



May 3, 2024

## ADDENDUM #5

### REQUEST FOR PROPOSALS (RFP) NUMBER: 23-19 INTERPRETATION AND TRANSLATION SERVICES

## IMPORTANT NOTICE

**Please note the following responses to a questions asked by prospective Proposers:**

**Correction to Question 37 – Addendum 3. Responders do not have to bid on all services. Partial bids will be accepted based on the services that each vendor is able to provide.**

Question 1: Could you please share past usage statistics broken down by service and language:

**Answer:** Unfortunately, we do not have usage statistics broken down.

Question 2: Why is this out for bid if the previous contract resulting from RFP 21-06 still has options to be renewed?

**Answer:** Looking for additional resources.

Question 3: In order for the incumbent not to have an advantage over the other bidders, please provide the incumbent rates for each of the services requested in this solicitation.

**Answer:** We use multiple vendors, rates vary in accordance with the services provided.

Question 4: How will this contract coexist with the one awarded in 2022?

**Answer:** These are separate transactions and have no effect on any future agreements.

Question 5: Did the incumbent cover every single assignment successfully?

**Answer:** Services were covered through multiple vendor contracts

Question 6: Can we ask for a debriefing in case we are not awarded?

**Answer:** We will not be conducting a debriefing.

Question 7: Is simultaneous interpreting needed too?

**Answer:** Yes.

Question 8: In what formats are the documents to be translated in? Are there InDesign files?

**Answer:** CANVA, Publisher, wors, pdd.

Question 9: What is the average length of an interpreting assignment?

**Answer:** 1-2 hours.

Question 10: What is the average number of words in a document needing translation?

**Answer:** 10,000

Question 11: Is there a preference for local vendors?

**Answer:** No preference is given, however we encourage local vendors to participate in the RFP process.

Question 12: What mathematical calculation will be used to evaluate pricing?

**Answer:** See RFP documentation.

Question 13: How will pricing be compared among bidders if each bidder can submit their own rate structure?

**Answer:** See RFP documentation.

Question 14: Regarding the OPI service, which phone line will be served by the OPI interpreters? If there are multiple lines, please indicate just one for reference.

**Answer:** The interpreters phone.

Question 15: Are ASL services on-site too?

**Answer:** Yes.

Question 16: We offer studio-quality (professional native-speaking voice artists recorded in a studio) and community-quality (native speakers). Given that you are looking for the lowest cost, shall we assume that you are looking for community quality?

**Answer:** We are looking for quality at a reasonable cost.

Question 17: Which gender, age, tone, and dialect would you prefer?

**Answer:** Not applicable, we offer equal opportunities to all.

Question 18: If references need a contract number: Would we be disqualified if we submitted a reference of a client that does not have a contract number with us?

**Answer:** No.

Question 19: If an on-site interpreter is not available, are you amenable to a remote Interpreter?

**Answer:** Yes.

Question 20: Would we be disqualified if the total contract value of one of our references is significantly lower than the scope of the solicitation due to the client usage being less than anticipated?

**Answer:** No

Question 21: Can we submit a letter of Good Financial Standing in lieu of the Financial statements?

**Answer:** No

Question 22: Will our Financial Statements be publicly released in case of a FOIA request?

**Answer:** Unless your financial statement is marked "Confidential" on your statement.

Question 22 As fuel reaches new record high prices and parking costs skyrocket, will you reconsider the limitation on travel reimbursements for fair compensation of interpreters?

**Answer:** Can not make a determination at this time.

Question 23: Are electronic, digital scanned signatures or stamped signatures acceptable?

**Answer:** No.

All Project Documents remain unchanged except sections or parts of sections added to, revised, deleted or clarified by this Addendum.

This Addendum shall be considered part of the Project Documents for the above-mentioned project as though it had been issued at the same time and shall be incorporated integrally herewith. Where provisions of the following supplementary data differ from those of the original Project Documents, this Addendum shall govern and take precedence.

Firms are hereby notified that they shall make any necessary adjustments in their proposal on account of this Addendum. It will be construed that each Firm's proposal is submitted with full knowledge of all modifications and supplemental data specified herein.

Sincerely,



Patricia McCaughey  
Director, Business Operations