



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

October 30, 2018

TO: ALL OFFERORS

FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT SUPERVISOR

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL NO.
GSS19604-SIGN_LANG, INTERPRETATION SERVICES – SIGN LANGUAGE

ADDENDUM # 1

The purpose of this addendum is to correct a date error in the original solicitation and to answer questions submitted regarding the solicitation.

DATE CORRECTION

- Appendix C, is amended to read as follows: “Background checks cannot be older than **January 1, 2018**.”
- Appendix A (page 57) is amended to read as follows: “Background checks previously cleared cannot be older than **January 1, 2018**.”

QUESTIONS & ANSWERS

- Q1. Whether companies from Outside USA can apply for this? (like, from India or Canada)
a. The service requested in the solicitation is for **On-Site Sign Language Interpretation**.
- Q2. Whether we need to come over there for meetings?
a. The service requested in the solicitation is for **On-Site Sign Language Interpretation**.
- Q3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
a. The service requested in the solicitation is for **On-Site Sign Language Interpretation**.



GSS19604-SIGN_LANG, RFP Addendum #1

- Q4. Can we submit the proposals via email?
a. Refer to Section M. Number of Copies with Mailing of Proposal (pages 8).
- Q5. Can you identify any issues under the State contract for Sign Language Services?
a. No.
- Q6. On page 9 as well as for attachment 3 it states that exemptions can be made. On page 63 under "Interpreter", "No-Show" and "Late Arrivals" there are several fees that are attached. If such fees are not desired for bidding with this contract, can those exemptions go on 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.
- Q7. Will the liability and workman's compensation insurance have to have the name of the Delaware provider on it before submission or is proof of both insurances acceptable until the contract is awarded to the vendor(s)?
a. The Certificate of Insurance would be in the name of the Company awarded the contract. The State will be a Certificate Holder. A copy of the COI is not due at time of bid submission.
- Q8. For attachment 4, if there is not enough room to write everything, is it best to just type it up in a similar format to submission?
a. Yes, that is acceptable.
- Q9. What needs to be submitted with Attachment 8 if a usage reporting has never been done in the state of Delaware? Is that left blank?
a. This attachment is informational. "SAMPLE REPORT – FOR ILLUSTRATION PURPOSES ONLY"
- Q10. If an agency is bidding for a contract, for Appendix B, interpreters do not have a linguistic ID #? What is this referring to? In Appendix B, what does it mean by service capabilities? Does that mean types of assignments-medical, legal etc? Are the total number of interpreters in the agency's list supposed to be added in Appendix B certified and non-certified?
a. Linguist ID # is in the event you chose to refer to the Interpreters by a numbering system, rather than name. Service capabilities is a drop down column where you will chose: Sign Language, Certified; Sign Language, Non-Certified; or Sign Language, Foreign. 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.

GSS19604-SIGN_LANG, RFP Addendum #1

- Q11. For Appendix C, does each and every subcontractor that works for the agency have to be represented on their own Appendix C form, or can one be filled out to represent the agency? If there are 100 interpreters, that would be a lot of additional paper for this one section. Suppose the interpreter currently holds a federal, NJ, or PA background check, would that suffice or does it need to be a DE background check? If yes, does that need to be done before the contract is awarded or can each interpreter get that done after the contract is awarded? How does that work?
- a. Appendix C is to be completed for each interpreter you may use. The number you chose to complete 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. Background Check can be State of Delaware, or Federal.
- Q12. For each interpreter that is on the Master List, does the agency have to submit a resume, background check, and certification for every interpreter as well or is the Appendix B submission sufficient for the bid?
- a. Appendix C is to be completed for each interpreter you may use. The number you chose to complete 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. Copies of certification must be attached. The State reserves the right to request copies of background checks to validate information provided in Appendix B.
- Q13. Where does an agency fill out the hourly rate for the bid. I noticed on page 61, there was a hourly rate graph. Does the agency make one up or is there one provided in a different section of the RFP?
- a. Appendix B includes a "Pricing – Sign Language" tab for completion of hourly rates.
- Q14. Hourly Rate submissions are supposed to be broken up into routine, expedited and emergency between certified and non-certified interpreters?
- a. Correct. Complete Appendix B, "Pricing – Sign Language" tab.
- Q15. The difference between routine and expedited is the response time of the agency of 2 hours and have it covered within 24 hours? Can you clarify on that? What about the difference for legal rates? That does not seem to be a category. Please clarify.
- a. Type of Notice definitions are found on page 55 of the solicitation. If you have interpreters that possess legal certification you can insert a row within the pricing tab to propose legal rates, using the same format and breakout.
- Q16. 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.
- Q17. What is the expected volume of this contract?
- a. There is no estimated value or anticipated spend associated with this contract.

GSS19604-SIGN_LANG, RFP Addendum #1

- Q18. Is there any historical data for Sign Language Interpretation Services?
a. Refer to Spend History, attached through this addendum on bids.delaware.gov.
- Q19. Is this RFP open to out of state vendors?
a. The solicitation is not restricted to in state vendors.
- Q20. It is stated numerous times throughout the RFP that interpreters must be RID/NAD certified, however, there are also options to include non-certified interpreter information. We would like to clarify whether or not we are able to provide non-certified ASL interpreters to service this contract as long as they are qualified.
a. To ensure sufficient coverage throughout the State, allowances are being made for non-certified interpreters. Additional information is required, as outlined in the RFP and with the understanding that all requests are to be filled by a certified interpreter, unless otherwise stated in the service request.
- Q21. What is the contract number for services currently being provided by incumbent vendor(s) for Sign Language Interpretation Services?
a. GSS17602-LINGUIST. Information regarding this contract is available online at: http://contracts.delaware.gov/contracts_detail.asp?i=4147

All other terms and conditions remain the same.

S:\ Addendum to GSS19604-SIGN_LANG