



**SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE
PURCHASING DEPARTMENT**

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<http://sedgwickcounty.org/finance/purchasing.asp>

**REQUEST FOR BID
#15-0097
ON-CALL TRANSLATION SERVICE
ADDENDUM #2**

October 7, 2015

The following is to ensure that vendors have complete information prior to submitting a proposal. Here are some clarifications regarding the bid for ON-CALL TRANSLATION SERVICE, for various Sedgwick County Departments.

Questions and/or statements of clarification are in **bold** font.

1. **Sedgwick County reserves the right to award to one or multiple vendors as stated on page 1, paragraph 1 of the document.**
2. **Bidders can bid on all or part of the bid document.**
3. **The bid tabulation from the previous RFB is attached. This document includes all vendor pricing information from the last contract.**
4. **There are no annual usages or estimated quantities.**
5. **This document is a Request for Bid not a Request for Proposal.**
6. **Insurance requirements are stated on page 5 of the document.**
7. **Include all certification information as requested in the Request for Bid.**
8. **Please refer to page 3 for specific information concerning video remote interpretation.**

Firms interested in submitting a proposal, must respond with complete information and all supplementary materials and **deliver on or before 1:45 p.m. CDT, Tuesday, October 13, 2015**. Late proposals will not be accepted and will not receive consideration for final award.

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE PROPOSAL RESPONSE PAGE.

Kristen McGovern
Senior Purchasing Agent

3. ON-CALL TRANSLATION & INTERPRETATION SERVICES - VARIOUS DEPARTMENTS

FUNDING - VARIOUS DEPARTMENTS

(Request sent to 39 vendors)

RFP #11-0076 Contracts

	Telelanguage, Inc.	Interpreters Unlimited	Reliable Interpretations and Translations *	Carmazzi Global Solutions **	Foreign Language Interpreter Services ***	Languages Translation Services #
1. In-person hourly rates (standard)	no bid	Spanish - \$25.00 (1 hr. minimum) All other - \$45.00 (1 hr. minimum)	Spanish - \$35.00 (1.5 hr. minimum)	Spanish - \$25.00 (2 hr. minimum)	Spanish - \$30.00 (1 hr. minimum) All other - \$45.00 (1 hr. minimum)	Spanish - \$55.00 (2 hr. minimum) Vietnamese - \$65.00 (2 hr. minimum)
2. In-person hourly rates (evenings, weekends, and holidays)	no bid	same as above	Spanish - \$45.00 (1.5 hr. minimum)	Spanish - \$45.00 (2 hr. minimum)	same as above	same as above
3. In-person hourly rates (emergency)	no bid	same as above	Spanish - \$50.00 (1.5 hr. minimum)	same as above	same as above	same as above
4. Telephone rates - per minute (standard)	Spanish - \$0.89 Other - \$1.09 Flat rate - \$0.99	All languages - \$2.25	no bid	All languages - \$1.20	no bid	Spanish - \$50.00 (1 hr. minimum) Vietnamese - \$55.00 (1 hr. minimum)
5. Telephone rates - per minute (evenings, weekends, and holidays)	same as above	same as above	no bid	same as above	no bid	same as above
6. Telephone rates - per minute (emergency)	same as above	same as above	no bid	same as above	no bid	same as above
7. Document translation rates - per word	Spanish - \$0.24 Vietnamese - \$0.26	Spanish - \$0.15 (\$45.00 minimum) Vietnamese - \$0.19 (\$75.00 minimum)	Spanish - \$0.11 (general/medical) Spanish - \$0.15 (legal)	Spanish - \$0.14 (\$55.00 minimum) Vietnamese - \$0.17 (\$85.00 minimum)	Spanish - \$0.23	Spanish - \$0.12 Vietnamese - \$0.14
Number of Qualified Staff	2,700	35	6	31	14	1,005
References Included	Y	Y	Y	Y	Y	Y
Acknowledge Addendum	Y	Y	Y	Y	Y	Y

	Paragon Language Services, Inc.	Interpreters and Translators, Inc.	All Global Solutions International, Inc. ##	Interlingual Services	The Language Banc, Inc. ###	Leyda's Services ^
1. In-person hourly rates (standard)	no bid	no bid	\$55.00 - \$65.00 (1 hr. minimum) rates vary per language	All languages - \$35.00	Medical - \$35.00 (all languages) Legal - \$45.00 (all languages)	Spanish - \$35.00 (1 hr. minimum) Vietnamese - \$45.00 (1 hr. minimum)
2. In-person hourly rates (evenings, weekends, and holidays)	no bid	no bid	same as above	same as above	same as above	Spanish - \$45.00 (1 hr. minimum) Vietnamese - \$55.00 (1 hr. minimum)
3. In-person hourly rates (emergency)	no bid	no bid	same as above	same as above	same as above	same as above
4. Telephone rates - per minute (standard)	no bid	Spanish - \$1.89 Vietnamese - \$1.99	\$1.50 - \$2.50 rates vary per language	no bid	All languages - \$1.80	Spanish only - \$0.25 (\$5.00 minimum)
5. Telephone rates - per minute (evenings, weekends, and holidays)	no bid	same as above	no bid	no bid	same as above	Spanish only - \$0.35 (\$5.00 minimum)
6. Telephone rates - per minute (emergency)	no bid	same as above	no bid	no bid	same as above	same as above
7. Document translation rates - per word	Spanish - \$0.18 Vietnamese - \$0.28	Spanish - \$0.19 (\$100.00 minimum) Vietnamese - \$0.29 (\$100.00 minimum)	Spanish - \$0.10 Vietnamese - \$0.13 All other - varying prices	Spanish - \$0.10 Vietnamese - \$0.14 All other - \$0.15	All languages - \$0.25	Spanish only - \$0.20 (\$100.00 per page minimum)
Number of Qualified Staff	350	6,000	2	15	17	25
References Included	Y	Y	Y	Y	Y	Y
Acknowledge Addendum	Y	Y	Y	Y	N	Y

	VN Interpreters & Translators	Propio Language Services	Confluent Translations, LLC	International Translations Services ^ ^	Pacific Interpreters	Akorbi Language Consulting
1. In-person hourly rates (standard)	Spanish - \$25.00 Vietnamese - \$40.00	no bid	no bid	All languages - \$30.00	no bid	no bid
2. In-person hourly rates (evenings, weekends, and holidays)	Spanish - \$50.00 Vietnamese - \$60.00 (Saturdays or evenings) Vietnamese - \$80.00 (Sundays or holidays)	no bid	no bid	All languages - \$35.00	no bid	
3. In-person hourly rates (emergency)	same as above	no bid	no bid	same as above	no bid	
4. Telephone rates - per minute (standard)	Spanish - \$2.32 Vietnamese - \$2.54	Spanish - \$0.62 All other - \$1.20	no bid	no bid	All languages - \$1.05	
5. Telephone rates - per minute (evenings, weekends, and holidays)	same as above	same as above	no bid	no bid	same as above	
6. Telephone rates - per minute (emergency)	same as above	same as above	no bid	no bid	same as above	
7. Document translation rates - per word	\$0.20 (\$30.00 per page minimum) (all languages)	Spanish - \$0.12 (general/medical) Spanish - \$0.16 (legal) All other - \$0.20 (general/medical) All other - \$0.24 (legal)	Spanish - \$0.18 (\$50.00 minimum) Vietnamese - \$0.23 (\$70.00 minimum)	All languages - \$0.15 (\$40.00 minimum)	no bid	
Number of Qualified Staff	6	2500	250	15	1,600	
Acknowledge Addendum	N	Y	Y	N	Y	

	Master Word Services, Inc.	Charles Yang	Bich Ngoc Luu	Language Associates, Inc.		
1. In-person hourly rates (standard)	no bid	incomplete	no bid	incomplete		
2. In-person hourly rates (evenings, weekends, and holidays)						
3. In-person hourly rates (emergency)						
4. Telephone rates - per minute (standard)						
5. Telephone rates - per minute (evenings, weekends, and holidays)						
6. Telephone rates - per minute (emergency)						
7. Document translation rates - per word						
Number of Qualified Staff						
References Included						
Acknowledge Addendum						

On the recommendation of Joe Thomas, on behalf of various departments, Sara Jantz moved to **accept the proposals from Interpreters Unlimited, Foreign Language Interpreter Services, and Interlingual Services for in-person services, Propio Language Services for telephonic services, and All Global Solutions International, Inc. and Interlingual Services for document translation services as itemized in their respective proposals and establish contract pricing for a two (2) year period with a one (1) year option to renew.** Jenifer Dombaugh seconded the motion. The motion passed unanimously.

A committee comprised of Jeannette Livingston - Contract Administrator - COMCARE, Ellen House - Court Administrator - 18th Judicial District Court, Matthew Kitchen - Sedgwick County Offender Assessment Program, Shantel Randolph - Program Manager - COMCARE Children's Services, Nancy Patterson - COMCARE Crisis Intervention Services, Kathryn Foster - COMCARE Outpatient Services, Amanda Matthews - Communications, Lisa Avila - Health Department, and Joe Thomas - Purchasing reviewed and evaluated each proposal for methodology, timeliness of service, languages offered, and costs. Eight (8) vendors were shortlisted and interviewed and references were checked.

On-call translation and interpretation services will be utilized by various departments in order to assist Limited English Proficiency (LEP) individuals using the above methodologies. The services provided will be available on a 24/7/365 basis.

During 2010, COMCARE spent over \$34,000.00 for in-person and telephonic services, District Courts spent approximately \$65,000.00 for in-person services, and the Department of Corrections spent approximately \$1,500.00 for telephonic services.

Note:

* **Reliable Interpretations and Translations** provides no service after 5:00 pm. A \$15.00 travel charge is billed if the translator drives more than 35 miles. A 1-hour charge is billed if a cancellation is less than a 2-hour notice.

** **Carmazzi Global Solutions** may require a travel fee.

*** **Foreign Language Interpreter Services** charges for 1 hour if a cancellation is less than a 90 minute notice.

Languages Translation Services requires 12 hours notice for cancellation or payment in full is required.

All Global Solutions International, Inc. requires minimum 1 hour cancellation notice.

The Language Banc, Inc. requires a minimum 2 hour cancellation notice or \$30.00 flat fee will be charged.

^ **Leyda's Services** bills a 1 hour charge for cancellations or no-shows.

^^ **International Translation Services** rounds to the next 30 minutes for partial hours after the first hour.