



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

February 23, 2015

TO: ALL OFFERORS

FROM: COURTNEY MCCARTY  
STATE CONTRACT PROCUREMENT OFFICER II

SUBJECT: REQUEST FOR PROPOSAL – ADDENDUM #1  
NO.: GSS15602B-TRANSLAT\_OSW  
Interpretation and Translation Services, Re-Bid of Bid Package A – Sign Language

**ADDENDUM #1**

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

**Questions & Answers**

Q1	Whether companies from Outside USA can apply for this?? (From India or Canada)
A1	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.
Q2	Whether we need to come over there for meetings??
A2	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.
Q3	Can we perform the tasks (related to RFP) outside USA?? (From India or Canada)
A3	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.
Q4	Can we submit our proposal via email?
A4	No. Refer to Request for Proposal document, M. Number of copies with Mailing of Proposal (pages 15-16) for submission requirements.



Q5	<p>I was interested in bidding for RFP GSS15602B-LINGUIST. In reading over it I see the requirement for a RID/NAD Certified sign language interpreter. I wanted to inquire about this prerequisite as I am interested in bidding on this RFP however have not found any standing laws in the state of Delaware stipulating National certification. Can you please clarify this requirement.</p> <p>I am a seasoned interpreter with over 15 years experience as a Sign Language, Spanish interpreter specializing in Trilingual interpreting for the Deaf-Latino community. I have a 2 year certification from the DTCC in American Sign Language and Deaf cultures and graduated from DTCC with a degree as a professional interpreter from their ITP program. I am nationally medically certified through Bridging the Gap and also have years of experience working with the Deaf-Blind utilizing Tactile sign language and have worked extensively with MLS (minimal language skilled) Deaf/hard of hearing clients in Behavioral medicine, Mental health and through many years of medical situations however am not nationally certified. I have also completed courses at Weidner Law University for ASL/ENGLISH legal and ASL/SPANISH legal.</p> <p>With this in mind, can you please clarify the RID/NAD certification requirement as it does not allow for qualifications based on years of experience, a degree in this field or continuing ED as in Weidner Law University.</p>
A5	<p>The solicitation has designated RID Code of Professional Conduct as the minimum standard for all sign language interpreters; however, the solicitation does not stipulate Certified only but reads, "RID Certification or Non-Certified, Qualified".</p>
Q6	<p>On page 2 and 3 it states that all interpreters must follow the RID CPC but your RFP allows for non-certified interpreters. Non-certified interpreters are not held to RID standards under the CPC. Is the government willing to remove non-certified interpreters unless preferred by a consumer so that the standard is set equally for all vendors?</p>
A6	<p>The solicitation has designated RID Code of Professional Conduct as the minimum standard for all sign language interpreters. Non-Certified interpreters participating in a resulting award of this contract, acknowledge and accept the RID Code of Professional Conduct as the minimum standard.</p>
Q7	<p>On page 4 section Mileage reimbursement is listed as \$.40/mile. The IRS rate currently is set at \$.575. Will the government adjust the accurately reflect current reimbursement rates? Also, the RFP mentions Mapquest as documentation. Is the government willing to use other mapping programs such as Google, etc.?</p>
A7	<p>MapQuest has been identified as the standard for this solicitation so that all vendors are using the same source for mileage documentation. Vendor 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.</p>

Q8	Page 4, Rates for Service: General. It states that travel time, transportation, and other associated costs will be the responsibility of the vendor. Each request will vary so there is not one set fee for additional costs, also the rate CAP does not allow for these fees to be incorporated. Will the government allow for separate line items? This does not include the line item for mileage, correct?
A8	Excluding full day or long term assignments, mileage can be billed as a separate line item for sign language services. No other travel related expenses will be considered. Vendor 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.
Q9	Page 5, Requested Time Vs. Billable Time: Industry standard is that an interpreter will bill for the entire time they are assigned, regardless of whether or not the assignment ended early. Will the government adjust this to reflect industry standard?
A9	Vendor 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.
Q10	Page 5, Requested Time Vs. Billable Time: Industry standard is that a vendor cannot force an interpreter to stay at an assignment after it has reached the official end time if they have a subsequent appointment or are otherwise unavailable to stay. If it is an appointment we can control then we will certainly allow the interpreter to stay. The meeting, regardless if it is an LEP client involved in a DSCFY investigation, would need to be placed on hold and check in with the interpreter to see if they can remain. Is the government willing to adjust this statement to reflect industry standard and release interpreters who are not able to stay past the originally scheduled time?
A11	Vendor 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.
Q12	Page 6, Cancellations: General: As stated in a previous question, industry standard is that an interpreter will bill for the entire time they are assigned if an assignment is cancelled with less than 2 business days' notice. Is the government willing to adjust their requirement to meet the industry standard?
A12	Vendor 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.
Q13	Page 6 Cancellations: Weather: Interpreters book their days exclusively for an assignment and expect to be bill if there is an untimely cancellation less than 2 business days' notice. Industry standard is that an interpreter will be paid for the full time of the assignment for any last-minute cancellations, which also include closures or delays due to weather. Is the government willing to adjust this to follow industry standard?
A13	Vendor 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.

Q14	Page 6 Cancellations: Interpreter: It is rare that a professional, qualified interpreter will not show up for their assignment and if it does occur, it is usually due to an emergency or illness that prevents them from fulfilling their obligation. In this situation, we, as the vendor would search for a replacement but if we were unable to find a replacement we would inform the requestor immediately, would your clause stating that we would be responsible for the cost of an interpreter obtained through the open market still apply?
A14	Yes, if your originally scheduled interpreter cannot make an appointment and you are unsuccessful in securing a replacement interpreter, the requesting agency has the right to obtain an interpreter open market and back charge the original vendor any difference in cost.
Q15	Page 7 Late Arrivals: It is rare that a professional, qualified interpreter will not inform us of arriving late. Can you clarify what type of situation would deem it necessary to obtain another vendor due to an interpreter arriving late?
A15	Should notification of late arrival not be provided to the requesting agency prior to the scheduled time of services, the agency at its discretion may contact another supplier on contract for services.
Q16	Page 8 Independent Linguist Response: Having interpreters fill out this form restricts the state of DE from obtaining certified and qualified interpreters that may not be on the list, especially for last-minute needs. Is the government willing to create a waiver or allow www.rid.org be the go-to location to verify current certification since it shows the most current and up-to-date information on certified interpreters?
A16	Appendix C is required for all interpreters, certified or non-certified. The form only has to be completed and submitted to the contracting office once and provides more detailed information than what would be available if the individual is registered/certified with RID.
Q17	At times, a Certified Deaf Interpreter (CDI) may be needed to assist in the facilitation of communication along with a hearing interpreter. This is especially important for situation that involves LEP. Is the government willing to cover the cost of a CDI when needed?
A17	Vendors can include an hourly rate for CDI as a value added offering. This value added offering should be submitted separately from the pricing file provided.
Q18	Page 6 it states that interpreters may occasionally provide services out of the state of Delaware. Can you provide historical data on the areas you've provided sign languages services to? How is mileage considered for these assignments? Are they still restricted to pre-approval of more than 100 miles roundtrip?
A18	Usage information for services provided under the current and previous contracts can be found online at: <a href="http://contracts.delaware.gov/contracts_detail.asp?i=2164">http://contracts.delaware.gov/contracts_detail.asp?i=2164</a> . It should be noted, the report is submitted monthly and the individual lines may not represent one appointment, but rather a month total for the location. Vendors are currently not required to break the report out by appointment. When vendors are responding to requests with a booked interpreter, they should notify the requesting agency at this time if mileage is going to exceed 100 miles round trip and seek their approval. Mileage in excess of 100 miles roundtrip must be pre-approved.

Q19	Can you provide historical data on the amount of hours provided in the state of Delaware in the locations mentioned on page 6?
A19	Usage information for services provided under the current and previous contracts can be found online at: <a href="http://contracts.delaware.gov/contracts_detail.asp?i=2164">http://contracts.delaware.gov/contracts_detail.asp?i=2164</a> . It should be noted, the report is submitted monthly and the individual lines may not represent one appointment, but rather a month total for the location. Vendors are currently not required to break the report out by appointment.
Q20	Page 6 requires interpreters to be available 24/7. What is the historical data of services between the hours of 6pm-6am?
A20	Usage information for services provided under the current and previous contracts can be found online at: <a href="http://contracts.delaware.gov/contracts_detail.asp?i=2164">http://contracts.delaware.gov/contracts_detail.asp?i=2164</a> . It should be noted, the report is submitted monthly and the individual lines may not represent one appointment, but rather a month total for the location. Vendors are currently not required to break the report out by appointment. Under the existing contract the rate caps apply 24/7/365 so the time or day of appointment is not currently apart of the reporting requirements.
Q21	Can you provide historical breakdown of requests and/or hours for the types of request listed on page 7?
A21	Usage information for services provided under the current and previous contracts can be found online at: <a href="http://contracts.delaware.gov/contracts_detail.asp?i=2164">http://contracts.delaware.gov/contracts_detail.asp?i=2164</a> . It should be noted, the report is submitted monthly and the individual lines may not represent one appointment, but rather a month total for the location. Vendors are currently not required to break the report out by appointment.
Q22	Page 7/8 can you please clarify what this statement means? "If the particular language does not have a direct medical term translation, interpreter is required to consult with the agency representative prior to making a substitution."
A22	This is relating to medical terminology. If the medical term does not have a direct translation then the interpreter and non-LEP client will determine best translation. In the case of sign language it could be a matter of spelling the word out.
Q23	Page 8 can you explain what is the Bridging the Gap certification?
A23	Bridging the Gap certification is specific to interpreters' specializing in medical terminology.
Q24	Page 8 can you clarify what is Supplemental Time?
A24	Calls, prior to or proceeding an on-site appointment which require the interpreter.
Q25	Can you provide historical data on the breakdown of Types of Notice: Routine, Expedited, Emergency from page 8?
A25	Usage information for services provided under the current and previous contracts can be found online at: <a href="http://contracts.delaware.gov/contracts_detail.asp?i=2164">http://contracts.delaware.gov/contracts_detail.asp?i=2164</a> . It should be noted, the report is submitted monthly and the individual lines may not represent one appointment, but rather a month total for the location. Vendors are currently not required to break the report out by appointment.

Q26	Page 9 the RFP mentions a master list of interpreters and if a vendor uses an interpreter outside of that list there is a \$250 penalty. If there is a situation where the only available interpreter is not on the list, would the government want the vendor to not fill the assignment or would the government be willing to provide a waiver on a case-by-case basis?
A26	Appendix C and proof of completed background check only has to be submitted once to the contracting office. Vendors have the ability to add additional interpreters to the master list maintained by the contracting office on a monthly basis. In the case of an emergency situation, exceptions can be made to the monthly update to approve an interpreter prior to the monthly update; however, Appendix C and proof of background check is still required.
Q27	Page 9/10 Background Checks: With no true indication of the actual volume of work under the contract, it is impossible to estimate the cost of background checks to incorporate into our pricing. Would the government consider providing the background checks instead of requiring the vendor to pay for them?
A27	No.
Q28	Page 33, I found it Cheaper: There are agencies that supply non-certified interpreters at a extremely low rate. This could lead to unethical and unprofessional conduct by the interpreter and potential hardship and outcome of the Deaf consumer. Will the government consider not using I Found It Cheaper to ensure the highest quality of interpreters are being provided to the clients and consumers?
A28	I Found It Cheaper submissions are submitted through State Agency's with a current need. The submissions are reviewed and must be an apple to apple comparison in order to be considered. Apple to apple means the quoted non-contract vendor must be supplying services equal or exceeding the contract services, otherwise the submission would be rejected. Additionally, awarded vendors are afforded the opportunity to match or beat pricing for those apple to apple comparisons prior to a waiver being granted.
Q29	The requirement on page 33 for non-performance along with the cost of background checks and the requirements that do not meet industry standards makes this potential contract too high of a risk for most vendors. If a vendor prefers not to bid on this solicitation but would like to be on the government's list of open market vendors, how would we go about doing that?
A29	This is a service required by more than two State agencies with spend that exceeds \$25,000 for a one-year period, therefore, requires a formal procurement process and award. There is no open market vendor list. Vendor 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.

All other terms and conditions remain the same.