



**ADDENDUM #1**  
**ON-SITE LANGUAGE INTERPRETATION AND  
DOCUMENT TRANSLATION SERVICES**

**RFP #2011-3429-1024**

**December 14, 2010**

**City of Newport News  
Office of the Purchasing Director  
2400 Washington Avenue  
Newport News, VA 23607**

**Phone: (757) 926-8042/ Fax: (757) 926-8038**

[www.nngov.purchasing](http://www.nngov.purchasing)

Sealed proposals, subject to the conditions and instructions contained herein, will be received at the above office of the Purchasing Director, 4th Floor, City Hall, 2400 Washington Avenue, Newport News, Virginia, 23607, until the time and date shown below (local prevailing time), for furnishing the items or services described in the request for proposal.

**It is agreed and understood this will constitute addendum #1, and shall be made part of the original RFP document. Acknowledgement, showing receipt and acceptance of the changes is to be returned with your submittal.**

**Addition:** Response to questions and request for clarification.

Contract Officer: \_\_\_\_\_

Rose Kee, CPPB, Senior Buyer, (757) 926-8028, [rkee@nngov.com](mailto:rkee@nngov.com)

Company Name: \_\_\_\_\_

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This Form Must Be Signed.

## QUESTIONS/REQUEST FOR CLARIFICATION AND RESPONSE:

1. Do the document translation services also have to be performed on-site? If they can be performed remotely, is it possible to submit a proposal solely for the document translation, or must a company proposal cover the entire RFP? **Vendors can submit a proposal for services they do provide. It may be one or both.**
2. Are there any special instructions for out of state bidders? **Instructions and requirements to those interested in submitting a proposal are provided in the RFP document and this addendum.**
3. Can our company be considered for the Written Translations portion only, since we don't provide interpretations services? **Vendors can submit a proposal for services that they do provide. It may be one or both.**
4. Do we have to submit a vendor registration to be able to continue the bidding process? **No, but the successful vendor must be registered in our vendor file in order for a purchase order (contract) to be issued.**
5. Can you provide a list of the languages that the contractor will be responsible for translation? **This is an RFP. We are requesting vendors provide languages they can offer to us.**
6. Is it possible to bid on Translation only, or does the City require us to bid the entire scope of services? **See response already provided in this addendum.** If it is possible to bid Translation only, could you also answer the following questions:
7. What has been the historic volume for Translation, either monthly or annually? **The volume of document transcription fluctuates based on the needs of the clientele and the department. This is something that cannot be estimated or determined in advanced.**
8. What are the main languages utilized? Spanish is the predominant language; however, other languages have been identified. **According to the RFP, vendors are asked to provide a complete list of the languages that they offer.**
9. What is the volume by language? **See #7 response above.**
10. What are your expectations for document turn-around, in general? **To be determined once the vendor has been chosen.**
11. Will you have an existing translation memory, or glossary for the new vendor to leverage? **Human Services program information will be provided upon request to the successful contractor.**
12. What has been the biggest challenge working with your current or previous vendors? **Timely return of transcribed documents and accuracy.**
13. What are the target languages that you seek? **Spanish is the predominant language of our clients. We are requesting vendors provide a list of current languages that they are capable of offering.**
14. Are you planning to make multiple awards or one award to fill the requirement? **We will not know how the award will be until proposals are received and evaluated.**
15. Are you open to the concept of awarding to a sign language services company to provide services to deaf and hard of hearing consumer requirements? (no spoken language or document translation services). **Services for deaf clients are provided by contract through the Virginia Department of Social Services, and is not part of this RFP.**

16. Do you have an estimate of the annual demand for these services? If so can you please share and break out the deaf services portion? Note: the greater the volume the better we can do on pricing. **See answer above.**
17. Our company is based out of state. Will out-of-state vendors be given the same consideration as in-state vendors? **Requirements, Conditions and Instructions are provided in the RFP document. All proposals shall be submitted on and in accordance with the form.**
18. Also, will there be any preference given to any of the following: minority-owned vendors, woman-owned vendors, veteran-owned vendors, or any other disadvantaged vendors? **We are a local government agency, and unlike the state and federal government, there are no laws in place that allows us to have set asides.**
19. Is there an incumbent currently performing the duties? If yes, can you identify the company or persons? How long have you been working with them? **The name of the company was provided in the RFP document (first paragraph, page 12). They are formally known as Refugee and Immigration Services. We have only been doing business with them (informally) for about 2 years. This is the first formal "Request for Proposals".**
20. Can you disclose the rate you are paying for the service currently? **\$50.00 per hour for face-to-face interpretation, and \$45.00 per page for document translation.**
21. What is the expected volume of work for interpreting services: weekly vs. daily assignments? **This is something that cannot be determined in advanced. This varies.**
22. Will any assignments be on an urgent basis or will they be pre-scheduled in advance? **There is a chance that some work could be needed on an urgent basis; however, most is scheduled in advanced.**
23. What type and size of documents would you be requiring to translate? **This varies and cannot be determined in advanced (various size forms, applications, and correspondence depending on the needs of the individual units within the agency).**
24. What would be the typical turn-a-round time? **This will be determined with the successful contractor, and would be based on the type of service and/or number and size of document(s).**
25. Please provide information on payment terms (i.e., in how many days can the contractor expect the payment following the submission of an invoice). **The City's standard payment term is Net-30 days (after receipt of correct invoice).**
26. What were the rates charged on the previous contract and/or what was the dollar amount spent annually on the previous contract? **\$50.00 per hour for face-to-face interpretation, and \$45.00 per page for document translation.**
27. Can you provide information on historical usage by language (either by word count, revenue or number of requests) for each respective service (document translation, on-site interpretation and telephonic interpretation)? **Historically, Spanish continues to be the predominant language requested by the Agency. Documents to be translated fluctuates based on federal and state requirements.**
28. Can the line items be bid on separately, or are offerors required to bid on all of the services For example, can we bid only on translation services and not interpretation services? **This is a "Request for Proposals", please provide the various rates/cost for the services you can provide.**
29. What percentage of work YTD was requested after hours/outside of non-standard hours? **All work requests are made during normal working hours.**

30. Can you confirm that only human translators are to be used for these translations (i.e. not “machine translation”)? **We will not accept translations from computerized programs, machines, etc.**
31. Will desktop publishing (DTP) services in graphic design programs such as Quark or Adobe InDesign ever be required, and if so, is the Contractor permitted to include the costs for such in the RFP response? **Under the current contract, the cost for all document translation is \$45.00 per page which includes logos, etc.**
32. Is this a “requirements” contract, i.e. are agencies required to order all language services from this contract vehicle or may they choose to go elsewhere? **All services are required to come from this contract.**
33. If this contract is a multiple award, how will the amount of work distributed to each of the contractors be determined? For example, will individual projects be “bid” out to all of the contractors with the lowest priced contractor receiving the task order, or will the work be distributed based on a pre-determined monetary allocation to each contractor? **This cannot be determined until proposals are received and evaluated, in accordance with the evaluation criteria listed in the RFP. This is a “Request for Proposal” not an “Invitation for Bids”.**
34. For the “Small, Minority, Women-Owned Business Objective” (page 9) how does the City recognize SBE, MBE and WBE? For instance, does the business simply have to meet a certain size standard, or must they possess a “certification” at either the State or Federal level in order to qualify? **You can visit the Commonwealth of Virginia Web Site for a definition of SWAM.**
35. Also regarding the SBE/MBE/WBE business objective, since it is impossible to estimate the total revenue to be generated from this contract, and thus to forecast a dollar amount to be allocated to qualifying sub-contractors, can the offerors provide a projected percentage instead? **Yes.**
36. (Page 12, Scope of Services) What does the City mean by linguists must be “certified, screened, tested, trained”? Does the City have a particular certification that they require for translators/interpreters? **Vendor must be qualified to provide requested services to a government agency, and provide proof of qualifications that are required to perform the services outlined.**
37. Will preference be given to Virginia-based companies in the determination of the award of this contract? **The RFP does not state a preference.**
38. Can companies apply to offer on-site interpretation OR document translation, or must applicants offer both? **See response already provided in this addendum.**
39. On page 5, item 20 states: “All bidders or offerors organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50, as amended, shall include the identification number issued to it by the State Corporation Commission.” How do we find out if we’re authorized to transact business in the Commonwealth. **You will need to contact the Commonwealth of Virginia State Corporation Commission directly (<http://www.scc.virginia.gov/index.aspx> - home page, or <http://www.scc.virginia.gov/clk/bussrch.aspx> or email: [sccinfo@scc.virginia.gov](mailto:sccinfo@scc.virginia.gov)). They are a state agency. We are a local agency. We are two different government agencies.**

40. Based on past performance, is there a preponderance of languages for which services have been requested? If so, which were such languages? **Answer already provided in this addendum. (See response to earlier question).**
41. Again based on the existing performance trend, are interpreters and translators required to provide services only during regular office hours/working days (Mon/Fri, 8:00am-5:00pm?). **Answer already provided in this addendum. (See response to earlier question)**
42. Are translation tasks supposed to be performed on site (like interpretation tasks) or can they be performed remotely? **See response already provided in this addendum.**
43. Generally, how early in advance is a request for services issued—24 hrs, 2 hrs, or less? As a ballpark number, what has been the overall volume of work (both interpretation and translation) requested by the City of Newport News on this contract in a calendar year? **See response already provided in this addendum.**
44. Is proof of insurance required at the time of submission of the proposal, or after award, before commencing work? **The answer to question #6 is already included in the RFP document. See first page of “Insurance Requirements” (INS-1).**

#### **NOTE**

Please note this is not a repeat contract. We have been using the current contractor informally for about two years. This is our first formal “Request for Proposals”. We are asking for your expertise.

#### **QUESTIONS**

Questions regarding this RFP, should be directed to the Department of Purchasing, Rose Kee by email: [rkee@nngov.com](mailto:rkee@nngov.com) and copy Vickie Gwynn [vgwynn@nngov.com](mailto:vgwynn@nngov.com) (email preferred), or facsimile at (757) 926-8038, and received no later than 5:00 p.m. on Tuesday, December 21, 2010 prior to the bid due date. All questions must be submitted in writing; telephonic inquiries will not be considered.