



ADDENDUM #2
ON-SITE LANGUAGE INTERPRETATION AND
DOCUMENT TRANSLATION SERVICES

RFP #2011-3429-1024

December 22, 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

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 #2, 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 additional clarification.

Contract Officer: _____

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

Company Name: _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

This Form Must Be Signed.

QUESTIONS/RESPONSE:

1. (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? --- Interpreters must show evidence/proof that they have completed the necessary training to lend themselves out as certified interpreters. We would like to know that the interpreters are experienced in the languages that are interpreting/translating.
2. Can companies apply to offer on-site interpretation OR document translation, or must applicants offer both? --- We would prefer to have one provider offering both services, but we will consider individual bids. We cannot determine this at this point.
3. The Addendum indicates that you can give an estimate of expected volume of document translation. Can you say what the volume has been in the past year? --- The volume has been kept to a minimum as individual units determines its needs; however, we expect this to increase. This year is the first time that we have been aware that we had to translate documents. We probably have had less than 20 forms translated. (Estimate only). Again, that number will more than likely increase once we have a reliable contractor.
4. We’ve only been using the current vendor informally, and for a short time. There is not enough history to gage a good estimated volume at this time. Can you provide samples of the types of documents involved? --- You can check the state Department of Social Services for samples at <http://www.dss.virginia.gov>. Scroll over to “Benefits” and down to “Temporary Assistance for Needy Families (TANF), click that link, scroll down to “Forms and Applications”, access the “Application for Benefits (PDF)”.
5. Are any of documents to be translated handwritten in whole or in part? --- No
6. How will the documents to be translated be provided? As Word documents? Scans? By fax? --- All documents will be submitted in Word or PDF format.
 - If both, can you estimate the how much will be scans? --- This cannot be determined in advance. Requests are based on an as needed basis.
7. Are all source documents in English or are some documents to be translated into English? --- All documents are in English.
 - If both, can you estimate the proportion of translation to vs. from English? --- This cannot be determined in advance.
8. Can you give an average length of the documents to be translated? --- The length of each document varies due to the program area.
9. Could you clarify if we are required to submit the resumes of all linguists who would potentially providing services on this contract? Since it is incumbent upon a bidder to present a list of languages in which services can be provided, should every language we list in our proposal be supported by a resume? I just wanted to make sure that we would not burden the proposal evaluators with unnecessary paperwork. --- Please provide resumes of key personnel with your company; however, all linguists must be properly and fully trained (card, certificate of training, etc.) to do what they have been sent to the Agency to do.

10. I understand that all the answers to the question must be filled out next to each question on the RFP and the entire 27 pages of the RFP must be returned to you. I see only the PDF version of the RFP which is not convenient to type the answers. We converted the PDF to Word but the formatting is not good. Would you please e-mail me the Word version of the the RFP. --- [The RFP does not require answers to be filled out next to each question. The RFP is purposely in PDF format.](#)

CLARIFICATION:

1. Currently the predominant language is Spanish; however there have been request for Farsi, Vietnamese, French, Burmese, and others. Requests for face-to-face interpreting are made based on our clientele.
2. Interpreting and translating services are generally requested during normal working hours which are Monday through Friday, 8:00 am to 5:00 pm; however, in the event of an emergency we would like to have access if needed.
3. Translation services can be performed off site.
4. Requests for interpretation and translation services are made as far in advance as possible. Generally we adhere to at least a 24 to 48 hour window.
5. The Department of Human Services' has seen a steady increase in the volume of interpretation and translation over the past three years as we continue to comply with the requirements of Title VI (U.S. Code of Civil Rights Act of 1964).