

THE CITY OF SEATTLE CONTRACT

GENERAL CONDITIONS FOR TRANSLATION SERVICES:

1. Translation Contractors must ensure that a single translator is used to complete each document to ensure continuity and consistency in terminology, syntax, and style.
2. Translation Contractors must complete the translation requests within the time requested by the department.
3. **Translation Contractors must comply with the following technical standards**
 - a. Electronically produced forms will typically be done in PC compatible, Microsoft Word for Office 97 or above.
 - b. Translated forms must match the format and design of the original English document as much as possible: tabs, indentations, bullets, margins, and copy justification, and keep consistency in leading, fonts and sizes throughout each document.
 - c. PDF files may be required.
 - d. Multiple foreign language font technology must be available for all languages to be translated. Foreign language fonts must not be mixed within one document unless requested.
 - e. Translated forms requiring hole-punching must conform to electronic template provided. All languages must adhere to designated hole punch areas.
 - f. Observe window envelope format designations exactly as provided on the electronic template. Note: Window envelope formats adhere to U.S. Postal Service standards for the appropriate window envelope. If text other than the address appears in the window area, postal scanning equipment will reject the letter for hand sorting which may cause delays or loss of benefits to clients. It is important that the fold line appear below the lower left corner of the window to ensure the form is folded correctly to fit the envelope.
 - g. Addresses, telephone numbers, fax numbers, WAC codes, etc. must be left in English.
 - h. Some translation may require the translation and English text to appear on the same page. In those instances, the translated text should appear above the corresponding English text.
 - i. Do not translate text that is part of a logo, the name of the department, division or office appearing at the top of a document unless specified otherwise, proper names, addresses, telephone numbers, fax numbers, or areas that are designated “For Office Use Only.”
 - j. Chinese electronic documents will be translated using the Apple Chinese Language Kit and Adobe PageMaker 6.5C (Chinese version) using the traditional character font set. The text must be editable in PageMaker. The text cannot be a PICT, TIFF, EPS, or scrapbook file that has been placed into a PageMaker document.

Attachment #1 – General Conditions

Vendor: Foreign Language Specialists Inc.

- k. Follow format (spacing, placement, column width, etc.) of original document closely when laying out. Do not replace or change any graphics files (EPS, TIFF, etc.) unless requested by Publications Management.
 - l. Do not mix fonts of different foreign languages in the same document, unless requested. For example, do not mix Korean and Laotian in the same document.
4. Translation Contractors must submit all finalized completed translation work, with a cover sheet/invoice, as requested by the Department. Specify the date the project is returned to the City; the translator by name or code for each language that was requested; the word count/charge that will be billed for the project; and any other comments/information related to the project.
5. Translation Contractors shall correct translation work that has been reviewed and needs correction, and deliver the final completed product to the department within five (5) business days from the date the reviewer's suggestions/comments are faxed to them by the City.