



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

December 12, 2014

TO: ALL OFFERORS

FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT OFFICER II

SUBJECT: REQUEST FOR PROPOSAL – ADDENDUM #1
NO.: GSS15602-TRANSLAT_OSW
Interpretation (On-Site) and Translation (Written) Services

ADDENDUM #1

The purpose of this addendum is to adjust the contract term dates and answer questions submitted regarding the solicitation.

Contract Date Adjustment:

Section 6, Contract period, under I. Introduction is revised to read as follows:

Each Vendor's contract shall be valid through March 31, 2016. Award of 24/7/365 coverage telephone based interpretation services shall take effect July 1, 2015. Unless otherwise stated in the award notifications, all other services awarded as a result of this solicitation shall take effect March 1, 2015. Each contract may be renewed for three (3) one (1) year periods through negotiation between the Vendor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months after the term of the full contract has been completed.



Questions & Answers, Current Contract:

Q1	What are the current incumbent rates for telephonic language services?
Q2	What are the current incumbent rates for translation services?
Q3	What are the current incumbent rates for in-person interpretation services?
Q4	Would the State be willing to share previously agreed-upon pricing for each bid package as a part of this RFP to aid bidders in providing competitive prices to the State?
A1-4	<p>Information regarding the current contracts can be found online at:</p> <ul style="list-style-type: none">➤ Interpretation (On-Site) & Translation (Written) Services: http://contracts.delaware.gov/contracts_detail.asp?i=2164➤ Interpreter Services – Telephone Based: http://contracts.delaware.gov/contracts_detail.asp?i=643

Questions & Answers, Contract Value/Anticipated Spend:

Q5	What is the estimated annual value of this contract, preferably for each of the services listed (on-site, telephonic, written translation)?
Q6	What is the average length of an on-site assignment?
Q7	What is the average monthly volume of interpretation by telephone per language?
Q8	What is the average monthly volume of Face-to-Face interpretation by language?
Q9	Can you provide any forecasted information on volume increase?
A5-9	<p>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:</p> <ul style="list-style-type: none">➤ Interpretation (On-Site) & Translation (Written) Services: http://contracts.delaware.gov/contracts_detail.asp?i=2164➤ Interpreter Services – Telephone Based: http://contracts.delaware.gov/contracts_detail.asp?i=643

Questions & Answers, Bid All or Partial:

Q10	We were wondering if it is possible to bid for just part of the contract, or does one need to bid for the entire thing?
Q11	I would like to know if it is possible to bid for translation services ONLY and in one specific foreign language?
Q12	We are currently reviewing the RFP placed online for translation and interpretation services and I'm hoping you can confirm the following question for us. We see four bids listed - A, B, C, and D. Can we just respond to one of those bids or do we have to respond to all of them in order to qualify?
Q13	May we bid on certain categories only: written translation and telephonic interpretation?
Q14	Is it possible for a company to bid solely on one (1) language for the On-Site Foreign Language portion?
A10-14	<p>As stated in the Request for Proposal document (II. Scope of Work, C. Statement of Needs) "Vendors are <u>not</u> required to bid all packages <u>nor all</u> languages within the bid packages."</p>

Q15	Would it be acceptable to bid on on-site interpretation excluding American Sign Language?
A15	There are two separate bid packages for on-site interpretation. One covers American Sign Language and the other covers Foreign Languages. Vendors are not required to bid all packages nor all languages within the bid packages.
Q16	Would it be acceptable to offer the fulfillment of American Sign Language orders through Video Remote Interpretation?
A16	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" services. Vendors may offer "video remote" as an add-on value option as part of the proposal response.

Questions & Answers, Submission:

Q17	Can we submit our proposals via email?
A17	No. Refer to Request for Proposal document, M. Number of copies with Mailing or Proposal (pages 15-16) for submission requirements.

Questions & Answers, Background Checks:

Q18	Linguist Minimum Requirements – Background Checks – The RFP states that all interpreters must undergo a Delaware background check, is this a firm requirement? If so, will the state measure a bidder's qualification to perform the work by the number of interpreters already in possession of a DE background check?
A18	State of Delaware or Federal background check is a Mandatory requirement for all interpreters/translators that may be used to service the contract. Scoring criteria can be found on page 23 of the RFP; additionally, refer to the red text under Linguist Minimum requirements on page 9. Background checks for individual interpreters/translators must be completed and approved by the overseeing contract officer prior to the interpreter/translator performing any work.
Q19	Linguist Minimum Requirements – Background Checks - Will an awardee work with the contracting office in order perform background checks, or will a vendor handle this process entirely on its own?
A19	Background check completion is the responsibility of the vendor.
Q20	Linguist Minimum Requirements – Background Checks - Our telephonic interpreters and translator freelancers are located Nationwide, is the Delaware background check required for bidding on telephonic interpretation and/or the written translation?
Q21	2b, Background checks: "vendor shall also conduct child abuse and adult abuse registry checks". Typically this is required for on-site interpretation vendors only. Does this apply to all personnel on the contract?
Q22	2b 1 and 2: Does this apply to all personnel on the contract or only to on-site vendors? Telephone interpreters will not be physically present and thus this normally does not apply to them.
Q23	Page 9 - Background Checks - As an agency proposing only on Bid Package D-- Foreign, Written, what specific background checks are required for our linguists, if any since our linguists will not be providing in-person services?

Q24	RFP, Background Checks: Are background checks necessary for vendors in all lines of service? Or is this requirement limited to linguists who will perform in-person services for the State?
Q25	Are background checks still a requirement? If so, will the background checks be required for translators as well as interpreters?
A20-25	Background checks, State of Delaware or Federal, are required for all interpreters/translators that could potentially provide service under this contract.
Q26	Page 10-Department of Corrections: Who is financially responsible for DOC background checks?
A26	Please note the DOC background check is in addition to the State or Federal background check requirement. There is no fee associated with this additional check requirement. Clearance is for one year and anyone denied access by DOC as a result of the background check can reapply in one year's time.

Questions & Answers, Linguist Minimum Requirements:

Q27	Linguist Minimum Requirements – In the interpreters capability statement, the RFP states that all contractors will be considered employees. VENDOR's interpreters are freelancers, would this present a problem?
A27	To reduce the amount of paperwork associated with the proposal response, interpreters/translators are viewed by the State as employees of the responding company. The selected Vendor will warrant that its possesses, or has arranged through subcontractors, all capital and other equipment, labor, materials, and licenses necessary to carry out and complete the work hereunder in compliance with any and all Federal and State laws, and County and local ordinances, regulations and codes.
Q28	Regarding Page #9, Item 2., Linguist Minimum Requirements: We have many interpreters who are Independent Contractors, not employees. Is this requirement specific to on-site and written translation services, or does this include telephonic interpreters? The VENDOR Interpreter database includes over 1600 interpreters. Since requests will vary in volume, language needed, and interpreter availability, all 1600 available interpreters could be considered for each interpretation request. Will our bid be disqualified if the Master List does not include each of the 1600 telephonic interpreters in our database?
A28	To reduce the amount of paperwork associated with the proposal response, interpreters/translators are viewed by the State as employees of the responding company. The selected Vendor will warrant that its possesses, or has arranged through subcontractors, all capital and other equipment, labor, materials, and licenses necessary to carry out and complete the work hereunder in compliance with any and all Federal and State laws, and County and local ordinances, regulations and codes. This is a business decision for you, the respondent, to decide. Please note however; that if awarded, only those interpreters/translators identified and meeting all the requirements will be approved to provide services under the contract for your company.

Q29	<p>Linguists Minimum Requirements; Regarding Master List for Interpreters/Translators; Translation ONLY (page 9 of 61)</p> <ul style="list-style-type: none"> a) We maintain a very large pool (over 4,000) of professional linguists. They are matched according to their expertise and the expertise required for each specific assignment; therefore, how many linguists for each language should we include on the Master List? b) Are there any stipulations regarding citizenship and do the linguists have to be living in the USA? c) We respect the confidentiality of our linguists as we do our clients; therefore, can you tell us what information we need to include about the linguists on the Master List? Is this information kept in confidence? Also, should we assume there will be no direct correspondence between the State facility and our linguists (subcontractors)?
A29	<ul style="list-style-type: none"> a) This is a business decision for you, the respondent, to decide. Please note however; that if awarded, only those interpreters/translators identified and meeting all the requirements will be approved to provide services under the contract for your company. b) No activity is to be executed in an off shore facility, wither by personnel, a subcontracted firm or a foreign office or division of the vendor. c) Master list will be maintained by the Contract Officer overseeing the contract for the State of Delaware and will serve as supporting documentation for audit purposes. Refer to Confidentiality, page 18 of the RFP. All requests for services will be communicated with the awarded vendor.
Q30	<p>Page 9-Item 2: Linguist Minimum Requirement: A Master list of interpreters/translators ...not to be substituted without penalty. Would illness, weather be considered extenuating circumstances?</p>
A30	<p>If an interpreter is unable to attend a scheduled appointment and a substitute interpreter is required; the vendor must provide a substitute interpreter that has been approved by the contracting office, having met all the minimum requirements. The section your question pertains to simply states that vendors are not permitted to fill a service request with an interpreter/translator not approved by the State.</p>
Q31	<p>Linguist Minimum Requirements - Would the vendors own internal testing/qualification process be comparable to interpreters possessing certifications/accreditations?</p>
A31	<p>The solicitation does allow for "non-certified" interpreters/translators. The State understands that not all languages offer a certification. Consideration of individual interpreters/translators without "certification/accreditation" will be completed through review of the Interpreter Capability Sheet and vendor responses regarding testing/qualification processes.</p>
Q32	<p>2a, Minimum Personnel Qualifications: "all personnel providing services on this contract shall have ATA Certification". This is a certification for translation only and is created by the American Translators Association. It is not necessary for community interpreting. The contractor suggests striking this from the RFP or having it apply to translation only.</p>
A32	<p>The language remains as written. "ATA Certification (for available languages only)". The State will consider other certifications relative to the language services industry that demonstrate expertise for the service(s) proposed.</p>

Q33	RFP, Minimum Personnel Qualifications: Certification from ATA is mentioned as a linguist minimum requirement for applicable languages, but certifications in other fields (for example, medical) or other bodies (for example, CCHI or CMI) may be equally beneficial to the State. Are other types of linguist certifications acceptable to the State under this contract?
A33	The State will consider other certifications relative to the language services industry that demonstrate expertise for the service(s) proposed.

Questions & Answers, Award:

Q34	How many vendors does the State of Delaware anticipate awarding this language support contract?
Q35	How many vendors does the State of Delaware anticipate awarding per technical capabilities, in particular Foreign (On-Site) and Foreign (Written)?
A34-35	Refer to Multiple Source Award, page 4 of the RFP.
Q36	If multiple vendors are selected, how will the work will divided and what does your current disbursement strategy looks like? i.e. How many vendors, what % of work does each get.
Q37	Assuming multiple-awardees, does the State of Delaware anticipate placing a contract ceiling value (USD\$) per awardee?
A36-37	All vendor information and rates will be posted. It will be up to the requesting agency to decide who they source the service through.

Questions & Answers, Reporting:

Q38	Attachment 8 – Monthly Usage Report - Would the state to reconsider the clause that stipulates it will accept updates to the interpreter list on a monthly basis? The ability for a vendor to respond to the state’s changing volume needs requires that the vendor maintain an ongoing and steady recruitment effort to ensure an adequate resource pool. To this effect, we ask the state to reconsider this provision as it hampers a vendor’s responsiveness to volume surges.
A38	Attachment 8, Monthly Usage Report, is separate from the interpreter list update. The monthly usage report will detail all services provided to the State on a monthly basis and is a Mandatory requirement with contract award. Vendors will be permitted to submit updates for the interpreter list on a monthly basis; this provides vendors with the opportunity and continued ability to increase the available interpreter/translator resource pool.
Q39	Is the contractor required to report in the exact format given in Attachment 8? The contractor has a proprietary online system where the State of Delaware can have access to the same information, but in a different format. The report is available in real-time 24/7. Will this be acceptable to the State of Delaware?
A39	Yes, vendors will be required to submit the report in the exact format provided in the award notification email. Exceptions to this requirement will not be considered.
Q40	If the authorized personnel has access to the contractor’s online reporting system, is the contractor still obliged to send email reports?
A40	N/A, per responses to Q38 & Q39.

Questions & Answers, Bid Package A:

Q41	BID PACKAGE A. Page 5-Item 3: Requested time-vs-billable time. Suppose an assignment is booked for 9:00-11:00AM, the matter is legal. The situation continues into the afternoon. The interpreter/s has booked other assignments for after 11:00AM. What is the obligation of the interpreter? Educational situation: The student is absent frequently. Classes are from 7:30-2:00PM. The interpreter will only bill for 2.5 hours per day?
A41	In the case of appointments running over the scheduled time; a break will be called to allow the requesting agency to confer with the interpreter to see if their schedule allows for additional time or a follow-up appointment needs to be scheduled. In the case where an appointment does not last as long as scheduled; the agency requiring the service would be billed only for the time service is performed (or minimum billable time, whichever is greater) + a \$25 shortened appointment fee.

Questions & Answers, Bid Package B:

Q42	Bid Package B, C Request for Service: “Any calls the requesting entities may need the interpreter to complete, such as scheduling appointment with client and confirmation of appointment are to be considered supplemental time associated with the “appointment”. No additional fee for this service will be permitted.” This is outside the normal scope of work and responsibilities of the interpreter. The interpreter’s role is to interpret what is said during confirmation calls, etc, and telephone interpreters should be used. The contractor suggests amending this portion.
A42	The language remains as written. 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.
Q43	Bid Package B, C Request for Service: “Any calls the requesting entities may need the interpreter to complete, such as scheduling appointment with client and confirmation of appointment are to be considered supplemental time associated with the “appointment”. No additional fee for this service will be permitted.” If you are unable to amend this statement, you must provide detailed instructions ahead of time so that the contractor can prep the interpreter for any tasks outside of the normal role of the interpreter. The contractor suggests amending this statement.
A43	The language remains as written. 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.
Q44	Bid Package B, C Request for Service, 1 Minimum Billing: “On-Site Interpretation service will include the fifteen (15) minutes proceeding the scheduled time for performance or any longer time requested by the requesting agency.” Will this 15 minute proceeding the scheduled time for performance be billable?
A44	Yes, the 15 minutes proceeding the scheduled time will be included in the one-hour minimum.

Q45	Bid Package B, C Request for Service, 3 Requested Time -VS- Billable Time: the reason agencies bill for booked time is that the interpreter cannot take other assignments and thus cannot work during booked time. Billing for booked time is industry standard and accounts for ethical treatment of interpreters and elevation of the profession. It is highly recommended that the State of Delaware amend this section to bill for all booked time.
A45	The language remains as written. 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.
Q46	Bid Package B, C Request for Service, 3 Requested Time -VS- Billable Time: it is industry standard to bill per hour, not per minute. The contractor suggests amending the billable time to 2 hour minimums and 1 hour billing increments afterwards. Per minute billing is reserved for Interpretation by Telephone.
A46	The language remains as written. For this bid package; we have identified a one-hour minimum billing, with additional time being billed in 15-minute increments. For references and audit purposes, vendors are instructed to identify the exact and billed minutes on the invoices. 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.
Q47	Bid Package B, C Request for Service, 4 Invoice Requirements: it is not industry standard to report interpreter time in minutes. It is industry standard to report in hours (1.25, 1.5, etc). Per minute billing is reserved for Interpretation by Telephone. The contractor suggests amending this statement.
A47	The language remains as written. For this bid package; we have identified a one-hour minimum billing, with additional time being billed in 15-minute increments. For references and audit purposes, vendors are instructed to identify the exact and billed minutes on the invoices. 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.

Questions & Answers, Bid Package C:

Q48	Bid Package C, 2 Connection Requirements: Is this a monthly average connect time? Is this for top languages, or all languages? The industry standard for connect time is 1 minute.
A48	Monthly average, for all languages included in your proposal response for this bid package.

Questions & Answers, Appendix B:

Q49	Appendix C and Appendix B "Linguist Listing" sheet - We are responding only to Bid Package D--Foreign, Written, so should we provide you a list of the linguists we intend to use for each language we propose to translate? And should we complete an Appendix C for each of those linguists we list in Appendix B?
A49	Yes to both questions.

Q50	Appendix B, Linguist Listing Tab: Should the date here read 01/01/2015? Or are background checks meant to have been completed at least three years before the contract start date?
A50	Previously completed background checks cannot be older than 01/01/2012.
Q51	Appendix B, Linguist Listing Tab: Given that many language service providers have thousands of active linguists at different levels and at different capacities, would the State accept a sample of 100 linguists as a representative sample?
A51	This is a business decision for you, the respondent, to decide. Please note however; that if awarded, only those interpreters/translators identified and meeting all the requirements will be approved to provide services under the contract for your company.

Questions & Answers, Other:

Q52	Whether companies from Outside USA can apply for this? (From India or Canada)
A52	No activity is to be executed in an off shore facility, wither by personnel, a subcontracted firm or a foreign office or division of the vendor.
Q53	Whether we need to come over there for meetings?
A53	This will depend on the service you elect to bid on. Some services require on-site interpretation. Vendor meetings may be required periodically. Depending on the reason for the meeting, accommodations to teleconference may be considered.
Q54	Can we perform the tasks (related to RFP) outside USA?? ((From India or Canada)
A54	No activity is to be executed in an off shore facility, wither by personnel, a subcontracted firm or a foreign office or division of the vendor.
Q55	Is there a primary reason for this RFP? For example: existing quality concerns, reduction to current price, or general contract terms requiring renewal?
A55	This is a contract that the State continues to modify the scope of work to ensure the needs of all State agencies are considered.
Q56	Have you considered sole sourcing this opportunity?
A56	The services included in this solicitation do not meet the definition of sole sourcing.
Q57	There is no indication of the cancellation policy for on-site assignments; would the agency consider implementation of the industry standard 24 hour cancellation policy in which any on-site assignment cancelled by the agency within 24 hours of the scheduled start time would be subject to a 2-hour minimum payment to the vendor?
A57	Cancellation policy for on-site assignments is outlined in both Bid Package A, Sign Language and Bid Package B, Foreign Language. Refer to the appropriate bid package for specifics.
Q58	Where would the primary locations for onsite interpretation be located?
A58	Refer to External Requirements for some possible locations.
Q59	Scope Specific Definition – External Requirements - Can you provide exact locations for the external onsite interpretation locations?
A59	No. Locations will vary by Agency, client, and situation.

Q60	Regarding Page #6, Section D., Detailed Requirements; Interpreter Capability Sheet: The VENDOR Interpreter database includes over 1600 interpreters. Since telephone interpretation requests will vary in volume, language need, and individual interpreter availability, all 1600 available interpreters could be considered for each interpretation request. Will our bid be disqualified if a capability sheet is not submitted for each of the 1600 telephonic interpreters in our database? All our interpreters are tested and credentialed.
A60	To reduce the amount of paperwork associated with the proposal response, interpreters/translators are viewed by the State as employees of the responding company. The selected Vendor will warrant that it possesses, or has arranged through subcontractors, all capital and other equipment, labor, materials, and licenses necessary to carry out and complete the work hereunder in compliance with any and all Federal and State laws, and County and local ordinances, regulations and codes. This is a business decision for you, the respondent, to decide. Please note however; that if awarded, only those interpreters/translators identified and meeting all the requirements will be approved to provide services under the contract for your company.
Q61	Page 8) Supplemental Time as described, is this billable?
A61	Supplemental time is included in the one-hour or two-hour minimum; depending on the bid package.
Q62	Page 8) Expedited services-one day notice: Does this mean one day notice or more than 24 hours following the request?
A62	Business day
Q63	Page 8) I understand there are various levels of a State of Emergency. What level are we considered? (Clarification of Question: I know that in a State of Emergency, you have non-essential vehicles on the road, and essential vehicles, such as medical vehicles doctors etc. In a State of Emergency what would interpreters be considered?)
A63	Page 8, "Emergency" is not referring to the levels associated with a State of Emergency. This reference is defining the type of notice given for emergency requests. The services under this solicitation include telephone interpretation; therefore, in emergency situations during a State of Emergency, on-site interpreters may not be required.
Q64	3, Legal Requirement: the contractor works with independently contracted interpreters and thus cannot mandate appearance at subpoena's. The contractor cannot obligate its independently contracted interpreters, and therefore suggests amending this statement.
A64	The State of Delaware will view any interpreter/translator identified in your proposal and/or award (if selected) as an employee of your company. Companies submitting proposals in response to any of the bid packages under this solicitation are certifying that by providing documentation required for interpreter/translator that the interpreter/translator is aware of the requirements of the contract.
Q65	Legal Requirement (page 12 of 61); Does this apply to interpreters only? Is it correct to assume this does not apply to translators providing written translations?
A65	This could apply to both Interpreters and Translators.

Q66	RFP, Paper Copy: Given the enormous volume of resumes to be delivered to the State at the time of response, would it be acceptable under this contract to deliver linguist resumes upon delivery of services to the State?
A66	This is a business decision for you, the respondent, to decide. Please note however; that if awarded, only those interpreters/translators identified and meeting all the requirements will be approved to provide services under the contract for your company.
Q67	Page 18-Attachment 2: If an individual provides interpreting services for the State and also independently, does that mean they cannot sign the Non-Collusion Statement? (Clarification of Question: An interpreter who is a state employee and working with a vendor as a sub-contractor.)
A67	The respondent to the solicitation must complete the Non-Collusion Statement. In the event an independent interpreter/translator is responding and they are also a current State of Delaware employee they will need to get an official opinion from the Public Integrity Commission. Copy of decision should be included in the proposal response.
Q68	Requirements of the Vendor (page 23 of 61): a) Third bullet: Three references of the subcontractor(s) Does this apply to agencies, and if so, does this apply to translators for written translations? b) Fourth Bullet: Our agency moved locations last year which had a tremendous impact on our financial status. In spite we have successfully been in business going on 27 years. Do you feel we can still be considered a likely candidate? We appreciate your recommendation as we don't want to waste anyone's time.
A68	a) If your proposal response, includes subcontracting (not including independent interpreters/translators) any portion of the work out you must complete the subcontractor form and provide three references for the subcontractor. b) You may include any notations associated with your financial reports explaining any drops and a forecast for the current calendar year for consideration.
Q69	Page 23 - Requirements of the Vendor - It says we are to include "Financial information (balance sheets and income statements) for the past three years." Do we include this in the initial proposal? Or is this something that will be required by specific request during the review process? I don't see this requirement anywhere else in the paperwork. Where in the final proposal should this financial information be included, if it is necessary in the initial response (page 12)?
A69	As stated in the RFP, financial information is to be included in the proposal response. For placement of financial information refer to page 12, RFP Response Requirements, (a) Paper copy. Request for financials is found in the RFP so would go in the "Response to RFP and Scope of Work".

Q70	Page 27-Item B. If the turnaround time of one hour by email to respond to request and two hours to respond with the interpreter/s name, what are the consequences? Many interpreters are working on a job and cannot get to their cell phones immediately to respond?
A70	The State understands it may take more than 2 hours to confirm an interpreter/translator for assignments in some cases. The State does not want "routine" requests turning into "emergency" requests because vendors are not filling them in a timely manner. Provided there is communication with the agency on the progress the State has no intention of incorporating a penalty. Vendors should be aware; there may be instances where an agency will contact more than one vendor to fill a request. The vendor that responds first with a confirmed interpreter/translator scheduled would get the appointment.
Q71	Page 30- Item 19. Temporary personal are not State employees unless/until directly hired. The word employee's is used several times throughout the contract. Interpreters in most situations are considered independent contractor's therefore Vendor/Agency is not liable for benefits such as unemployment and health benefits. Please address this type of situation.
A71	The section referenced in the question simply state's that individuals providing a service under a State contract are not State employees. To reduce the amount of paperwork associated with the proposal response, interpreters/translators are viewed by the State as employees of the responding company; therefore Attachment 7 would not be required for individual interpreters/translators. Please note; if a company is planning to subcontract a portion of the service bid to another company, Attachment 7 is required.
Q72	Commercial General Liability policies for language services that are not performed on-site at the client's facilities, e.g. written translation services, typically do not require \$3,000,000 aggregate. Would the State consider a requirement for \$2,000,000 aggregate for applicable bidders?
A72	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.
Q73	Page 31-Item F. Mandatory Insurance Requirements: If an individual is providing interpreting services for the State of Delaware and becomes injured or dies due to neglect at the location, the interpreter cannot hold liable the State? Does this mean we must carry additional insurance for personal injury while on the job? Example: Driveway is not plowed, and an accident happens on black ice. There is property damage and physical damage.
A73	The State is not liable for any Worker's Compensation claims under this contract. The State has identified minimum insurance coverage requirements. Vendors will need to work with their Insurance Agent to determine what additional coverage requirements/limits are necessary.
Q74	Do we have to have any particular purchasing certification is we are out of state bidders, but perform no work in the state (only via internet and via the phone)? (Clarification of Question: Do we need to be a corporation in Delaware if the work is not performed in DE?)
A74	A State of Delaware business license is required; unless Division of Revenue informs a vendor otherwise. In the case where Division of Revenue says the license is not required, vendor will be required to provide written documentation.

Q75	Page 33-Item 26. Vendor non-entitlement. Last paragraph: There is not prohibition from any Vendor choosing to work with another vendor who holds a state central contract for private business. This may sound like question 6, I would like clarification. (Clarification of Question: An interpreter who is a state employee and working with a vendor as a sub-contractor.)
A75	Subcontracting is permitted. Independent interpreters, for this contract, are viewed as employees of the vendor so the subcontracting form would only be required if a company is partnering with another company. Use of a State employee, as an independent interpreter, under this contract would require a formal opinion from the Public Integrity Commission. Copy of decision should be included in the proposal response.
Q76	Page 34 - Ordering Procedure - Is a toll-free number required for the fulfillment of this contract?
A76	Successful Vendors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls.
Q77	Page 35-Item C. What is a P-Card. How are payments made?
A77	P-Card is a procurement card, similar to a credit card. Payment will vary by Agency; if not by P-Card may be by ACH/ACI or check.
Q78	Page 39-Item 45. Termination of Contract: Item B: Convenience...can be done at least 60 days before the effective date. Vendor shall be entitled to receive compensation for any satisfactory work completed. In an educational situation, if a student is absent frequently or withdraws how long will interpreter be compensated?
A78	Reimbursement will be per the Requested Time –vs- Billable Time and Cancellation policy identified in the Bid Package for the applicable service.
Q79	Attachment 8 and Attachment 9 - Are we to only fill out the top portions of these documents? They seem to be reporting forms for use during the execution of services.
A79	Attachment 8 & 9 are examples of reports that will be required of all awarded vendors.

All other terms and conditions remain the same.