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REQUEST FOR PROPOSALS #2017-87
Interpreter Services
RESPONSE TO CLARIFYING QUESTIONS #2
May 10, 2018

Note that these are questions submitted by interested firms to the above referenced solicitation. The below answers are for clarification purposes only and in no way alter or amend the RFP as published.

1. Do you have a breakdown of which languages were requested and the volume of requests for the previous year for each category?

Answer: We do not have a current list of volume or languages utilized County wide available. In the past, departments independently contracted for services and there is currently not a tracking system.

2. Is there an incumbent service provider? If so what is the reasoning for seeking a new provider?

Answer: Depending on the total contract value for services, the procurement process for services may be department directed outside of the Procurement Department for utilization. There are multiple incumbent service providers that Clackamas County does business with for interpreter services. RFP #2017-87 is standard procurement process solicitation for services that will create multiple awards for County Wide use for the specific Scope of Work that includes, various languages in multiple platforms including written, in-person, telephonic, video and translation interpreter services.

3. Will Clackamas County need pricing for Written Translation?

Answer: Yes this is requested within the RFP #2017-87 on pages 15-19 per language and platform deliverables.

4. Do you have current expectations for average wait and hold times for interpretation services?

Answer: We do not have a current expectation or guideline for average wait times or hold times for interpretation services as they will vary per department.

5. Are special considerations made for Small, Minority-Owned, Women-Owned, Businesses?

Answer: No.

6. Does Clackamas County need both transcription and translation services?

Answer: Yes. As stated in the RFP both transcription and translation services are requested in pages 15-19 in language and platforms specified.

7. On page 12 Clackamas County requests a spreadsheet of the languages required for written translation. Does Clackamas County mean transcription or translation or both?

Answer: Clackamas County requests Contractor rates in whichever languages AND in which platforms they are able to provide those services.

8. On page 1 Clackamas County states that proposals may be delivered through the mail or through e-mail, however, on page 2 Clackamas County states that all proposals be mailed in a sealed envelope. Is submission by e-mail acceptable by Clackamas County?

Answer: Email is acceptable but as stated in the RFP it is the responsibility of the Contractor to ensure delivery is made before the close of the RFP.

9. Are we able to bid on only one or two of the services needed or are you looking for one vendor for all services?

Answer: Contractors are able to bid services in whichever language(s) and platform they are able to provide regardless of quantity of languages or services. As stated in the RFP page 1, this is a multiple award solicitation.

10. Is this a new or existing contract?

Answer: There are many current and past contracts for services. This is for a County-wide strategic procurement meaning any and all Contractors who are awarded contracts will be made available to the whole County for use.

11. May we have a copy of current pricing?

Answer: Clackamas County does not have a current pricing list for all of our Contractors throughout the County.

12. Are we able to use our alternative call centers (Spanish) outside of the US as well?

Answer: No, we are not accepting call centers outside of the United States due to security and privacy requirements.

13. Are we able to price Spanish at a discounted rate compared to our other languages?

Answer: Contractors may propose rates for language(s) and platforms at rates they chose.

14. Are we able to use numeric data codes that are fully numeric using IVR or are you needing a live operator collect data?

Answer: Clackamas County would like Video Remote Interpreting (VRI) with a live operator.

15. What is your average turn around needs?

Answer: Clackamas County does not have average turnaround needs available as they will vary per Department per language, per platform for delivery. The RFP already outlines certain requirements for response and turnaround times.

16. Rates per word vary by language- but pricing shows per page.

Answer: The County prefers rates to be on an hourly rate, however vendors may propose on a per hour, per minute, or per word basis. Please note however that the County will not accept proposals that are not rolled up fees, meaning that it will not accept additional ad hoc fees such as location fees, travel fees, etc. **See Addenda Number 3 for modification of the RFP.**

17. Are you able to send original source files when requesting a quote?

Answer: In some circumstances the original source file may be sent, however, there will be certain engagements where the investigative or interview files will have to remain in local custody for confidentiality purposes.

18. What format (doc, PDF etc.) are you wanting your final deliverables in?

Answer: The department will be able to work with vendors to provide standard format based on the format of the source documents. This will need to be coordinated for each engagement.

19. Will you be needing us to format, layout or do any Desktop publishing (DTP) services?

Answer: No.

20. What is your current rate for:

- Face for face interpretation
- Written translation and transcription

Answer: There are multiple rates for face to face, written translation and transcription services depending on Contractor, platform for delivery and language. Clackamas County does not have an itemized list for those rates currently.

21. Do you currently use Video Remote Interpreting (VRI) for ASL?

Answer: Yes.

22. Do you require specialty ASL interpreting services for Legal, Medical, Tactile, CDI or any other interpreting type?

Answer: The County is seeking interpreting services in a full range of modalities to ensure we can meet our client needs. Proposers are encouraged to propose additional modalities or languages that they offer.

23. What percentage of your interpreting assignments are for last minute needs (less than 2 full business days' notice)?

Answer: Clackamas County does not have data on this questions as there are various procurement methods available with multiple departments accessing services.

24. Are RID national certifications acceptable for sign language interpreters?

Answer: Yes - A valid National Association of the Deaf-Registry of Interpreters for the Deaf (NAD-RID) National Interpreter Certification (NIC) Generalist, Advanced, or NIC Master preferred.

25. Are all NAD certification levels acceptable for sign language interpreters?

Answer: Yes - A valid National Association of the Deaf-Registry of Interpreters for the Deaf (NAD-RID) National Interpreter Certification (NIC) Generalist, Advanced, or NIC Master preferred.

26. Can you confirm that proposals can be emailed and if so how are they to be sealed?

Answer: Yes, proposals may be emailed to the procurement@clackamas.us email. The email box is restricted to only Procurement staff to preserve the sealed proposal requirements. Files are only checked for accessibility or confirmation of receipt prior to the opening.

27. Is Exhibit D, the Section 6 Rate Schedule Form?

Answer: Addendum #2 addressed this change.

28. Question 5.3 Bullet 1- Should the Supplier compose an Excel spreadsheet of the languages listed on Section 6 Rate Schedule Form to answer this question?

Answer: Proposers may contact the Procurement Analyst for an Excel version of the spreadsheet.

29. RE: Addendum 2. Section 5.4. Fees is here by replaced in its entirety with the following:
Fees – Complete the attached Fee Schedule, Section 6
The quoted fees must be a time and material hourly rate for each type of service provided... in addition to the hourly rate.

Telephonic and Video Interpreting (including ASL) are billed by the minute as an industry standard. Confirm that we should price them by the hour on Section 6 or should we price them by the minute?

Answer: See answer to Question 16.

30. How many different separate billing accounts would the County need for Telephonic Interpretation, and for Video Interpretation?

Answer: The County has more than 70 operating divisions and billing will have to be separated for different divisions.

31. Are you currently buying in person interpreting at one hour minimums with no mileage reimbursement as the RFP specifies?

Answer: Clackamas County has various terms for in person interpreting at this time.

32. If you have NOT used Video Interpreting yet, how do you envision using VRI, mostly for ASL or for spoken language interpretation as well?

Answer: Clackamas County is currently utilizing VRI.

33. From 3.3 “Contractor to provide all labor, material, equipment and supplies necessary to provide interpreter services in-person, telephonically, video conferencing, and written translation services. The County will not accept additional ad hoc fees such as location fees, travel fees, etc. in addition to the hourly rate.”

Can you clarify that vendors are not expected to provide free mobile devices or computers to facilitate Video Interpreting? Also re Telephonic Interpretation, dual handset phones are often used, both analog (inexpensive) and now VOIP compatible (expensive), so any clarification on this clause would be helpful.

Answer: The County expects the contractor to have all of the normal and customary equipment on their side and the County will have the normal and customary equipment on its side. An example for video conferencing is that we will have the camera and video equipment on our side but the contractor must have its own camera and video equipment on its side.

End of Clarifying Questions #2