



April 30, 2024

ADDENDUM #3

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:

Question 1: Whether companies from outside USA can apply for this (i.e. India or Canada)?

Answer: No.

Question 2: Whether we need to come over there for meetings?

Answer: Yes.

Question 3: Can we perform the tasks (related to RFP outside USA, i.e. from India or Canada)?

Answer: No.

Question 4: Can we submit proposals via email?

Answer: No, electronic proposals are not accepted.

Question 5: Is this a single vendor award or are you planning on utilizing multiple vendors? If you are awarding multiple vendors, do you know how the work is being distributed amongst them?

Answer: We expect that a contract will be awarded to multiple vendors. Work will be distributed based on availability, cost and response time.

Question 6: Are we able to only bid on the written translation, OPI, and VRI portions of your RFP and, if so, how does that affect the evaluation of our response?

Answer: You can bid on written translations, OPI, and VRI portions. This doesn't affect the evaluation process.

Question 7: Do you have an estimated budget, or do you know the annual volume of work?

Answer: Between \$250,000 - \$350,000 per fiscal year, which starts July 1 and ends June 30.

Question 8: Is historical usage data available broken down by service?

Answer: Yes.

Question 9: What was the volume of written words translated in previous years?

Answer: This information is not available.

Question 10: Are you willing to share your current pricing structure and rates?

Answer: Pricing varies.

Question 11: Who is the incumbent?

Answer: We've worked with multiple companies.

Question 12: What, if any, issues are you currently experiencing with your current vendor?

Answer: Information not available at this time.

Question 13: What certification(s) are you looking for from your new vendor, if any?

Answer: Vendors should have as part of their staff certified medical and legal interpreters. Translators should be certified by the American Translators Association.

Question 14: Are you currently using human translation or machine translation?

Answer: Yes, both.

Question 15: Does this RFP require DTP (desktop publishing)?

Answer: Yes

Question 16: Do you have any translation memories or style guides that can be made available upon award?

Answer: Yes.

Question 17: For written translations services, with formatting/desktop publishing (DTP) in graphic design programs such as Adobe InDesign, Quark Xpress, MS Publisher be required?

Answer: Yes.

Question 18: Must vendors respond to all services, or may we select which services we are able to provide (e.g. we can provide over-the-phone interpretation but not onsite interpretation, or translation but not interpretation)?

Answer: Please select the services you're able to provide.

Question 19: Can you provide a list of the most requested languages with the average number of requests per month per language?

- Answer:** Spanish,, Vietnamese, Korean, ASL, Mandarin, Arabic, Farsi, Chinese/Mandarin, Hmong, Russian, Ukrainian, Indonesian, Indi, Khamer/Cambodian), Japanese
- Question 20: Typically, how much notice will be provided for on-site/in-person interpreting requests?
- Answer:** Ideally, ten (10) business days, however, we receive requests with 8-hour prior notice.
- Question 21: Will requests be virtual or in person? If in person what percentage and where would they be located?
- Answer:** 50/50. Various locations possible.
- Question 22: Will forein language interpretation services generally be “consecutive” or “simultaneous”?
- Answer:** Both
- Question 23: Will interpretation equipment (e.g., booths, transmitters, receivers, etc.) be required for any interpretation assignments, or will the Superintendent be supplying the equipment?
- Answer:** Superintendent will supply the equipment.
- Question 24: How many people in the audience need interpretation?
- Answer:** From 1 to 100
- Question 25: Does the audience need the capability to ask questions to the speakers? (Questions that the interpreters will need to interpret for the speaker)
- Answer:** Yes.
- Question 26: Do they already have a PA system or loudspeakers/microphone set up?
- Answer:** Yes.
- Question 27. Will the event take place indoors or outdoors?
- Answer:** Both
- Question 28: Will interpreters need to move around, for example, for a guided grounds tour?
- Answer:** Rarely.
- Question 29: Will the interpreter be located near the audience, at a booth, or in a separate room?
- Answer:** All applies Depends on event.
- Question 30: What are the average interpretation requests that you anticipate requesting on a monthly basis?

Answer: 50 – 100.

Question 31: What percentage will be Spanish?

Answer: 50%

Question 32: Can you provide us with an accurate volume for this contract? Or past usage?

Answer: Not at this time.

Question 33: Do you need any proof of certification for the interpreters at the time of submission?

Answer: No.

Question 34: Do you currently have any languages on staff or have in-house interpreters/translators? If so, for what purpose?

Answer: Yes, languages Spanish, Vietnamese, Mandarin, Korean. For in-house services.

Question 35: There wasn't a cost sheet provided. What information are you looking for on the cost sheet beside the pricing.

Answer: Any and all costs/fees associated with the services including but not limited to; OPI, VRI, in person, virtual, consecutive, simultaneous, on demand, rush, desktop publishing, etc.

Question 36: Are we able to use TACPA preference?

Answer: Do not have a response at this time.

Question 37: Do we need to bid on all services?

Answer: Yes.

Question 38: For the telephone and virtual requests, will they be scheduled or on demand?

Answer: Both.

Question 39: If they are scheduled, would you consider a one hour minimum for these requests?

Answer: Normally, vendors charge per minute.

Question 40: What are some of the challenges you encountered on the previous contracts or anticipate on the new contract?

Answer: Unprofessional staff. Unqualified interpreters. Not knowledgeable of educational topics. No follow-up. Minimal communication.

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,

A handwritten signature in blue ink, appearing to read "Patricia McCaughey".

Patricia McCaughey
Director, Business Operations