

Q. How many vendors do you anticipate awarding?

*A. A single award will be made to one vendor.*

Q. If the contractor uses off-site freelance translators within CONUS, can those translators gain CITRIX and VA network access to complete translations, provided they are otherwise qualified?

A. Yes.

Q. If the contractor/translator software and hardware needs are limited to VA network access through CITRIX, and use of Notepad and Word, do any other Section 508 compliance issues exist?

*A. According to our ISO only the Section 508 Compliance requirements listed in Para. 7 apply.*

Q. In section B2.1, in the pricing table, should we calculate the totals in the far right column for the categories that are "less than 1,000,000 standard words translated" and "less than 100,000 exotic words translated"?

*A. Correct, we are looking for pricing on all the CLINS listed in the solicitation. Each CLIN specifies the number of words.*

Q. B1.12 says the guaranteed minimum for the initial fiscal year in which this contract is awarded is (\$1,000.00). The maximum shall be: (\$4,914,920.00). We'd like to clarify this is the annual minimum and maximum for the initial fiscal year and for each of the 4 one year options?

*A. The \$1,000.00 is the minimum for the entire contract Base and Option Years combined.*

*\$4,914,920.00 is the maximum amount that the VA will pay under this contract Base and Option Years combined. This is also the Ceiling amount; the VA cannot exceed that amount.*