



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

October 18, 2018

TO: ALL OFFERORS

FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT SUPERVISOR

SUBJECT: REQUEST FOR PROPOSAL – ADDENDUM #1
NO.: GSS19602-LINGUIST
Interpretation & Translation Services – Foreign Languages

ADDENDUM #1

The purpose of this addendum is to correct the bid opening date and answer questions submitted regarding the solicitation.

Bid Opening Date:

November 6, 2018 is a State holiday, as such the Bid Opening date is hereby changed to **3:00pm Thursday, November 8, 2018**. All properly sealed and marked proposals are to be sent to the State of Delaware and received no later than 3:00 PM (Local Time) on **November 8, 2018**. Proposals received after the specified date and time will not be accepted or considered.

Questions & Answers:

- Q1. GENERAL: Do we have to be a registered business in Delaware?
- a. **As stated in the Request for Proposal, “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 where required.”**
- Q2. GENERAL: What is the anticipated volume for document translation?
- a. **There is no estimated value or anticipated spend associated with this contract. A snapshot of usage has been provided in the Request for Proposal, page 61.**



- Q3. GENERAL: May we add a minimum charge for translation to the pricelist?
a. 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.
- Q4. APPENDIX B: The rate sheet includes 63 languages; must we identify linguists for each language for which we are providing rates? If so, please confirm that the Background check date and 24/7 Coverage/Availability sections apply only to the interpreting bid packages (A and B).
a. Yes, linguists for each language, per service must be identified. No, Background check requirements are not limited to Bid Package A and B. They apply to all services.
- Q5. APPENDIX C: If we are apply for Bid Package C only, must we complete this form for each of our translators?
a. Yes.
- Q6. BID PACKAGE C, Supporting Documentation: Must we provide resumes for each language for which we are providing rates? Are resumes to be provided in addition to the items above?
a. Yes.
- Q7. GENERAL: Page 57 of the RFP asks that we submit an Interpreter Procedure Manual. Must we submit this item if we are only applying for Bid Package C?
a. Yes.
- Q8. GENERAL: Pages 43-44 of the RFP have a few questions that are specific to interpreting (questions 3, 4, and 5). Are we to answer these questions as they pertain to written translation, translator competency, and translator training?
a. Yes.
- Q9. GENERAL: Can companies outside of the United State bid on this contract?
a. No activity is to be executed in an off shore facility, whether by personnel, a subcontracted firm or a foreign office or division of the vendor.
- Q10. BID PACKAGE B: Would you consider increments of one minute rather than 1/10 of a minute?
a. 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.
- Q11. BID PACKAGE B: Would you consider adding minimum time for conference calls, as this is industry standard?
a. 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.
- Q12. BID PACKAGE C: Section B Rates states. Can you please clarify what you mean by authorization? Do you mean a certified translation or a notarization?
a. "Authorization" is not found in Bid Package C. It should be "Authentication" please refer to Section F. Authentication found on page 5 of the Bid Package.

- Q13. APPENDIX B: We have thousands of providers for all the services you have requested and with evolving language needs it is hard to predict which professionals you will engage with. Our proposal and supporting documents will run into thousands of pages if we were to provide qualifications for everyone as has been requested by you. We usually provide a sample file to give you an indication of the qualifications that the language professionals we work with have. You will have access to other information should you request it post contract award. Would this satisfy the requirement?
- 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. Interpreter Capability Sheet takes the place of Interpreter Resume.
- Q14. GENERAL: If our company is chosen as a vendor as a result of bidding on this RFP – how will the state organizations, choose to use us (or other vendors) if multiple vendors are chosen as awardees? Will our company be tasked with reaching out to organizations on an individual basis?
- a. All information regarding the resulting award will be published online. When an agency has a need, they will review the contract and reach out to vendor(s) based on their current need. It is for “as-needed” services and agencies will reach out when they have a current need. Vendors are also encouraged to market their business.
- Q15. GENERAL: When bidding on services for each package (over-the-phone, on-site, &/or translation) how should our company list pricing? By each individual language or language group?
- a. Pricing is to be listed, using the Pricing Sheet provided.
- Q16. GENERAL: Is the table of minutes by service, on the last page of the RFP, the anticipated volume for all statewide Delaware accounts (including other agencies and State Riders) for the upcoming contract year?
- a. No. As stated on the table it shows a snapshot of the usage for the period of July 2017 – June 2018.
- Q17. GENERAL: Is having a MBWE partner mandatory and if so, at what percentage?
- a. No.
- Q18. GENERAL: There are references to Sign Language in Appendix B and C. Also in Appendix C, 2nd page “Instructions for work file completion”, section “Background Check”, we read “Background check cannot be older than January 1, 2012” which is in contradiction with information provided in chapter J., page 58 of the RFP. Could you please provide updated version of these documents?
- a. References to Sign Language in the various solicitation documents can be disregarded. A separate solicitation will be released for this service. Background checks cannot be older than January 1, 2018.
- Q19. GENERAL: Page 39 of the RFP, chapter 44.: "Vendor(s) selected for an award that access state property or come in contact with vulnerable populations, including children and youth, shall be required to complete background checks on employees serving the State's on premises contracts." Page 58, chapter J.: "The vendor is responsible to ensure only qualified personnel are utilized, and that the background of personnel employed, warrants employment in any State facility". "Upon request of the State agency, the vendor must furnish related test scores/resumes and proof of background check of temporary personnel who are scheduled for interviews upon request of the State". These apply of course to Bid Package A, for On-Site interpretation, but appear to be irrelevant for Bid Package C, where the translators work remotely and will never access state property, come in contact with vulnerable populations, or be scheduled for interviews. Furthermore, in order to provide a competitive offer to the State of Delaware, the translators working on Bid Package C have no reason to be residents of the State of

Delaware, and could be resident of any other State, or live outside of the USA. This will be a necessity for languages where no compliant translator is resident of Delaware, and would of course limit the capability of the vendor to perform any Background Check on these out-of-state translators. Therefore, we ask you to confirm that: - the background check requirement only applies to Interpreters presented for Package A, and to any Employee who will need to access state property or come in contact with vulnerable populations. - in Appendix B - Pricing, tab "Linguist Listing", the Background Check Date field (column 10) must not be filed in if "Foreign, Written" has been selected in the Service Capabilities field (column 3). - in Appendix C - Capability Sheet, the Background Check part is not requested if "Foreign, Written" is indicated in the Service Capabilities.

a. Background Checks and Appendix C are required for all services.

Q20. GENEAL: The RFP has two sections relevant to Background Checks: Page 30/31, Chapter 44. "Vendor Background Check Requirements". This section indicates that: "Unless otherwise directed, at a minimum, this shall include a check of the following registry: Delaware Sex Offender Central Registry at: <https://sexoffender.dsp.delaware.gov/>" Page 58/59, Chapter J., "Background Checks". "This will include the completion of mandatory background checks, State of Delaware's State Bureau of Identification, including criminal background checks on all applicants prior to filling any State of Delaware position. Vendor shall also conduct child abuse and adult abuse registry checks and obtain service letters in accordance with 19 Del. Code, Section 708; and 11 Del. Code, Sections 8563 and 8564". Some of these Background Checks provide immediate results: - Delaware Sex Offender Central Registry check, - Adult abuse registry check in accordance with 11 Del. Code, Sections 8564. However, there are other Background Checks in this list that can take weeks to obtain: - Criminal History Background Check from the State Bureau of Identification, - Child protection registry check in accordance with 11 Del. Code, Sections 8563, - Service letters in accordance with 19 Del. Code, Section 708. Could you please confirm that for the purpose of providing a bid to this RFP before the November 6 deadline, having performed background checks of all On-Site Interpreters through the Delaware Sex Offender Central Registry and the adult abuse registry is sufficient? The information regarding the Criminal History Background Check from the State Bureau of Identification could be provided upon request after the contract award, through an update of appendix C. The result of the Child protection registry check or the service letters can also be provided upon request after the contract award, before any on-site assignment in Health-Care or Child-Care facilities, in compliance with 19 Del. Code, Section 708 and 11 Del. Code, Sections 8563.

a. Background Checks are required for all services. If awarded, only those interpreters/translators identified and meeting all the requirements will be approved to provide services under the contract for your company.

Q21. GENERAL: The information provided about the current contract, GSS15602-LINGUIST, shows that a mileage fee can occasionally be invoiced. Regarding "Bid Package A: Foreign, On-Site", we couldn't find any information in the RFP documentation about the possibility: - to apply a minimum charge, for instance of 2 hours, - to charge a mileage fee, typically at the IRS rate (\$0.545 per mile in 2018), - to charge a fee for the travel time. This is important in cases where the only interpreter available needs to travel significantly, including occurrences where it will be necessary to work with out-of-state interpreters. Could you please confirm that we will be able to charge travel fee if necessary?

a. GSS15602-LINGUIST, originally included Sign Language Services. This was the only service that allowed for mileage reimbursement. 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.
- Q22. GENERAL: Page 56, chapter F. Customer Service: "The Vendor(s) should provide each of the State and the Contract Users a single, local point of contact (and a backup) to handle service requests, questions and/or problems that may arise." As it is indicated that "Representatives should be available by phone, fax, or email (local or 800 number preferred)", and representatives are not requested to be physically present on site in Delaware, please confirm that providing a representative (and backup) that is physically located in the USA in the Eastern Time Zone is compliant with this requirement.
- a. Provided the representatives can handle questions through the various means of communication, Time Zone would not be restrictive to Eastern.
- Q23. GENERAL: RFP Section II.C, p. 6: "Vendors can be considered for one or more bid packages but must show responsibility in each bid package in order to be considered." I am planning on bidding on just bid package C. What do you mean by the above? Can I be considered for bid package C without any mention of the other two packages?
- a. If bidding on more than one bid package, vendor must adequately respond to each.
- Q24. GENERAL: RFP Section IV.D, p. 15: Requirements of the vendor: Financial information (balance sheets and income statement) last 3 years. I am a one person company. I use an Excel spreadsheet to record my expenses and a free accounting system for invoices. I believe I could provide income statements and the Excel spreadsheets showing my annual expenses. Would that meet this requirement?
- a. 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.
- Q25. GENERAL: RFP Section VI.B.24, p. 24: Mandatory requirements. As an independent linguist, I only have E&O liability insurance. This section says "All vendors must carry (a), (e), and (f), and at least one of (b), (c), or (d). This seems to be an undue burden on independent linguists, who are only offering written translations. Could you please confirm that for independent linguists offering written translations, E&O insurance would suffice? Also, could insurance requirements be met after award?
- a. 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.
- Q26. GENERAL: RFP Section VI.B.33, p. 28: "... local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls." As a linguist who lives outside of the local telephone area code and has no 800 number, would it disqualify me not being able to accept collect calls for the written translation award? Could this be one of the exceptions in Attachment 3?
- a. 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.

- Q27. BID PACK C: Bid Package C, p. 3, I.C. Translator Operational Requirements: “The translator/vendor shall provide written justification for all edits and changes it suggests to the Requesting Agency. Basic grammar and punctuation may be added, without justification, but changes on word choice and adjustments to major blocks of text or content must be accompanied by the translator/vendor’s rationale.” Does this mean that we could get assignments to edit/proofread documents translated by a different vendor? I was under the understanding that each vendor would use a second translator to do the edits/proofreading of the document so that the Requesting Agency would get a final document in the target language. Could you please clarify this paragraph on page 3 of the Bid Package C?
- a. No, it simply states before edits are completed to a document being translated they need to be explained to the Requesting Agency and approved by them.
- Q28. BID PACK C: Bid Package C, p. 3, I.D. Request for Service: “The vendor shall be capable of receiving Source Language documents by facsimile, e-mail or other electronic means, US postal service or courier delivery. The typical delivery is expected to be by facsimile, e-mail or other electronic means.” Will not having a facsimile disqualify me from the award or will this be something I can put in under the exceptions in Attachment 3?
- a. 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.
- Q29. BID PACK C: Bid Package C, p. 5, I.G. Turnaround time: “For source documents which would require 20 or fewer pages of Target Language translation, the translation shall be completed within 1 week from the day the requesting Agency sends the Source documents to the vendor.” As documents get longer, you get increasingly less time. Two questions: (a) Is this only for the translation part of the assignment or for the translation and edition/proofreading by a second translator?, (b) Could we ask for 1 week for every 20 pages of the document?
- a. For the completed document. 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.
- Q30. GENERAL: On Appendix A, Scope of Work and Technical Specifications, Section J Background Checks, page number 58, it is specified that Background Checks must not be older than 01/01/2018. However on the Appendix C, Interpret Capability Sheet, the date is 01/01/2012. Please clarify.
- a. Background checks cannot be older than January 1, 2018.
- Q31. GENERAL: Are you interested in Video Remote Interpreting services? If so, should a bidder respond to any of the bid packages in this RFP with VRI information?
- a. 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.
- Q32. BID PACK C: Must translator/reviewer/desktop publishing linguists (i.e., Bid Package C) be U.S.-based?
- a. No activity is to be executed in an off shore facility, whether by personnel, a subcontracted firm or a foreign office or division of the vendor.
- Q33. BID PACK C: With respect to pricing for Bid Package C – Translation: In what way may a bidder communicate a translation memory discount program? With respect to the translation of “audio,” noted in Bid Package C, Section I(A) as a possible type of translation required, audio must be transcribed before it can be translated. Will you provide a transcription? If not, in what way should bidders note the cost for transcription

services? This bidder's per-word pricing typically includes the "TEP" process (translate-edit-proofread), which involves two separate linguists. The first linguist translates the source document, and the second edits/proofreads to create a final document. Your pricing seems to require separate pricing for the translation process and the edit-proofread process, with the translation process being per word and the edit-proofread process being per hour. Will you consider per word pricing for the entire, TEP process? If so, should this be submitted as the bidder's sole pricing proposal, or may a bidder propose, in the alternative, per-word translation/per-hour review -or- per-word translation and review combined? In what way should bidders communicate minimum fees?

a. **Transcription, then translation. A row may be added below "Minor Edits/Updates (per page) to provide a transcription rate. Otherwise, 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.**

Q34. BID PACK C: Also with respect to the TEP process, it is impossible to use a "single translator," as required in several instances in the RFP, to complete this process. Please confirm that the intent of your single translator requirement is that a single translator translate each document versus more than one translator each translating portions of the same document. Presuming this to be accurate, do you also require a single, editor/reviewer for each document?

a. **Correct, single translator ensures there is no unintended message issues with finished product. Single reviewer of document.**

Q35. BID PACK C: In reference to Bid Package C, Scope of Work, Section D on requesting services, this bidder uses a comprehensive, secure, online translation management platform that allows all users to collaborate in a single system. This would include uploading files for translation, receiving quotes, reviewing/approving quotes, and communicating with the bidder's project manager (and all linguists work within the system, as well). We do not accept documents for translation by fax, email, or hard copy delivery. Is this disqualifying?

a. **A technology solution may require the vendor to agree to additional terms and conditions, documenting compliance with our Department of Technology and Information's policy on security, privacy, and data transfer.**

Q36. BID PACK C: In reference to Bid Package C, Scope of Work, Section D on requesting services, the option of fax, mail, or courier delivery suggests that you expect or intend to provide other than "source documents" for translation. A source document is the document or file in its native format, such as Word, Excel, inDesign, etc. Hard copies and/or scans of hard copies must be put through an optical character recognition (OCR) process and often requires manual formatting in order to be properly translated. This process has a cost associated with it. Is this bidder's experience that separately charging for the OCR processing for the rare occasions when a source document is unavailable allows pricing for the majority of documents to remain low. Must bidders include the risk of OCR processing in its general, per-word pricing or may we include a separate line item for OCR processing?

a. **Include.**

- Q37. BID PACK C: In reference to Bid Package C, Scope of Work, Section F on Authentication, this bidder considers the identity of its translation linguists confidential and proprietary. We routinely issue translation certificates (accepted by various government entities) that include the notarized signature of administrative staff, confirming that the linguists involved have, in turn, certified to the company all of the items in the bulleted list in this section. Would you be willing to consider this type of alternative certificate?
- a. 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.
- Q38. BID PACK C: In reference to Bid Package C, Scope of Work, Section F on Authentication, will you accept Certificates e-signed by the translator, reviewer, and vendor through a verified e-signature system (for example RightSignature by Citrix or DocuSign)?
- a. Possibly. A copy should be provided in proposal response for consideration.
- Q39. BID PACK C: In reference to Bid Package C, Response Requirement, Section C on Supporting Documentation, this bidder considers the identity of its translators proprietary and confidential. Is it acceptable to provide de-identified resumes, such as listing the translator by first name and last initial?
- a. Yes.
- Q40. BID PACK C: In reference to Bid Package C, Response Requirement, Section C, this bidder is constantly recruiting talented linguists to add to its translation team. What is the process for adding linguists eligible to work on your projects?
- a. Vendors will be permitted to submit updates for the Master List on a monthly basis; exceptions will be made for new languages with a more immediate need. Completion of Appendix C and update to Interpreter listing would be required.
- Q41. BID PACK C: In reference to Bid Package C, Response Requirement, Section C, this bidder has more than 400 linguists with medical, legal and government specialties on its team that could be assigned to work on your projects. Providing hundreds of resumes at 1 to 2 pages each, plus copies of certifications, will make this bidder's Proposal incredibly lengthy (likely in excess of 1000 pages). Would you like bidders to provide hard copies of hundreds of resumes? Or perhaps a sampling of resumes could be provided with a final list of acceptable linguists to be determined upon bid award? Or some other process?
- 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. Interpreter Capability Sheet takes the place of Interpreter Resume.
- Q42. BID PACK C: This bidder's translators are nearly exclusively native speaking, in-country translators. Due to the impracticability of running background checks in dozens of countries around the world, no criminal background check is run on translators. Is this disqualifying?
- a. No activity is to be executed in an off shore facility, whether by personnel, a subcontracted firm or a foreign office or division of the vendor.
- Q43. APPENDIX C: Could you confirm that Appendix C – Interpreter Availability Sheet – need not be completed as part of Bid Package C?
- a. No. Completion of Appendix C is a requirement of all bid packages. Interpreter Capability Sheet takes the place of Interpreter Resume.

- Q44. GENERAL: The current contract/usage/spend data available online is not current (data is only provided through February 2017). Will you provide usage and spend data for March 2017 through the end of FY 2017? Will you provide usage data for FY 2018, year-to-date?
- a. Refer to Spend History, attached through this addendum on bids.delaware.gov.
- Q45. GENERAL: With respect to delivering Proposals, could you provide a contact name and phone number (which is required by some commercial services, like FedEx)?
- a. This is provided on page 2 of the Request for Proposal.
- Q46. GENERAL: With respect to the electronic copy of the Proposal, must the documents be signed?
- a. Yes.
- Q47. GENERAL: Do State of Delaware agencies who might use the contract issued as a result of this RFP have discretion to require vendors to use their own, unique invoicing processes and/or systems? Or may bidders expect to follow a single, standard invoicing process under the resultant contract, if successful?
- a. Individual agencies may request additional information on the invoice for identification and tracking purposes; however, this should be minimal. Individual agencies may request invoices be emailed to a central mailbox, otherwise normal invoicing processes are acceptable.
- Q48. GENERAL: How does the "I Found it Cheaper" program work with respect to translation services? How does the State of Delaware determine that two vendor's services are sufficiently the same in terms of quality in order to compare price?
- a. As the contract is multi-awarded, with overlap in both services and languages, with pricing that can be negotiated lower, the I Found it Cheaper process has never been used for services provided under prior or current iterations of this contract.
- Q49. GENERAL: With respect to Section VI, Definitions and General Provisions, Subsection B, No. 36 "Method of Payment," this bidder's standard practice is to invoice per project for translation services (versus monthly). Are you willing to consider a per project invoicing system for translation work (Bid Package C)?
- a. Per project invoicing is acceptable.
- Q50. GENERAL: With respect to Section VI, Definitions and General Provisions, Subsection B, No. 36 "Method of Payment, what "payroll data" do you expect to be included for translation invoicing? Further, what do you consider "reasonable reimbursable direct non-salary costs" with respect to translation services (Bid Package C)?
- a. These items would not apply to this contract.
- Q51. GENERAL: With respect to Section VI, Definitions and General Provisions, Subsection B, No. 38, Bid Package C sets forth specific timeliness expectations. What discretion does No. 38 give agencies to disregard the specific timeliness expectations in Bid Package C and determine that a vendor is not completing a project with "reasonable" promptness?
- a. Section 38 is standard contract language, while Bid Package C identifies service specific requirement. The requirements identified in Bid Package C is what the State has determined to be "reasonable". 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.

- Q52. GENERAL: With respect to Section VI, Definitions and General Provisions, Subsection B, No. 48 - 50, nothing is mentioned regarding the vendor's rights upon non-payment by an agency using the contract. In the event that an agency fails to pay invoices timely, what is the vendor's recourse? May the vendor put an agency on a credit hold (i.e., refuse further services until past due invoices are paid)? Are there any options for a vendor short of declaring a breach of the entire contract for failure of payment by a single entity?
- a. Refer to Section 35. Billing of the Request for Proposal.
- Q53. GENERAL: With respect to Section VI, Definitions and General Provisions, Subsection B, No. 54, does this section mean that a separate P.O. must be issued for each, individual translation project?
- a. As stated in the Request for Proposal "A purchase order, telephone call, email, fax or State credit card shall serve as the authorization to proceed with work in accordance with the bid specifications and the special instructions, once it is received by the Vendor(s)."
- Q54. GENERAL: This bidder does not yet have a State of Delaware License Number, but would acquire one if awarded work. Is that acceptable to be able to bid?
- a. Yes.
- Q55. GENERAL: With respect to the Company Profile and Capabilities Form, Attachment 4, this document refers almost exclusively to interpretation and interpreters. Should a bidder bidding only on Bid Package C complete this form and simply assume translator is meant where interpreter is stated? Or skip this form?
- a. Yes.
- Q56. APPENDIX A: With respect to Appendix A – Scope of Work and Technical Specifications, who determines whether a document to be translated is "technical" or "general"?
- a. Technical conversations, may include; but are not limited to: Medical and/or Legal.
- Q57. APPENDIX A: With respect to Appendix A – Scope of Work and Technical Specifications, the Scope Specific Definitions, under "Medical Interpretation," you ask vendors to identify how many "interpreters/translators" have "Bridging the Gap" certification. Bridging the Gap is an interpreter training program – not a translator training program. Do you want bidders to notate translators with BTG? Additionally, it is only one of the 40-hour training courses available to interpreters (for example, The Community Interpreter is also accepted for interpreters seeking medical certification). To the extent you want bidders to notate translators with BTG, must this notation be only BTG, or will you accept indication of comparable programs, like TCI?
- a. Other programs are acceptable. The State is simply looking to identify those with additional, medical specific, training.
- Q58. APPENDIX A: With respect to Appendix A – Scope of Work and Technical Specifications, the Scope Specific Definitions include notice provisions that conflict with the timeliness standards included in Bid Package C. Please confirm that the "Type of Notice" definitions are intended for on-site interpreting only.
- a. Yes.
- Q59. APPENDIX A: With respect to Appendix A, Subsection F, Customer service, is a local contact person required for bidders only responding to Bid Package C?
- a. No.
- Q60. APPENDIX A: With respect to Appendix A, Subsection G, Vendor Requirements, does this section apply if only bidding on Bid Package C for translation services? Or should translation bidders respond to this but substitute "translator" for "interpreter"?

- a. As stated in the Request for Proposal (page 54), “the detailed requirements outlined in this Appendix are the general requirements which are applicable to each of the bid packages.”
- Q61. APPENDIX A: With respect to Appendix A, Subsection H, Interpreter Minimum Qualifications, please confirm that translation, translation reviewer, and desktop publishing linguists will be considered employees and not subcontractors.
- a. Vendor employees.
- Q62. APPENDIX A: With respect to Appendix A, Subsection I, please confirm that this section does not apply to Bid Package C.
- a. As stated in the Request for Proposal (page 54), “the detailed requirements outlined in this Appendix are the general requirements which are applicable to each of the bid packages.”
- Q63. APPENDIX A: With respect to Appendix A, Subsection M, Legal Requirement, this bidder’s translation, translation reviewer and desktop publishing linguists are nearly exclusively native speaking, in-country linguists (i.e., they do not reside in the U.S.). As such, they are beyond the territorial jurisdiction of most state and federal courts and bringing them to the U.S. to testify in a court matter would be prohibitively costly. Do you anticipate requiring offshore translation linguists to travel to the U.S. to testify in Court? If so, how frequently has this occurred under the current contract? Would you be amenable to alternative solutions, such as having a U.S.-based linguist who can appear in court review and certify the accuracy of a translation?
- a. No activity is to be executed in an off shore facility, whether by personnel, a subcontracted firm or a foreign office or division of the vendor.
- Q64. GENERAL: The current contract was awarded to multiple vendors. In what way do individual agencies/entities choose with which vendor(s) they will work? Do they each have individual discretion to choose based on their own needs?
- a. All information regarding the resulting award will be published online. When an agency has a need, they will review the contract and reach out to vendor(s) based on their current need.
- Q65. BID PACKAGE C: Do you have translation memory data available? If so, will it be shared with successful bidders on Bid Package C work?
- a. No.
- Q66. GENERAL: In what way, if any, do you conduct internal reviews of translated content, such as through on-staff interpreters or bilingual staff members?
- a. This would vary by agency, if completed internally at all.
- Q67. BID PACKAGE C: Do you have any glossaries, style guides, reference materials or the like that will be shared with the successful Bid Package C bidders to guide translation work? If so, can you provide them to bidders?
- a. No.
- Q68. BID PACKAGE C: Can you provide any examples of documents you’ve recently sent for translation and the resulting translated content?
- a. No.
- Q69. GENERAL: Are you able to disclose, or can you provide a link that discloses, your current language service providers?
- a. As stated in the Request for Proposal “Information regarding the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2771.”

- Q70. GENERAL: Are you able to disclose, or can you provide a link that discloses, the rates charged by your current language service providers?
a. As stated in the Request for Proposal "Information regarding the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2771."
- Q71. GENERAL: Are we, as a firm, required to bid on both interpretation and translation services or can we opt to bid on just one?
a. As stated in the Request for Proposal "vendors are not required to bid all packages nor all languages within the bid packages."
- Q72. GENERAL: Are we required to be present or to have a company representative present during the public proposal opening on 11/6?
a. No.
- Q73. GENERAL: Can tasks related to this RFP be performed outside of the United States?
a. No activity is to be executed in an off shore facility, whether by personnel, a subcontracted firm or a foreign office or division of the vendor.
- Q74. GENERAL: What are the biggest users of the telephonic interpretation service? I.E. 911 centers, hospitals, departments of social services, etc.
a. Refer to Spend History, attached through this addendum on bids.delaware.gov.
- Q75. GENERAL: What is the estimated volume percentage per language? (I.e. Spanish 80% of calls, Mandarin 10%; Other 10%, etc)
a. There is no estimated value or anticipated spend associated with this contract. A snapshot of usage has been provided in the Request for Proposal, page 61.
- Q76. GENERAL: Are vendors allowed to provide tiered pricing that reflects one per minute price for Spanish interpretation and one per minute rate for all other languages?
a. Pricing is to be listed, using the Pricing Sheet provided, which is broken out by language.
- Q77. GENERAL: How many vendors plan to be awarded from this solicitation to award telephonic interpretation providers?
a. An appropriate number will be identified, as deemed in the best interest of the state, following evaluation of proposals.
- Q78. GENERAL: Is this a mandatory statewide contract for all Delaware government bodies to utilize?
a. Yes.
- Q79. GENERAL: Who are the incumbents for these services and what rates do they currently charge Delaware?
a. As stated in the Request for Proposal "Information regarding the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2771."
- Q80. GENERAL: Will the state allow for vendors to describe their internal qualification and certification process, in order to fulfill the certification requirement described in the RFP?
a. No; however, it may serve as responses to some of the questions in Attachment 4 of the Request for Proposal.
- Q81. GENERAL: Are vendors who are submitting proposals for telephonic interpretation services required to bid on 911 telephonic interpretation?
a. No.
- Q82. GENERAL: Because telephonic interpreters will not be in direct contact, or access state property, with any vulnerable populations, will the background check requirements not apply for vendors proposing telephonic interpretation services?
a. No, Background check requirements are required for all services.
- Q83. GENERAL: When is an award expected to be made?
a. As stated in the Request for Proposal "within ninety (90) days from the date of opening proposals, the contract will be awarded or the proposals rejected."

- Q84. GENERAL: The RFP states that “The successful vendor will be required to accurately report on the participation by Diversity Suppliers which includes minority (MBE), woman (WBE), veteran-owned business (VOBE), or service disabled veteran owned business (SDVOBE) under this awarded contract.” Our company is certified as MWBE by many States including New York, Washington, etc. but not in Delaware. Should the certification be by the Delaware State? Can we fulfill the Diversity Suppliers requirements without sub-contracting to other Diversity Suppliers? If the answer is, “NO”, what is the website where we can find the Diversity Suppliers that are certified by the Delaware State or acceptable by the State?
- a. The second tier reporting requirement applies only if subcontractors are being used to fulfill the contractual requirements. The solicitation is open to all vendors, with no preferences given to Diverse or Delaware vendors.
- Q85. GENERAL: Who are the incumbent vendors and what are their prices?
- a. As stated in the Request for Proposal “Information regarding the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2771.”
- Q86. GENERAL: What challenges did you face with the current or previous contractor?
- a. None.
- Q87. GENERAL: For how many years has the contract been ongoing?
- a. As stated in the Request for Proposal “Information regarding the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2771.”
- Q88. GENERAL: What is the total annual value in Dollars for each of the past years for each category?
- a. As stated in the Request for Proposal “Information regarding the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2771.”
- Q89. GENERAL: Can we submit our proposal for written translation only?
- a. As stated in the Request for Proposal “vendors are not required to bid all packages nor all languages within the bid packages.”
- Q90. GENERAL: What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?
- a. None.
- Q91. GENERAL: What is the expected volume of this contract?
- a. There is no estimated value or anticipated spend associated with this contract. A snapshot of usage has been provided in the Request for Proposal, page 61.
- Q92. GENERAL: Is this RFP open to out of state vendors? If so, do we need a State of Delaware business license to submit a proposal?
- a. The solicitation is not restricted to in state vendors. As stated in the Request for Proposal, “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 where required.”
- Q93. GENERAL: Is this a multiple source award contract?
- a. Yes
- Q94. GENERAL: Just to clarify, either a company response form(s) OR independent linguist response form(s) is required, correct?
- a. Some forms apply to both Company responses and Independent Linguist responses. Forms that are specific to one type of response are notated.
- Q95. BID PACK A: Regarding Bid Package A, it states that Attachment 2 – Linguist Standard Time Sheet is a response requirement. Is that an error? We were under the impression this should be submitted after each interpretation appointment.
- a. Correct, it is not a response requirement. Just informational.

- Q96. BID PACK C: Technical Requirements - Bid Pack C - Translations, page 4. How extensive does the glossary need to be?
- a. The glossary is more about ensuring the intended message is properly relayed, given the audience. If there are multiple words that can be used in the translation, it is understand how one versus another may impact the message.
- Q97. BID PACK C: Technical Requirements - Bid Pack C - Translations, page 4. It is a typical industry standard to have a minimum fee for document translation services. Is this standard acceptable for this proposal?
- a. 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.
- Q98. BID PACK C: Technical Requirements - Bid Pack C - Translations, page 5, Section F - Authentication. The bidder's project managers sign and notarize a certificate confirming that all translation requirements have been fulfilled. Is this acceptable? Or must the certificate be signed by each translator?
- a. 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.
- Q99. APPENDIX C: Will the State of Delaware agree to refrain from directly soliciting or contacting interpreters? Will they agree to keep the names of interpreters confidential and proprietary?
- a. The interpreter list will not be used for marketing purposes. Refer to Section Z. Confidentiality of the Request for Proposal.
- Q100. GENERAL: RFP, Section E, page 16, Criteria & Scoring. The bidder utilizes the services of hundreds of interpreters. Because the bidder doesn't yet know the specifics of assignments (as the contract has yet to be awarded), is there a suggested number or minimum number of names/interpreter capability sheets that must be submitted for each language we are bidding?
- 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. Interpreter Capability Sheet takes the place of Interpreter Resume.
- Q101. GENERAL: RFP, Section E, page 16, Criteria & Scoring. If the proposal is awarded, and the bidder has new interpreter hires, does the awardee need to submit an Interpreter Capability Sheet for each person that might be sent on an assignment?
- a. Yes. Updates are permitted on a monthly basis, with exceptions made for emergencies.
- Q102. GENERAL: RFP, page 31, item 45. DRUG TESTING REQUIREMENTS FOR LARGE PUBLIC WORKS: Do the drug testing requirements apply to this contract?
- a. This is standard boilerplate language that does not apply to this contract.
- Q103. GENERAL: RFP, page 31 item 46. Do the minimum wage rates or prevailing wage rate apply to this contract?
- a. This is not a public works project, so prevailing wage rates would not apply.
- Q104. GENERAL: RFP, page 45, Attachment 4. May the bidder, rather than the linguist, complete the INDEPENDENT LINGUIST PROFILE & CAPABILITIES FORM?
- a. If responding as a COMPANY, you would fill out Attachment 4 starting on page 43, identified as COMPANY.

- Q105. GENERAL: RFP, page 61, Section M. LEGAL REQUIREMENT If a linguist is subpoenaed to testify, will the vendor be allowed to charge the State of Delaware for the time the linguist spends in responding to the subpoena?
- a. This will be negotiable between the vendor and the original requesting agency. Rates will not exceed the hourly rates identified in the contract for the given language and all other costs will be reasonable costs only, not to exceed GSA per diem, with supporting itemized receipts.
- Q106. BID PACK B: Regarding BID PACKAGE B – FOREIGN, TELEPHONIC, it is not possible to provide adequate service levels for telephone interpretation services without having a large pool of interpreters available. Given the number of languages that are required to be available on-demand, it is necessary to have 2000 or more interpreters available. We request a waiver of the requirement for an Appendix C - Interpreter Capability Sheet, as well as copies of certifications, and copies of resumes each interpreter / linguist.
- a. A waiver is not granted. It is a business decision for you, the respondent, to decide how many to provide. 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.
- Q107. BID PACK B: Regarding BID PACKAGE B – FOREIGN, TELEPHONIC, if all telephone linguists already have a background check on file, would you waive the requirement for background checks being completed 1/1/2018 or later in addition to an ongoing annual background check? Since these linguists would not have any personal contact with the Limited English Proficient client, this requirement seems to be unnecessarily burdensome.
- a. No.
- Q108. GENERAL: RFP page 16, chapter E. Criteria and Scoring: "geographical presence of Respondent's Interpreter/Translators". We understand that the geographical presence of interpreters is an important parameter as it can have an impact on mileage costs, but as translators work remotely, their geographical presence should not have any impact on the evaluation criteria. On the contrary, the ability to propose translators located all around the world should have a positive impact, both on the prices proposed and on the number and quality of translators. Could you please explain more in detail this criteria No 3, for Bid Package C: Foreign, Written?
- a. The scoring criteria is based on the collective requirements (on-site, telephone, written), with geographical presence not listed as the only consideration in the criteria. If it does not apply, given the service bid, there is no negative impact on the evaluation.
- Q109. GENERAL: RFP page 16, chapter E. Criteria and Scoring: "Price: Overall price competitiveness - 100 points" Could you please detail the calculation mode of this criteria #5? How will the overall price competitiveness be evaluated? How will this note out of 100 points be calculated? If this is based on the Appendix B, please provide the formula used to determine the notation.
- a. The pricing is looked at, by service. How they compare to the other vendors who bid similar languages for the same service. The lowest overall cost would receive 100 points for that service, with the other vendors receiving (lowest cost/vendor cost)*100.
- Q110. GENERAL: Page 2: Proposal Reply Section. Does this constitute the entirety of what you want to see in a proposal?
- a. Please refer to Attachment 11 of the Request for Proposal.
- Q111. GENERAL: Page 13, section 5: Where will the public opening take place?
- a. The bid opening will take place at the same location proposals are to be delivered.

- Q112. GENERAL: Page 16, Section E: What do you mean by business profile? Is there a portal we should have an account with? Like SBA or something similar?
a. Attachment 4 – Company Profile & Capabilities Form.
- Q113. GENERAL: Page 18, Section 4: Kindly define F.O.B.
a. Freight on Board. Given the services requested, this will not apply.
- Q114. GENERAL: Page 20, Section 12: By "Material" do you mean revenue received from State of Delaware by awardee is exempt from Federal and State Taxes?
a. No. The State is not to be taxed for Goods/Services provided to the State, through the contract.
- Q115. GENERAL: Page 24, Section 24 (Insurance): Do we need to have this exact coverage at time of proposal or can we confirm our agreement that if awarded, we will meet these requirements before the performance period begins.
a. With award.
- Q116. GENERAL: Page 25, Section 25: We are a LLC established in DE, does this constitute a business license in state of Delaware?
a. Business license is not required at time of proposal submission. Questions regarding who needs one and who does not, are to be directed to the Division of Revenue.
- Q117. GENERAL: Page 48: Vast majority of Interpreters are freelancers, do we need a subcontractor form for each one? I seem to recall reading that the Interpreters & Translators themselves are exempt from this, but just want to make clear.
a. As stated in the Request for Proposal, "for the purposes of this solicitation and resulting contract(s) linguists included in a "company" response will be considered vendor employees; not subcontractors, so you will not need to complete Attachment 7 for each proposed interpreter/translator." Interpreter Capability Sheet takes the place of Interpreter Resume.
- Q118. GENERAL: Would you be interested in receiving a proposal for Video Remote Interpreting (VRI) as well as Over the Phone Interpreting?
a. 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.
- Q119. GENERAL: It is mentioned that Resumes for the interpreters/translators are required. If so, could you please let us us know how many resumes you would like to receive for Over the Phone Interpreting (OPI), On-site Interpreting and for Translations. Our pool of interpreters is extensive and providing the Resumes for all that are able to work on this contract would create a very large document.
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. Interpreter Capability Sheet takes the place of Interpreter Resume.
- Q120. GENERAL: Can you please provide some clarification on the Contract Award date? If we refer to page 4, Section B of the RFP - Key RFP Dates/Milestones, the Contract Award portion stipulates "Will occur within 90 days of bid opening ". Do the 90 days count from when RFP was made available to vendors (10/08/2018) or does it refer to the date when proposals will be opened by the Evaluation Team (11/6/2018)?
a. Public Proposal Opening dated November 8, 2018.
- Q121. GENERAL: Is it possible to set up a bid tab review once we have the majority of our proposal ready to be certain we did not misunderstand any of the instructions?
a. No. A meeting to discuss proposals during an active solicitation is inappropriate.

- Q122. GENERAL: Would it be acceptable to ask for a 2 hour minimum for rare languages in the exceptions page?
- a. 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.
- Q123. GENERAL: If for an assignment, we are asked to bring equipment, is there some sort of recommend way to manage the equipment rental fees that might be associated?
- a. Equipment rental fees can be listed through an added-value cost proposal; provided separately from Appendix B in the proposal response.
- Q124. GENERAL: We currently work with a school district in the State of Delaware--is it OK if we use them as one of our references? The RFP mentions we should not use state employees as references.
- a. No.
- Q125. GENERAL: On page 30, point 44--regarding clearances, do we need to provide copies of all our clearances for all of our 1099 contractors, or simply list them in our master list spreadsheet?
- a. Notation on the spreadsheet is acceptable. The State reserves the right to request supporting documentation.
- Q126. GENERAL: A similar question to number 5-- do we need to attach all interpreter qualification portfolios, or can we just attach an excel sheet noting them?
- a. Appendix C is required for all interpreters/translators identified on the interpreter tab of Appendix B. Interpreter Capability Sheet takes the place of Interpreter Resume.
- Q127. GENERAL: Page 58 notes that background checks must have the date no later than Jan 1 2018. Does this mean we could not use an interpreter that had a state background check from 2017 for example?
- a. Correct.
- Q128. GENERAL: Are there any additional requirements for the Interpreter procedure manual that are not listed?
- a. It is up to the business owner to determine what is in their procedure manual. We are simply requesting a copy.

All other terms and conditions remain the same.