



Data Service Center

168 S. Dupont Highway
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CENTRAL BIDDING DEPARTMENT

ADDENDUM No. 1

Spanish/English Translation and Interpreting Services – RFP #2-13-50
Red Clay Consolidated School District

Date of Addendum: May 17, 2013

OPENING DATE: **May 31, 2013 at 2:00 PM**

To all prospective bidders under the specifications and contract documents described above, this Addendum to RFP is being issued to:

To answer the following questions:

TRANSLATION SERVICES

1. There is a discrepancy between the Special Instructions and the Proposal Form in the definition of short translations (150 versus 200 words). Which definition is correct?
200 words.
2. What will be the transmission method for the documents to be translated? We are assuming e-mail, but the sentence “The agency will translate all written assignments on plain white bond paper” may indicate that the school would like to receive a printed copy. Will an electronic file with space for letterhead be acceptable?
Yes.
3. Are any documents to be translated handwritten?
In some cases, they could be.
4. Will electronic documents be provided in Microsoft Word or similar software?
If typed, yes.

Any other software?
Yes.

Will any documents be sent in non-editable file formats?
A limited number could be.
5. Do you ever require certified or notarized translations?
The need could arise.



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6. Can you provide an estimate of the volume of work expected over the one year contract, based on prior experience? (Number of documents, or better yet, total number of words)
It varies by department and school needs.

INTERPRETATION SERVICES

1. Is there a minimum charge for attending an interpretation event that is cancelled due to an unanticipated absence?
No.
2. Is mileage to attend any interpretation event reimbursable?
No.

GENERAL QUESTIONS

1. When will the Q&A's to this RFP be posted on the www.bids.delaware.gov website?
ASAP but at least two days prior to opening date.
2. How many copies of the RFP response do vendors need to submit?
Three (3) copies.
3. Do you have an estimated contract value/volume?
Over \$25,000.00
4. Who is/are your current vendors?
Back to Basics Learning Dynamics, Inc. & Intellego
5. What are your current rates for:

Onsite Interpreting Services
\$55.08/hr for less than 48 hours notice & \$40.80/hr for more than 48 hours notice

Written Translation Services
Min charge of \$25.50 for translations less than 200 words and Standard rate of \$0.153 per translated word
6. Are you open to learning about Telephonic Interpreting Services and/or Video Remote Interpreting Services?
No, the District is not interested in those services at this time.
7. While this RFP is for Spanish only, would you like us to include information/rates regarding other languages as well?
No, this RFP is for Spanish only.



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8. Is there a specific number of originals and/or copies of the proposal that are required for submission?
Yes, please submit one original and three copies of the proposal.
9. Is there a specific format that you are looking for in addressing these criteria aside from the proposal form with the pricing?
No there is no specific format that we are requesting. Please just make sure that it is easy to navigate for evaluation purposes.
10. How many schools in the district will utilize the services discussed in the solicitation?
All schools in the district will utilize the services discussed in the solicitation.
11. Please provide the anticipated volume or historical data for On Site Interpretation?
Estimated 576 per year
12. Please provide the anticipated volume or historical data for Document Translation?
Estimated 625 per year
13. Is this RFP open to out of state vendors?
Yes
14. Can we bid on ONLY the written translation portion of the SOW or do we have to bid on BOTH translation and interpreting?

We would like to have a vendor support both services.
15. Will interviews be conducted at District offices or via telephone or SKYPE?

Interviews will be conducted at District offices.
16. Is this contract open to vendors who are located out of state?

Yes out of state vendors may bid on the contract.
17. Will the winning vendor be submitting completed translations in electronic (i.e. MS Word) format or hard copy?

Could be both electronic format or hard copy, depending on the situation.
18. In the SOW, "attendance at parent conferences" and "home visits" are listed under translation services. Should these be listed under Interpreting Services?

Yes.
19. Our company would like to submit a bid only for written translation services. If that is possible and our bid is accepted, will we be required to provide on-site oral translation at conferences and meetings?

There is a possibility of need for on-site services from time-to-time.