



Government Support Services – Contracting  
100 Enterprise Place  
Suite # 4  
Dover, DE 19904-8202

September 20, 2011

TO: ALL OFFERORS

FROM: COURTNEY MCCARTY  
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: REQUEST FOR PROPOSAL – ADDENDUM #1  
NO.: GSS11602-TRANSLAT\_OSW  
On-Site Interpretation and Written Translation Services

### ***ADDENDUM #1***

The purpose of this addendum is to answer questions submitted regarding the solicitation.

1. Is there a currently an incumbent contractor for this requirement? If so, what is the name of the contractor and the current pricing?  
*This solicitation is for a new contract so no historical data is available.*
2. When the anticipated award date/start date?  
*As stated on page 4, the contract start date will be December 1, 2011.*
3. What the anticipated contract value?  
*This solicitation is for a new contract so no historical data or estimated usage is available.*
4. Please provide locations/addresses where interpreting needs are required?  
*Refer to page 3, section 3. Mandatory Use Contract.*
5. Please provide historical usage based on services (translation and face to face interpreting services), language, duration of sessions and location.  
*This solicitation is for a new contract so no historical data is available.*
6. What are the required business hours for interpreting services?  
*Most agencies will have operating hours approximately 7:00am – 5:00pm. Some agencies operate on a 24/7 basis and may require services anytime.*

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7. What will be the required turnaround time for the translation?  
Refer to pages 53-54 for the service requirements for written translation.
8. What is the format of the source files and target files?  
The format will vary. Information will be provided at the time of request.
9. Is it possible to provide sample documents for review?  
This solicitation is for a new contract so no sample documents are available.
10. Please advise if attachment 11 is applicable to this solicitation.  
Yes. Attachment 11 is a requirement of this solicitation.
11. Would the State of Delaware entertain an alternate pricing schedule based on language? It would be cost effective for the state since certain languages cost less than others.  
Vendors may elect to take minor exceptions to the terms and conditions. Alternate pricing schedules should be noted as an exception and provided on a separate excel document (either add a tab to the current Excel file or complete in a separate Excel document) and notated accordingly.
12. Are vendors allowed to quote on translation services but not interpretation services?  
Yes. Vendor may submit proposals on one or both services.
13. Is this RFP open to out of state vendors?  
Yes. Any vendor that can meet the requirements of the solicitation is welcome to submit a proposal.
14. I have a question regarding group homes. Could you tell me what the average budget is per kid, per home?  
DSCYF budget is not broken down in this fashion and because this is a new contract we don't have historical data for reference.
15. What if any is the most frequent capacity/venues current translators are being used i.e. court systems, classroom, etc?  
This solicitation is for a new contract so no historical data is available.
16. How often are ASL translators being used?  
This solicitation is for a new contract so no historical data is available.
17. What is the frequency of use for this contract? And do you have an idea of the current number of translators being used in a given day, week or month?  
This solicitation is for a new contract so no historical data is available.
18. What is the dollar amount of this contract?  
This solicitation is for a new contract so no historical data or estimated usage is available.
19. Will this contract be awarded to more than one vendor?  
Please refer to page 3 – Multiple Source Award.

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20. When/What is the first project to be covered by contractor?  
The services covered under this contract are on an as needed basis. The contract effective date is December 1, 2011.
21. When was the last time you made a change in vendors?  
This solicitation is for a new contract.
22. Are you dissatisfied with the current vendor in any way?  
This solicitation is for a new contract.
23. Is the purpose of this RFP only to solicit for competitive bids or to actually hire a new vendor?  
It is the goal of this Request for Proposal to identify a vendor(s) and execute a contract for On-Site Interpretation and Written Translation Services.
24. What role does price play in the decision? i.e. will this contract simply be awarded to the lowest bidder?  
The scoring criteria can be found on pages 16-17.
25. What is the expected volume for onsite interpretation services for the contract period?  
This solicitation is for a new contract so no historical data or estimated usage is available.
26. What is the expected volume for translation services for the contract period?  
This solicitation is for a new contract so no historical data or estimated usage is available.
27. Do you require any certifications for ASL interpreters?  
No specific certification is required. Refer to page 49 section C for requirements.
28. Please advise what the average document length is for translation services.  
This solicitation is for a new contract so no historical data or estimated usage is available.
29. Please advise the extent of detail required in the work plan explanation.  
Enough detail should be provided to allow the evaluation committee members to properly score your proposal.
30. Would it be possible to give you pricing for each of the core languages, or at least to break them down into pricing groups, in order to provide the best value to the state of Delaware? Pricing among languages listed varies greatly and to provide the best value it would make better sense to segment the list into groups of languages. For example, in our GSA contract we have over 90 languages that are broken down into four (4) pricing groups.  
Vendors may elect to take minor exceptions to the terms and conditions. Alternate pricing schedules should be noted as an exception and provided on a separate excel document (either add a tab to the current Excel file or complete in a separate Excel document) and notated accordingly.

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31. Is there a provision for minimum charges?  
Refer to page 52 section I for requirements.
32. Will any formatting or desktop publishing be required?  
Because this is a new contract we cannot say if there will be any requirements for formatting or desktop publishing.
33. Could you please clarify the last sentence of section L- “If the Government Support Services bond form is not utilized, the substituted bond form must reflect the minimum conditions specified in Insert Division Bond Form.”  
The sentence should have read “If the Government Support Services bond form is not utilized, the substituted bond form must reflect the minimum conditions specified in Government Support Services Bond Form.” Meaning if you are not using the included bond form the bond you submit must reflect the minimum conditions specified in the bond form provided in the solicitation.
34. Section 18.a.2 specifies the need for product liability insurance – as this is a service contract, would Errors & Omissions insurance be a suitable alternative?  
Any changes in Insurance Requirements would need to be taken as an exception and would be reviewed by the Insurance Coverage Office.
35. Do you require any certification for the translators (ATA or equivalent)?  
No specific certification is required. Refer to page 49 section C for requirements.
36. May we submit a bid for ASL services only?  
Yes.
37. Which location (city, town, or county) has the highest percentage of ASL requests?  
This solicitation is for a new contract so no historical data is available.
38. What is the historical number of ASL interpreting hours requested by month and/or year?  
This solicitation is for a new contract so no historical data is available.
39. How are travel charges for ASL services currently handled?  
This solicitation is for a new contract.
40. Will the State of Delaware also be interested in video remote interpreting which allows us to provide remote sign language interpreting services?  
Vendors are welcome to submit additional offerings. Additional offerings should be listed on a separate document and notated as such.
41. Is this an existing or new contract?  
This solicitation is for a new contract.
42. Can you provide a list of agencies/entities that may use our services?  
Refer to page 3, section 3. Mandatory Use Contract.

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43. Can you provide information on historical usage by language (either word count, revenue or number of requests), or if none is available on projected usage?  
**This solicitation is for a new contract so no historical data or estimated usage is available.**
44. What have been the biggest challenges in working with the current and/or previous contractors?  
**This solicitation is for a new contract.**
45. Is this a “requirement” contract, i.e. are State/County/Local agencies required to order all language services from this contract vehicle or may they choose to go elsewhere?  
**Refer to page 3, section 3. Mandatory Use Contract.**
46. Will formatting/layout/desktop publishing (DTP) services in graphic design programs such as Adobe InDesign ever be required? If so, can a line item be added to the pricing matrix to allow for charges for such a service? The industry standard is typically to charge for DTP services on an hourly or per page basis (or combination thereof).  
**Because this is a new contract we cannot say if there will be any requirements for formatting or desktop publishing. Vendors may elect to take minor exceptions to the terms and conditions. Alternate pricing schedules should be noted as an exception and provided on a separate excel sheet/document (either add a tab to the current Excel file or complete in a separate Excel document) and notated accordingly.**
47. Scope of Work, Section Y, page 11 – All our translators & interpreters are independent contractors. Should every translator & interpreter that we propose to use (there are literally hundreds that would potentially be used for this effort) be identified and listed in Attachment 7 or the proposal?  
**For the purposes of this solicitation and resulting contract(s) the translators and interpreters will be considered vendor employees; not subcontractors, so you will not complete Attachment 7 with information on the translators & interpreters.**
48. Appendix A, Section A, page 49 – The SOW states that interpreters must be available 24/7. What percentage of work YTD was requested after hours/outside of non-standard hours (based on the previous contract year)?  
**This solicitation is for a new contract so no historical data or estimated usage is available.**
49. Appendix A, Section C, page 49 – For resume submission for all “proposed personnel”, does this mean the contractor’s designated Program manager/Contract Administrator, or do resumes for all translators & interpreters that will be working on this contract need to be submitted?  
**Resumes are to be submitted for all translators & interpreters that will be working on this contract.**

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50. Appendix A, Section D, page 50 – Are background checks required only for designated contractor employees, or do all independent contractors (i.e. all translators & interpreters) need to have background investigations completed? Will the costs for background investigations be borne by the State or are they the responsibility of the contractor?

For the purposes of this solicitation and resulting contract(s) the translators and interpreters will be considered vendor employees; not subcontractors. Background checks are required for all translators & interpreters that will be working on this contract. For those who will be working in DSCYF locations are also required to complete child abuse and adult abuse registry checks. Expenses for all background checks are the responsibility of the vendor.

51. If this contract is a multiple award, do the contractors have the option to turn down work without being penalized?

If the work is beyond their capabilities or cause other business hardship, the contractor can refuse to accept an assignment. This refusal must accompany specific reasoning or justification. This may reflect in their performance and may result in their removal from the contact (contract termination).

52. If this contract is a multiple award, will work be distributed evenly among the vendors, or will each request be bid out to each of the vendors?

In the case of multi-award contracts, all vendor information (including rates) will be posted online and the agencies will have the option of selecting any awarded vendor.

53. Appendix B, Pricing Attachment – Is it acceptable to add a minimum charges to the pricing matrix/form as it has not been included in the RFP?

No changes are to be made to the format of the pricing matrix. Refer to page 52 section I for requirements. Vendors may elect to take minor exceptions to the terms and conditions. Alternate pricing schedules should be noted as an exception and provided on a separate excel document (either add a tab to the current Excel file or complete in a separate Excel document) and notated accordingly.

54. RFP III.L. (p8) - Does the value of the performance bond accurately reflect the value of the acquisition? What conditions would cause the State to exercise the bond?

No; \$100,000.00 is the flat rate Government Support Services requires for new contracts. Refer to the terms found in the performance bond form.

55. RFP IV.B.3.d. (p15) – Is a DE business license required for out-of-state vendors bidding only on the written translation work, where that work will actually be done outside the state?

Yes. Prior to receiving an award, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application.

56. RFP IV.H. (p17) – How much notice would be given to vendors in advance of their requested oral presentation?

On average three to five days notice will be given, should the evaluation committee members request oral presentations.

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57. RFP VI.B.18 (p24) – Are the Mandatory Insurance Requirements compulsory for written translation work, where no travel is performed, the work is performed outside Delaware and no Delaware public agency or third-party individuals are present?  
**The insurance requirements are mandatory for both the On-Site Interpretation and Written Translation services.**
58. RFP VI.B.34. (p29) – Professional translators traditionally work as independent subcontractors, especially in low-density languages where they have to have multiple clients to generate enough work. Would these individual translators be considered subcontractors subject to State approval IAW RFP VI.B.34.c?  
**For the purposes of this solicitation and resulting contract(s) the translators and interpreters will be considered vendor employees; not subcontractors, so you will not complete Attachment 7 with information on the translators & interpreters.**
59. RFP VI.C.6. (p35) – Who are the participating governmental entities? Will the contract be limited to use by Delaware agencies, or be open to use by other states and their agencies?  
**Refer to page 3, section 3. Mandatory Use Contract.**
60. RFP Appendix A.C. (p49) – Is it expected that resumes for all of the requested languages should be included in the proposal packet, or that the State requires that the translator's resume is sent as part of the service request confirmation (specified on p54 line 10)?  
**Resumes are to be submitted for all translators & interpreters that will be working on this contract.**
61. RFP Appendix A.N. (p54) – It is requested that 'A single translator shall be used to complete each document to ensure continuity and consistency;' does this preclude the use of a 2<sup>nd</sup> translator for 'proofing, editing and output' in the interest of Quality Control and/or cost control measures?  
**A separate translator may be used for 'proofing, editing and output'.**
62. It is indicated that rates must include travel time. Can you please clarify if this means that the hourly rate must include travel time (one rate that includes both travel time and interpretation rate) or if the travel time and interpretation rates can be listed separately (one hourly rate for interpretation, one hourly rate for travel time).  
**The hourly rate quoted is to include travel time.**
63. Page 20, item 1C – Are you able to provide the vendor usage report for previous awards and/or an estimate of the volume and total spend for this RFP? Can this be broken down into an interpretation budget and a written translation budget?  
**This solicitation is for a new contract so no historical data is available.**
64. Page 25, item 19 – Our business is licensed in the state of NJ. Please clarify when we need to apply for a Delaware license.  
**Prior to receiving an award, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application.**

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65. Page 45, Attachment 10 – We are registered as a women-owned business in NJ and our WBENC certification is pending. Does this registration/certification extend to DE?

No. You will want to complete the Delaware Office of Minority and Women Owned Business application. More information on the certification process can be found at: <http://gss.omb.delaware.gov/omwbe/certify.shtml>.

66. What is the current volume of written translation?

This solicitation is for a new contract so no historical data is available.

67. What is the distribution of written translation across the core languages?

This solicitation is for a new contract so no historical data is available.

68. What is the balance between core and non-core languages?

This solicitation is for a new contract so no historical data is available.

All other terms and conditions remain the same.