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Addendum #1

Multilingual Interpreter and Translation Services FY21 – One Year Contract with Two Option Years

Issue Date: Tuesday, July 14, 2020

Bids Due: Wednesday, July 22, 2020 at 1PM EST

What is the yearly volume for translation and interpretation services?

- The yearly volume is about 1600 hours for interpretation. We did not utilize translation services this year. Requests for translation was only in Spanish, therefore we were able to translate in house

Who is the current contractor and what pricing they offer?

- The current contractors are **Interpretation:** Pinpoint \$50/hour: CSEA \$50/hour all languages and \$80/hour for ASL (minimum 2 hours), Hola Doctor \$75/hour, Barbier \$72/hour, Powell \$55/hour

Translation: Baystate

Translation from Source Language to English	
Spanish	\$0.16/word
	(min fee \$25)
Burmese	\$0.18/word

	(min fee \$25)
Yoruba	\$0.18/word
	(min fee \$25)
Tigrinya	\$0.18/word
	(min fee \$25)
Swedish	\$0.18/word
	(min fee \$25)
Quiche	\$0.18/word
	(min fee \$25)
French- Creole	\$0.17/word
	(min fee \$25)
Hatian-Creole	\$0.17/word
	(min fee \$25)

Translation from English to Target Language	
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Spanish	\$0.16/word
	(min fee \$25)
Burmese	\$0.18/word
	(min fee \$25)
Yoruba	\$0.18/word
	(min fee \$25)
Tigrinya	\$0.18/word
	(min fee \$25)
Swedish	\$0.18/word
	(min fee \$25)
Quiche	\$0.18/word

	(min fee \$25)
French- Creole	\$0.17/word
	(min fee \$25)
Hatian-Creole	\$0.17/word
	(min fee \$25)

Is digital delivery (Adobe Acrobat PDF files and/or HTML links with presentations) of proposals acceptable given the Covid protocols?

- No digital proposals will be accepted. Hard copies of proposals must be dropped off in person or delivered by mail to 797 Westminster Street Providence, Suite 206 Purchasing Department, Providence RI 02903. To coordinate a time for drop-off, please contact Molly Hannon at molly.hannon@ppsd.org.

Asides from cash discounts, are there other “preferable payment terms” considered?

- No

Is there a preferred payment processing modality for the State of RI or the Providence Schools like EFT or Credit Card?

- No.

Could you please explain the reference to “brands” in Notice to vendors #7

- This does not apply to this RFP.

Why is Providence Public Schools issuing this RFP?

- The Providence Public School District solicits a request for proposals to meet the needs of services that we are unable to provide with existing staff.

What challenges has Providence Public Schools faced in the past with translation and interpretation services?

- Providence Public School District has faced issues with contractors not being able to provide the number of Spanish interpreters needed on a daily basis. Also, there is a need for languages such as Burmese, Tigrinya, Swedish, Yoruba, French-Creole, Haitian- Creole, Quiche which have been hard to fill

Who has provided these services previously to Providence Public Schools?

- The following vendors have provided services to Providence Public School District..Pinpoint, Powell, CSEA

Does Providence Public Schools currently utilize any technology or interpreter management system for order submittal, tracking, reporting?

- The Providence Public School District currently does not utilize an technology or interpreter management system of order submittal, tracking, reporting.

What is the estimated contract value on an annual basis?

- The annual contract value is \$100,000.00 - \$120,000.00 (this year was 80,000.00 due to distance learning)
- What is the division of spend across services (interpretation vs. written translation)?
- We did not use translation this year. Since there were only requests for Spanish interpretation, we were able to use our in house translator.

What KPIs and reporting metrics are important to Providence Public Schools for Interpretation and Translation services? What metrics and KPIs were assessed in the past?

- This is not a performance-based contract and no metrics and KPIs for this contract have been used in the past.

How many bookings does Providence Public Schools do annually?

- 1600 hours per year

Does Providence Public Schools pay travel for interpreters? If so, how much annually is spent on travel?

- Travel expenses are embedded into the hourly rate, we do not pay extra for travel.

What are the top requested languages of Providence Public Schools?

- The top languages included: Spanish

Is it possible to bid for the written translation part only? Or are looking for a vendor who can provide you with all the services mentioned at once?

- The vendor may bid for translation services only.

Are out of state vendors able to participate as well?

- Out of state vendors are encouraged to apply.

Are we requested to provide translation services in all listed languages?

- The vendor should bid for only those translation services which are available in their agency/organization.

Who are the current incumbents? What are their rates?

Interpretation:

- Pinpoint \$50/hour
- CSEA \$50/hour all languages and \$80/hour for ASL (minimum 2 hours)

Is this bid open to individuals?

- The bid is open to individuals who meet the criteria listed in the proposal.

What was the monthly average amount of document translation services requested in words/pages for 2019?

- The monthly average amount of document translation services requested in words/pages in 2019 is - we did not utilize translation requests. .

What was the monthly average amount of services requested for ASL in hours for 2019? 2-3 hours/month

- The monthly average amount of document translation services in hours in 2019 is - we did not utilize translation services.

What are the most common languages requested? What was the monthly average amount of services requested for each of these languages?

- The most common languages requested are Spanish, Cambodian, Hmong, Kmer, Portuguese, Cape Verdean, Haitian-Creole, French-Creole, Arabic. The monthly average services requested is 160 hours.

What languages has the District found to be the most difficult to fulfill for interpretation services?

- The most difficult languages to fulfill are ..Burmese, Yoruba, Tigrinya, Quiche, Haitian-Creole, French-Creole, Swedish

What languages has the District found to be the most difficult to fulfill for translation services?

- The most difficult languages to fulfill are - not utilized

It is industry standard for on-site interpreters to be secured a 2 hour minimum for each assignment. I do not see that language in the RFP, would you consider adding it?

- At this time, we will not be adding that language.

On page 4 regarding Bid Form 1: Bidder Information, is there a particular date you would like for us to enter in the "Delivery Date" line?

What is your proposed Translation and Interpreting Budget for the 2020-2021 Program?

- Our proposed budget for translation and interpretation is \$120,000.00

Can you provide a Summary of the 2,400 Hours of Translation and Interpreting by Language?

- The following chart gives a breakdown of interpretation requests. We did not utilize translation services for the 2019-2020 school year.

	Percentage
Total Appointments 2019-2020	
Spanish	94.766%
Swahili/Kirundi/Kinyarwanda	1.047%
Cape Verd/Portuguese	0.954%
Cambodian	0.770%
Arabic	0.739%
Laotian/Hmong/Thai	0.493%
Haitian Creole	0.339%
French	0.195%
Urdu/Nepali	0.123%
Yoruba	0.092%
Vietnamese	0.062%

Can you provide Summary of the 2,400 Hours by Translation and Interpreting Categories?(% Translation Budget and % Interpreting Budget of Total Budget)

- For 2019-2020 interpretation was 100%, we did not utilize translation services

What is your approximate annual volume of American Sign Language requests?

- Our approximate annual volume is 2 requests per month for ASL

Are there any Weekend Appointments anticipated for Interpreters and American Sign Language Interpreters?

- There are no weekend appointments anticipated.

Will you notify all Bidders of the Award Results or only the Winning Bidder?

- The winning bidder will be notified of the award by either the Specialized Instruction team or the Purchasing Department. Bids are available upon request for viewing following the completion of review. Contact Molly Hannon at molly.hannon@ppsd.org to make this request.

The RFP document mentions that Providence Public Schools reserves the right to split the award between multiple vendors. For the purposes of clarification, is there a possibility that the award may be split between services, so a non-local bidder may bid on select services, for example, Document Translation Services?

- The award may be split between services such that, for example, one vendor could do translation, another could do translation, and a third could provide both services. Both local and non-local bidders are encouraged to apply for the services they provide.

For Document Translations, is there an incumbent vendor? If so, what is the current per word rate paid to the incumbent for each language they offer?

- Baystate is our vendor for translation, however the vendor was not utilized. All translations were completed in house.

If there is a previous or current contract, would you please provide the following information a. Contractor ID b. Contract Value c. Expiration Date

- We had a contract with Baystate for \$5000.00 that expired June 30, 2020

What is the historical volume for document translations? Is growth in the volume expected?

- Historically we have only had a few legal cases which were non spanish that were translated. Due to the MLL initiatives and the DOJ, I would project that we would have an increase in the number of translations needed.

What is the approximate average word count for the documents needing translation? What is the approximate maximum word count for the documents?

- All of our translations were covered by our in house interpreter. An IEP would run about 6,000 words on average.

Will a translation memory database (TM) or previously translated materials (for reference and consistency) be supplied to the chosen vendor?

- We would be able to provide translated forms in English and Spanish only. We do not have materials translated in other languages.

Are proposers permitted to add attachments other than those already included in the RFP?

- Proposers may add attachments.

If a vendor is awarded a contract, may that vendor utilize subcontractors?

- Yes, that vendor may utilize subcontractors.

Could you please clarify whether freelance translators, working in conjunction with an agency that has been awarded a contract, would be considered subcontractors?

- These would not be considered subcontractors.

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

- The biggest challenge would be fulfilling requests for hard to fill languages (Tigrinya, Yoruba, Burmese, French-Creole, Haitian-Creole, Quiche, Swedish) as well as the demand for Spanish interpreters.

Are services provided by translators and/or subcontractors (under the supervision/employment of the awarded contractor) permitted to be completed outside of the United States?

- The awarded primary vendor should be located in the United States of America. All billing and contracting will be between the district and the awarded vendor.

Can you please confirm that you will expect your vendor to provide qualified translators for document translation and qualified interpreters for instances where in-person, video-remote, or phone interpretation is needed?

- Providence Public School District expects vendors to provide qualified translators for document translation and qualified interpreters for all services in person.

Can you please provide a breakdown, per language, for your in-person interpretation needs? It would be very helpful to understand your need for interpretation services for each of the languages you listed in the RFP solicitation.

- Here is the breakdown for interpretation services:

	Percentage
Total Appointments 2019-2020	
Spanish	94.766%
Swahili/Kirundi/Kinyarwanda	1.047%
Cape Verd/Portuguese	0.954%
Cambodian	0.770%
Arabic	0.739%
Laotian/Hmong/Thai	0.493%
Haitian Creole	0.339%
French	0.195%
Urdu/Nepali	0.123%
Yoruba	0.092%

Vietnamese	0.062%
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Can you please provide the estimated annual value of this contract for, both, translation and interpretation services?

- Our estimated annual value for both translation and interpretation is \$120,000.00

Can you please provide us with access to the existing contract for translation and interpretation services along with the rates that are currently being offered by an incumbent vendor?

- Pinpoint Translation Services charges \$50 per hour
- Center for Southeast Asians charges \$80/hour with a 2 hour minimum for ASL services

Can you please confirm that you would accept us providing translators for document translation projects and a separate set of interpreters for your interpretation needs?

- The Providence Public School District would accept different set of translators and interpreters.

Can you please provide the annual volume (wordcount) for each of the languages that were translated in 2019?

- We did not utilize translation services for the 2019-2020 school year.

Can you please advise if you are interested in learning more about our Phone Interpretation and Video-Remote Interpretation services?

- Providence Public School District is not interested in learning more about phone interpretation and video-remote interpretation services through this request for proposals bid process.

Can you please advise if you will accept an alternative pricing structure, which includes per word rates for translation and per-minute rates for interpretation.

- Providence Public School District will accept pricing structures which include word rates and per minute rates.