



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

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**August 10, 2011  
ADDENDUM # 2**

**LOI # 7448879: Interpreting Services (MPA # 54)**

**Submission Deadline: August 22, 2011 @ 2:00 PM (EDT)**

**Vendor Questions / State Responses:**

What has been the biggest challenge for fulfilling services under this contract, or if this is new contract, are there any challenges that you anticipate?

**(Important items in providing quality translation and interpretation services are addressed in each of the requirements included in the solicitation).**

Is this strictly face-to-face interpretation and document translation services only

**(Interpretation services are for in-person or telephonic interpretation. Translation services are for any written document i.e.: educational materials, letters, press releases, website posting, etc.)**

Is this an existing or new contract?

**(New Contract – This is a new solicitation and needs to be bid according to its specifications).**

Can you provide a list of agencies/entities that may use our services?

**(Department of Health, Department of Human Services, Rhode Island Courts and Rhode Island cities and towns if needed)**

What were the rates charged on the previous contract?

**(Please refer to the purchasing website at <http://www.purchasing.ri.gov/> to view the previous MPA #54. You will be able to view the current contracts as well as the rates in effect).**

Can you provide information on historical usage by language (either by word count, revenue or number of requests), or if none is available on projected usage?

**(During FY11 (07/01/2010 – 06/30/2011), the Department of Health made 84 Requests for document translation. Of those requests, 64 of the requests were for Spanish, Portuguese, and French).**

Interpreter Requirements, p 7 - What percentage (approximately) of interpreter requests are made during the evening or weekend?

**(The Department of Health does less than 10 in-person interpretation per fiscal year. DHS and the court system would be able to better respond).**

Can the line items be bid on separately (i.e. translation only or interpreting only)?

**(Yes, the items can be bid on separately).**

Will formatting/layout/desktop publishing (DTP) services in graphic design programs such as Quark or InDesign ever be required? If so, can the Contractor charge for these services?

**(For the Department there may be times when some formatting and/or layout in an InDesign file may be required. Please include your hourly rate for layout/formatting services in your pricing proposal).**

Is this a "requirements" contract, i.e. are agencies required to order all language services from this contract vehicle. May they choose to go elsewhere?

**(Agencies are encouraged to use this MPA when needing interpreting services).**

(Evaluation & Selection, p. 12) The Solicitation states that "As a result of this solicitation, the State will establish a list of qualified interpreters and translators . . ." How many vendors are currently on the State's list, and can you provide data on percentage of work allocated to each under the previous/existing contract?

**(Please refer to the purchasing website at <http://www.purchasing.ri.gov/> to view the previous MPA #54. You will be able to view the current contracts as well as the rates in effect).**

If this contract is a multiple award, do the contractors have the option to turn down work without being penalized?

**(Yes)**

If this contract is a multiple award, will work be distributed evenly among the vendors, or will each request be bid out to each of the vendors?

**(Agencies are encouraged to use this MPA when needing interpreting services. Requests are not bid out to each vendor).**

(Contractor Requirements, p. 3) Please clarify whether CCHI or NBCMI certification is required only for medical interpreting assignments? For other types of translation and interpretation assignments, we use an internal testing & certification program for all of our linguists. Will this be acceptable?

**(Answer Forthcoming)**

Meetings, p 7- can all of the meetings described in this section be conducted by teleconference or do some have to be in-person?

**(According to Meetings (pg 7) a telephone conference call can be chosen or a location can be designated by the parties to meet at a location – this applies to all meetings).**

Vendor Questions & Submission, p. 10 -do resumes and certifications for all linguists that we intend to use on this contract need to be submitted with our LOI response?

**(Yes).**

Vendor Questions & Submission, p 10-11 -is it acceptable to add a Minimum and RUSH Charges to the pricing matrix/form as it has not been included in the RFP/RFQ?

**(Please include any applicable pricing information with your response. Please be sure to explain the parameters of any additional line-item charges).**

Vendor Questions & Submission, p 11 - the pricing table notes that written translation services should be charged based on an hourly rate. However, the industry standard for document translation is to use a per word metric. Can the pricing table be updated to reflect a per word rate for document translation?

**(At minimum, we are requesting the pricing chart on the LOI to be completed. If there is additional information the vendor thinks would be helpful to include, it can be submitted with the LOI response).**

Who is the current incumbent for this contract and what rates were offered in the last contract period?

**(Please refer to the purchasing website at <http://www.purchasing.ri.gov/> to view the previous MPA #54. You will be able to view the current contracts as well as the rates in effect).**

Is there any minority or woman owned preference given in this bid?

**(No)**

Is there any existing translation memory or glossaries that may be leveraged for cost savings?

**(The Department of Health has a limited glossary available for vendors to use. At this time, the glossary only exists in Spanish).**

Is it acceptable to bid for one service and not all service offerings?

**(Yes)**

Will the state award the contract to one vendor or multiple vendors?

**(Multiple vendors)**

Historically speaking what are the most commonly requested languages for On-Site Interpretation?

**(The Department of Health does less than 10 in-person interpretation per fiscal year. DHS and the court system answer forthcoming).**

How much advance notice will be provided for in person interpretation requests?

**(The Department of Health does less than 10 in-person interpretation per fiscal year. DHS and the court system would be able to better respond).**

Industry standard allows for reasonable reimbursement for transportation costs, such as travel time, mileage, parking, and toll crossing. Is it acceptable to address these costs, as needed, in the pricing proposal?

**(NO – All rates are inclusive).**

Industry standard allows for hourly minimums for in person interpretation assignments. Is it acceptable to include hourly minimums in the pricing proposal?

Do you have any historical documentation for volume percent usage between Dept of Human Services, Dept of Labor & Training and the RI Courts System?

**(During FY11 (07/01/2010 – 06/30/2011), the Department of Health made 84 requests for document translation. Of those requests, 64 of the requests were for Spanish, Portuguese, and French).**

In the RFP section for Phase-in for Certification, does this pertain to RI employees or the contractor's 'Qualified' Interpreters?

**(Certification applies to anyone who will be doing translation and interpretation).**

Can Interpreter/Translator certification documentation be provided to the state upon award of contract rather than as part of the bidding process?

**(Certification documentation must be submitted with the response to the LOI for any staff who are currently certified).**

Written translations can be provided by a sole translator or by a team of linguists including translator, editor and proofreader. Which approach is requested for this bid? Would you like pricing for both options?

**(Please provide pricing information for both options).**

What file formats will be used for the materials to be translated? Can pricing for desktop publishing as a separate service be included as formatting charges will vary based on the file format of the source document.

**(Most documents will be provided in a Word document. Layout and design services can be included as a separate pricing line item).**

What file formats will be used for the materials to be translated? Can pricing for desktop publishing as a separate service be included as formatting charges will vary based on the file format of the source document

**(This is the same as question above. Please see answer above).**

The rate sheet for translation does not include per word pricing or minimum fees. Is it acceptable to include pricing in these formats?

**(At minimum, we are requesting the pricing chart on the LOI to be completed. If there is additional information the vendor thinks would be helpful to include, it can be submitted with the LOI response).**

Question is in reference to the statement on page 2 referring to the usage of subcontractors. We currently use interpreters and translators, which can be employees or individual subcontractors of our company. We have access to over 2,500 U.S. American Translators Association (ATA) certified translators. Will we be required to release to you the names of all our subcontractors including the 2,500 from the ATA website? In our offices resides the pertinent information to each employee/subcontractor, which would be accessible at all times.

**(If your company is subcontracting with individuals, each individual's resume and credentials must be submitted with the LOI response. In order for your company to subcontract with another company, the subcontractor company must also reply to the LOI and be accepted as an approved vendor).**

Will you accept translations cost proposals by the word instead of an hourly rate OR just only by the hourly rate?

**(At minimum, we are requesting the pricing chart on the LOI to be completed. If there is additional information the vendor thinks would be helpful to include, it can be submitted with the LOI response).**

Question is in reference to the statement on page 6 referring to "documentation of services performed". We have a sign in and sign out policy for each scheduled appointment. Our own form includes all the required information that you are requesting for documentation of services performed. Would we be able to continue to use our own form as we have done in the past OR are we responsible for using a different type of form? If not, will you provide the form? Also will this form be at all the places or state agencies that request interpreting/translation services, so a copy can be given to appropriate person at the time of the service?

**(Answer forthcoming)**