

Department of Economic Opportunity
Project Connect Language Translation Services
Instructions

Instructions

This document provides instructions on the data to be translated using the supporting documents provided with this RFP.

Documents to Translate

There are five (5) document types that need to have data translated from English to Latin American Spanish and Haitian Creole:

- Screens
- Correspondence
- Assistive/Help Content
- Error Messages
- Interactive Voice Response (IVR) Prompts

This document provides direction on how to navigate the Use Cases (UC) to identify the screens and correspondence that need to be translated. Samples of the Assistive/Help Content Error Messages, and IVR that need to be translated were provided in their respective spreadsheets.

Below is a description of the document types that need to be translated. The Department is seeking a Firm Fixed Price for items one (1) and two (2) below and time and materials costs for items three (3) through five (5).

1. Screens

- The screens are listed in the Connect Use Case documents.
- Screen element table contains the text that needs to be translated.
- Screens - 286 screens.

2. Correspondence

- The correspondence are listed in the Connect Supplemental Requirements Specification documents.
- Correspondence - 202 documents with approximately 58,200 words.

3. Assistive Content

- Assistive/Help Content provided is a representative example of the type of text to be converted with an approximation of the total words.
- Assistive/Help Content will be in 286 screens, approximately 13,060 words

- Each screen will contain approximately 1.5 Assistive/Help Content messages per screen and average about 40 words per message.

4. Error Messages

- The Error Messages are provided as examples of the type of text to be converted with an approximation of the total words.
- Approximately 19,206 words

Description	#
Total Number of Screens requiring multi-lingual translation	286
Average number of custom error messages per screen	6
Number of standard/framework error messages	30
Average number of words per error message	11
Total estimated English error messages to be translated	1746
Total estimated English words for translation	19206

5. Interactive Voice Response

- The IVR Scripts provided will contain the number of prompts and approximation of total words. The IVR prompts must also be translated to voice files.
- Approximately 1075 prompts with 6,550 words.

Prompt Description	# of Prompt	~ English Words
UID prompts	210	2400
Prompt concatenation audio (numbers, etc.) – Creole Translation Only	700	1350
One-stop Locator	65	1300
Routing prompts (assume 100 prompts, 15 words each)	100	1500
Totals:	1075	6550

Screen Description

The information in this section describes how to read and navigate the UCs to extract the data needed for translation.

1. The screen files are provided in UC documents. Each document has UC in the file name.

2. Each UC document contains multiple screens.
3. The UC Screen Matrix lists all UCs and the screens associated with each.
4. Each UC includes a table of contents with a list of screens. The page numbers will identify the sample screen display and the corresponding Screen Element table will be after each screen.

9	<u>Screen Layouts</u>	62
	<u>Summary – List of Screens</u>	62
9.1	Screen 1 – Employment Summary Screen	64
9.2	Screen 2 – Detailed Florida Employment Information from a Previous Claim Screen	64
9.3	Screen 4 – Return to Work Information Screen	78
9.4	Screen 5 – Detailed Florida Employment Information – New Hire Screen	80
9.5	Screen 6 – Detailed Florida Employment Information - Wage Record Screen	89

Figure 1 Sample Table of Contents

5. The screen data to be translated is included in the Screen Element table below each screen. The screens should be used for information only. The tables may have variable text that is not shown on the screen.

SAMPLE SCREEN – DETAILED FLORIDA EMPLOYMENT INFORMATION FOUND IN SEARCH FROM REACTIVATE SCREEN

The 'Detailed Florida Employment Information Found in Search from Reactivate' screen will be used by Users when coming from the Reactivate Claim use case to enter the employer's detailed information that was found in the search.

Detailed Employment Information	
You selected you worked for:	
Employer Legal Name: <EMPLOYER_LEGAL_NAME>	
Employer Doing Business As (DBA) Name: <EMPLOYER_DBA_NAME>	
Employer Legal Address:	Employer Physical Location:
<ADDR_1>	<ADDR_1>
<ADDR_2>	<ADDR_2>
<CITY>	<CITY>
<STATE>	<STATE>
<ZIP>	<ZIP>
Most Recent Work Information	
Physical location where work was performed, if different from above.	
Address Line 1:	
Address Line 2:	
City:	
State:	Select One
Zip Code:	
Employer Phone Number:	
Enter your total period of employment with this employer:	
Employment Start Date:	/ / *
Employment End Date:	/ / *
1. Have you had multiple periods of employment with this employer since <LAST_ADDITIONAL_CLAIM_EFFECTIVE_DATE> OR <INITIAL_CLAIM_EFFECTIVE_DATE> (WHICHEVER IS LATER)?	
<input type="radio"/> Yes <input type="radio"/> No *	
2. Enter your total gross wages for the total period of your employment entered above. Do not include wage earned after <CLAIM_EFFECTIVE_DATE> \$ *	
3. Are you considered working on-call for this employer? <input type="radio"/> Yes <input type="radio"/> No *	
4. Did you work full time for this employer? <input type="radio"/> Yes <input type="radio"/> No *	
5. Are you an officer of this corporation? <input type="radio"/> Yes <input type="radio"/> No *	
6. Are you a school employee? <input type="radio"/> Yes <input type="radio"/> No *	
Reason for Separation from this Employer	
<input type="radio"/> Between Terms or Recess Period - School or Educational Institution: The school term ended and you return to work when the next school term begins or the school or educational institution is on a school break or holiday recess period and you will return to work when school resumes. If you will not return to work when school resumes, choose another reason that reflects why you will not return.	
<input type="radio"/> Fired/Discharged: The employer fired or discharged you from your job. (If the reason was lack of work, budget cuts, assignment ended, or position cut, choose Layoff.)	
<input type="radio"/> Hours Reduced by Employer: You normally work full-time, you will be working each week, and your employer has temporarily reduced your hours of work. (If any of these conditons do not apply to you, choose another separation reason).	
<input type="radio"/> Layoff: Your employer has no work available for you, your assignment ended, your employer does not have work available for you at this time, the business closed, or budget cuts affected your position or caused it to be eliminated, etc.	
<input type="radio"/> Leave of Absence: Your employer approved your leave of absence and gave you a guarantee of work once your leave of absence is over. (If you have not been guaranteed a job, choose another reason for separation).	
<input type="radio"/> Quit /Voluntary Layoff: You took the first step in leaving your job. For example, you quit due to personal reasons, to accept other work, relocate, care for a family member, distance to work, unhappy with your job, health, etc.	
<input type="radio"/> Still Working - Part Time: You were hired to work part-time and are continuing to work part-time.	
<input type="radio"/> Strike/ Lockout: You are unemployed because of a lockout, strike, or other organized labor dispute at your place of employment. (If due to a personal dispute with your employer, choose Quit/Voluntary Layoff or Fired/Discharged.)	
<input type="radio"/> Suspension: Your employer suspended you from your job pending the results of an investigation or for disciplinary reasons.	
<div> <div>Previous</div> <div>Next</div> </div>	

Figure 2 Sample Screen

Note: The sample Screen Element table below contains a small portion of the text to be translated for the above Sample Screen.

The following Screen Element table provides an explanation of each of the screen elements found on the sample screen:

Screen Element	Field Type	Description	Validation Logic
Detailed Florida Employment Information	Section Header	System displays 'Detailed Employment Information'	
Message Text	Static Text	System displays 'You selected you worked for:'	
Florida Employer Legal Name	Static Text / Text	System displays 'Employer Legal Name.' System displays the employer's complete legal name from wage detail.	<EMPLOYER_LEGAL_NAME>
Florida Employer Doing Business As (DBA) Name	Static Text / Text	System displays 'Employer Doing Business As (DBA) Name.' System displays the employer's business name from wage detail.	<EMPLOYER_DBA_NAME>
Employer Legal Address	Label / Text	System displays 'Employer Legal Address'. System displays the employer's current Legal Address on file. <ADDR_1> <ADDR_2> <CITY> <STATE> <ZIP>	

Figure 3 Sample Screen Element table

1. The Screen Element, Description and Validation Logic will need to be translated.
2. The Description and Validation Logic columns will contain words inside specification parameters < > that does not need to be translated
3. The Description and Validation Logic may contain a text hyperlink that does not need to be translated.
4. The description column will also contain wording such as “**System displays**” or other programming information like “**The Start Date hyperlink allows the User to**

access assistive content regarding Employment End Date.” These do not need to be translated.

Correspondence Description

The information in this section describes how to read and navigate the Correspondence Supplemental Requirements Specifications to extract the data needed for translation.

1. The Supplemental Requirements Specifications will contain an Element Definition table that will need to be translated.
2. Each Supplemental Requirements Specification has a table of contents that provides the page number for the Element Definitions and the example.
3. The Element Definitions table will sometimes have variable information that may not be shown on the screen.

Table of Contents

1	<u>Brief Description</u>	4
2	<u>Correspondence Specifications</u>	4
3	<u>Element Definitions</u>	5
4	<u>Scenarios</u>	6
5	<u>Reminder Specification</u>	6
6	<u>Mail Return Handling Specifications</u>	7
7	<u>Example</u>	7

Figure 4 Sample Table of Contents

SAMPLE - ELEMENT DEFINITIONS

The table below describes each Element found on the particular piece of correspondence:

Element	Description/Text	Data Variables and Source
Element 4	You have filed a claim in Florida in which you have requested to combine wages with another state. The Federal Interstate Combined Wage Agreement allows an individual with employment in more than one (1) state to combine that employment under the law of one (1) state in order to qualify for unemployment benefits.	Static Text
Element 5	In addition to Florida, you are eligible for unemployment benefits in <State>. You can choose which state you wish to file against.	<State> State(s) indicated on IB4 Response. If two (2) states: <State1> and <State2>. If more than two (2) states <State 1>, <State 2>, and <State 3>.
Element 6	___ I choose to maintain my Florida benefit claim. ___ I choose to withdraw my Florida benefit claim and apply for benefits in another state.	Static Text
Element 7	Choose one (1) of the following options, and return this letter to the address or fax number that appears on the bottom of this page. Failure to return this notice will result in the continuation of your Florida benefit claim.	Static Text
Element 8	Log in to your benefit claim at <<website>> in order to select your choice, or return this letter to the address or fax number on the bottom of this page.	Static Text
Element 9	Agency's address.	Static Text

Figure 5 Sample Elements Definition table

1. The description column will also contain words inside specification parameters < > that **will not need** to be translated.
2. Most of the specifications will provide an example of the current correspondence. Many of the examples have been modified and the correct information (data to be translated) is in the Element Definitions table.
3. Most correspondence those contain the word "Questionnaire" in the file name will contain only a word document that will need to be translated in its entirety with the exclusions listed in number one (1) and number (2).