



Government Support Services – Contracting
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October 14, 2013

TO: ALL OFFERORS

FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT OFFICER II

SUBJECT: REQUEST FOR PROPOSAL – ADDENDUM #2
NO.: GSS14602-TRANSLAT_OSW
Interpretation (On-Site) and Translation (Written) Services

ADDENDUM #2

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

In response to the following questions; Information regarding the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=1574

1. Do you have a history of use per language for: (a) onsite interpretation services, (b) translation services?
2. Who is your current vendor for interpretation services?
3. Who is your current vendor for translation services?
4. Do you have history of onsite interpretation services per category: (a) medical, (b) legal?
5. What are your current rates for onsite interpretation services as follow: (I) General: (a) routine, (b) expedited, (c) emergency; (II) Technical: (a) Routine, (b) Expedited, (c) Emergency?
6. What was the translation services volume for 2012?
7. What is your current rate for translation services: (a) per word, (b) proofreading, (c) authentications, (d) desktop publishing rates?
8. Is there an incumbent vendor for these services?
9. If yes, who is the vendor(s) and what rates do they provide for the services?
10. How much was spent on translation under the current contract?

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In response to questions regarding contract value or anticipated spend; there is no estimated value or anticipated spend associated with this contract. Vendors can review the usage report data available online to get an idea of the State's spend for these services: Information regarding the contract spend can be found online at:

http://contracts.delaware.gov/contracts_detail.asp?i=1574

11. What is the estimated contract value?
12. Please provide information on the average number of requests per month, as well as language split.
13. What percentage of orders received in a month are classified as routine? Expedited? Emergency?
14. Please provide the anticipate volume for translation.
15. Please provide the anticipated volume for foreign language interpreting.
16. Please provide the anticipated volume for ASL interpreting.
17. Please advise the average length of document translation.
18. Please advise the length of in-person inter

All remaining questions will contain the answer below the question.

19. We are interested in bidding for your contract would you accept video remote interpretation vis a vis ipad, tablet, laptop or smartphone?

Due to the various locations and circumstances requiring interpretation video remote may not be an option available for use. The State is requesting "On-Site". Vendors may offer "video remote" as an add-on value option as part of the proposal response.

20. Is this a one vendor or multiple vendor award?

The award strategy is open and will be determined based on proposal scoring and what will be most advantageous to the State of Delaware in insuring the needs for this service can be met.

21. Interpreters and Translators' names/information is considered confidential. Could you please provide us alternated options to fulfill this request as outlined in excel attachment of this RFP?

You can elect to include these tabs in your "Confidential" submission. Should a vendor be awarded interpreters/translators on the list will be the only interpreters/translators approved to provide services under the contract. These tabs will not be included in the final award posting. However, will be a part of the contract file for audit purposes.

22. I was reading over the bid materials, and noticed that I have to present a financial balance for the last two years. However, I am not a company and so do not have a financial balance, rather I work under my SSN. So what should I present?

Independents who conduct business as themselves rather than through a company name would submit Tax returns to comply with the financial information requirement.

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23. In the Excel pricing sheet for written translation hourly rates for the following services are requested: proofreading other translators' translation, authenticating other translators' translation, desktop publishing. We don't provide these services. Are the rates for these services required? Or, can we write "N/A – not offered"?

Please note the "proofreading" and "authentication" is for work completed by your translator prior to submitting the translation to the Requesting Agency; not for "other" translations. If you do not offer desktop publishing you can notate the cell as such.

24. Do you require medically or legally *certified* interpreters (who command a higher rate), or those who have *familiarity* with the subject?

Not all languages offer a certification. Those interpreting in a legal setting will require compliance with the Administrative Office of the Courts Court Interpreter Program. By notating an interpreter skilled in medical or legal matters you, the vendor, are certifying that through your skill testing and screening mechanisms, and backed up by the resume, the linguist is capable of providing the service in these situations.

25. Would you accept a 2 hour minimum for all on-site appointments?

The State is requesting 1 hour minimum for on-site, foreign language appointments. Vendors may elect to take minor exceptions to the specifications, terms and conditions of this RFP. Refer to section V. Exceptions for instructions. Acceptance of exceptions is not guaranteed.

26. What has been the biggest challenge for fulfilling services under this contract?

The biggest challenge the State faced in developing the initial solicitation and continues to face is identifying what languages the State may need interpreters/translators for. Any anticipated challenges have been addressed in the Scope of Work.

27. As *vendor* has many interpreters in the area, we would not yet know which interpreter or translator would be available for various projects. May we send you a several samples of resumes from potentially available linguists in the area, along with any pertinent certifications?

Yes, however, only those resumes included will be used for evaluation purposes and if the vendor is awarded only those linguists you provide resumes, certification, and completed background checks will be approved to provide services under the contract.

28. I am correct in understanding that all background checks are to be submitted upon award and not with the proposal?

Background checks documentation will be requested as part of the award determination..

29. Must a vendor *already* have a Delaware Business License during the proposal process, or may one obtain the licensing upon award?

Delaware Business License or application receipt is due prior to award.

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30. In the event that multiple contracts are awarded, how will it be determined which assignments go to which vendor?

All vendor information and rates will be posted. It will be up to the Requesting agency to decide who they source the service through.

31. Criteria under #1 includes geographical presence. Please explain this criterion. Is a local office required, or are local interpreters sufficient to meet this criterion? If points are given for a local office, how many? Please explain the justification for this requirement.

A local office is not required and additional points are not given for local office or interpreters. The State is looking to identify based on the information provided that vendors are capable of providing interpreters as needed, in Emergency cases within two hours.

32. Attachment 11 and Appendix B, Section A, #3, Background Checks: Will the state accept successful Federal background investigations in lieu of requiring this security clearance application and the service letters discussed in #3?

As stated in this section “Federal background check can be submitted in lieu of a State of Delaware background check. Background checks previously cleared cannot be more than 12 months old.” Federal background checks are acceptable; however, they cannot be submitted in lieu of Attachment 11. Department of Correction requires a secondary background check on anyone who will be providing services at their locations. There is no reference to “service letters” in the “background check” section.

33. Appendix A, Section A: This section refers to mileage, parking and toll allowances permitted. However, in the Rates section on page 54, the RFP states that transportation and associated costs are not reimbursable. Please clarify what the guidelines are for billing these items for on-site interpreters.

The only section that permits mileage, toll and parking reimbursement is On-Site Sign Language, with exception. Full day or long term assignments for On-Site Sign Language will not be eligible for mileage, toll, and parking reimbursement. Refer to 5. Rates for Service, (covering On-Site Sign Language) for more details.

34. Appendix A, Section E, #3, Request for service: Do the time parameters refer to business days or calendar days?

For “Routine” and “Expedited” days will refer to business days.

35. Appendix A, Section E, #5, Billing: The industry standard billing for onsite interpretation is a two-hour minimum. We request that the state amend the minimum billing to two hours. This will allow vendors to submit more competitive pricing.

The State is requesting 1 hour minimum for on-site, foreign language appointments. Vendors may elect to take minor exceptions to the specifications, terms and conditions of this RFP. Refer to section V. Exceptions for instructions. Acceptance of exceptions is not guaranteed.

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36. Appendix A, Section E., #6, Cancellation: This provision appears contradictory: does the RFP intend that cancellation fees be applicable if cancellation is received after 5:00pm on the day prior to the hearing? Or if it is received with less than two hours' notice? In either case, the industry standard for cancellation is 24 hours. We request that the state amend the cancellation period to 2 hours. This will allow vendors to submit more competitive pricing.

Language is clarified to read cancellation of services received before 5:00pm the day before scheduled assignment or two-hours the day of scheduled assignment will not be assessed a cancellation fee.

37. Appendix B, Section A, #1, Skill Testing and Screening: May offerors provide a sampling of resumes, for example 10 total, across a subset of languages? Providing resumes for all interpreters would equal inclusion of hundreds of resumes.

Yes, however, only those resumes included will be used for evaluation purposes and should an award be made only those linguists you provide resumes, certification, and completed background checks will be approved to provide services under the contract.

38. Appendix B, Section B, Interpreter/Translator Response: Is the State's intention that only individual interpreters or translators submitting bids in response to the RFP complete these items? And therefore that a firm submitting an offer need not provide the additional documentation described in paragraph #3, specially the Experience Worksheet?

Appendix B, Section B applies to Independent Interpreters/Translators bidding on the solicitation. Appendix B, Section A applies to companies bidding on the solicitation. The Experience Worksheets in Appendix D can apply to both Companies and Independents if bid response includes a Non-Certified Sign Language Interpreter. Companies are not required to complete the experience worksheet for independent interpreters/translators as they have skill testing and screening requirements as part of the contract.

39. Appendix E: On the "onsite foreign interpretation, summary" tab, what information is the state looking for under "technical ability"?

Legal, Medical, Construction, Education, Human Services, etc.

40. Appendix E: Does the language Chunkese actually refer to Chuukese, also know as Trukese?

Yes, should read Chuukese.

41. Does this contract include a requirement for minority business subcontracting?

No.

42. Long Term Assignments: Does a Long Term Assignment have a specified number of hours per day?

No, the number of hours per day has not been established due to the varying situations. For examples, it could be for a State of Delaware employee working 7.5 hours or it could be for a Higher Education student with a varying course schedule.

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43. Long Term Assignments: How many hours does an Interpreter have to work before they **must** take a “required” unpaid lunch break?

This again will vary based on the situation. For example, the interpreter could be providing services for a State of Delaware employee and would take lunch when the employee takes lunch (does not have to be together, just the same time). If an interpreter is providing services for a Higher Education student they could have extended breaks between classes.

44. On-Site, Foreign Language, Request for Service: Last paragraph, last sentence “The requesting agency, upon completion of performance will certify the record”. Should an interpreter have their time of completion signed by an Agency Representative?

Yes.

45. Background checks, Child Abuse and Adult Abuse registry check: Does this have to be completed in Delaware?

State of Delaware or Federal checks.

46. Is a proposal acceptable that requires the customer to pay a cancellation fee if the customer gave notice of cancellation of onsite interpretation fewer than 24 hours before the scheduled interpretation (see RFP page 55, paragraph numbered 6)?

The State requirement is no fee be assessed if a service request is cancelled before 5:00pm the day before the assignment. Vendors may elect to take minor exceptions to the specifications, terms and conditions of this RFP. Refer to section V. Exceptions for instructions. Acceptance of exceptions is not guaranteed.

47. The industry standard per assignment is a 2 hour minimum, plus reimbursement for travel time and expenses for onsite interpretation. The RFP provides that the minimum billable time will be one hour (RFP page 55, paragraph numbered 5). If the RFP page 54, paragraph 4 rate does not permit a separate addition for travel time and reimbursement of expenses and the minimum billable is one hour, the result may be a higher hourly rate because the travel time and reimbursement of expenses must be recovered in one hour. Will the RFP be changed to provide a minimum of 2 hours or will an exception to this be considered a minor exception?

The State is requesting 1 hour minimum for on-site, foreign language appointments. Vendors may elect to take minor exceptions to the specifications, terms and conditions of this RFP. Refer to section V. Exceptions for instructions. Acceptance of exceptions is not guaranteed.

48. Is a proposal acceptable that separately provides pricing for travel time and reimbursement of mileage, tolls, and parking, considering that most interpreters will be traveling some distance to provide in person interpretation (see RFP page 54, paragraph numbered 4)?

Location of both assignment and available interpreters is to be taken into consideration when filling a request. Travel time and associated fees will not be considered for On-Site, Foreign Language Interpretation.

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49. Considering that a 2 hour minimum is the industry standard for in person interpretation, is a proposal acceptable that proposes pricing for a 2 hour minimum at one rate and a lower rate after the 2 hour minimum (see RFP page 55, paragraph numbered 5)?

The State is requesting 1 hour minimum for on-site, foreign language appointments. Vendors may elect to take minor exceptions to the specifications, terms and conditions of this RFP. Refer to section V. Exceptions for instructions. Acceptance of exceptions is not guaranteed.

Exceptions taken to the pricing structure outlined in the Excel document must be completed as a separate, and clearly marked tab. Changes to the existing tabs will not be accepted.

50. Regarding the requirement for Background checks, page 65, paragraph numbered 3 and page 67 paragraph numbered 4, considering that written translators are independent contractors who do not and will not perform work on-site, and who may reside in any part of the U.S., is a background check for a translator from the translator's home or business state acceptable? The FBI background check is costly and requires travel of some distance to facility for fingerprinting.

Background checks must be either State of Delaware or Federal.

51. We do not currently possess a state of Delaware business license. May we apply upon award?

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 the application.

52. On page 53, Section 3: Request for Service. When confirming both receipt of assignment and ability to fill, is that in business hours?

Business days.

53. On page 57, Section 4: Request for Service. When confirming both receipt of assignment and ability to fill, is that in business hours?

Business days.

54. On page 60, Section G: Written Translation. Audio translation is mentioned. Audio is first transcribed (a separate service), then translated. Please clarify whether audio transcription and translation is included in the scope of this RFP.

Translation of "audio" does not include transcription services. Translation of "audio" would include updates to telephone messages and other related items.

55. Page 62, Request for quote. The RFP states "Vendor shall provide the ordering agency written acknowledgement of each service request." Is there a deadline for the acknowledgement, like with on-site services?

No, however, requested should be acknowledged in a reasonable amount of time and include an ETA on submission of quote.

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56. Page 64, Section 1: Skill Testing and Screening. Please clarify: scope specific resumes are required for foreign language interpreters and translators or only ASL interpreters?

Vendor is to provide scope specific resumes for **all** proposed interpreters/translators.

57. Page 65, Section 3: Background Checks. Also the “Translator, Int. Summary” page of Appendix E. Why is it necessary for translators to have background checks? They never perform services on site. Will the State consider striking this requirement for translators?

Background checks are required for **all** interpreters/translators.

All other terms and conditions remain the same.