



## **ADDENDUM TO REQUEST DOCUMENTS**

REQUEST NO.: CUAITS2017

ADDENDUM NO.: 1

DATE OF ISSUE: 29 May 2017

NO. OF PAGES: 2 (inc this sheet)

### **IMPORTANT**

**Please acknowledge this addendum within 24 hours of receipt.  
Failure to acknowledge this addendum prior to the close of offers may constitute grounds for rejection of the offer.**

Acknowledgment may be made if your Offer has been submitted prior to receipt of this addendum. The acknowledgment must state whether the price contained in your sealed Offer is to remain unchanged or by how much it is to be increased or decreased in value. The acknowledgment must be received prior to the specified closing time.

**Please acknowledge this addendum whether your organisation is tendering or not.**

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**To:** Tendering Services  
Ground Floor, Optima Centre  
16 Parkland Road  
Osborne Park WA 6017

**Phone:** (08) 6551 2345

**Email:** [tenderingservices@finance.wa.gov.au](mailto:tenderingservices@finance.wa.gov.au)

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We acknowledge receipt of ADDENDUM NO. 1 to the Request Document(s) for:

**CUAITS2017: Interpreting and Translating Services**

(please print)

Name of Company \_\_\_\_\_

Person Tendering \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_  
(Postcode)

Signature \_\_\_\_\_

Date \_\_\_\_\_

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## **Addendum Advice**

### **A) AMENDMENTS TO REQUEST**

- The following sentence is to be **inserted** into Request **Schedule 2 – Specification / Statement of Requirements** Section 2.8.1 Quality at the end of the second paragraph:
  - The Contractor must also ensure that each translation provided is fit for purpose.

The amended paragraph shall now read as follows:

The **Contractor** must ensure that the provision of its language services is timely, meets customer expectations and is compliant with the *WA Language Services Policy (2014)*. This includes providing accurate, professional, and impartial language interpreting, and translations and maintaining client confidentiality at all times. **The Contractor must also ensure that each translation provided is fit for purpose.**

- The following requirement is to be **inserted** into Request Part B Section 5 – Qualitative Requirements b) Methodology and Approach:
  - Its methodology to ensure that each translation provided is fit for purpose.

### **B) RESPONSE TO QUESTIONS RAISED**

**Q1.** The pricing schedule appears to assume a singular price for both language directions. How can additional pricing out of English be specified?

**A1.** This can be addressed by specifying the price differential within the “Additional Pricing” section on the “Price Translating” sheet. The dollar amount (or range) as well as the conditions for where these costs apply should be specified in the relevant fields.

**Q2.** Can tender documents be emailed directly to Respondents that are experiencing technical difficulties in downloading them?

**A2.** No, tender documents cannot be emailed directly. Please ensure that you have logged into TendersWA using a standard internet browser. If you are still unable to download the documents please contact Tendering Services on (08) 6551 2345 for assistance.

**Q3.** What level of detail is required in the Compliance and Disclosure document regarding subcontracted personnel?

**A3.** High level information including general numbers of personnel, arrangements or the general methodology (if engaging individuals) is required. Specific details about each individual subcontracted is not required. This information, including the response to qualitative requirements shall outline the methodology and standards applied to source and develop personnel.