



SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE
Purchasing Department

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ADDENDUM #1
RFB #21-0027
ON-CALL TRANSLATION SERVICES

April 19, 2021

The following is to ensure that vendors have complete information prior to submitting a bid. Here are some clarifications regarding the bid for On-Call Translation Services.

Questions and/or statements of clarification are in **bold** font, and answers to specific questions are *italicized*.

- 1. As I was reading through the bid, it appears this is for spoken language only. Are you also looking for American Sign Language services for the deaf and hard of hearing?**

Answer: For this bid there isn't a need for American Sign Language Services for the deaf and hard of hearing because there will be a separate upcoming bid for On-Call Sign Language Interpreter Services.

- 2. We do only offer Spanish to English / English to Spanish translation services. I haven't read over your request for bid, but would we be in consideration to bid since we only offer Spanish translation services? I'm guessing you are looking for one (1) company that can handle all languages?**

Answer: All bids will be considered.

- 3. While I am reviewing for bids on On-Call Translation Services for your county, I noticed that you are looking for translation in foreign languages only. Is American Sign Language part of the foreign language requirements?**

Answer: For this bid, there isn't a need for American Sign Language Services because there will be a separate upcoming bid for On-Call Sign Language Interpreter Services.

- 4. Can we bid on any combination of the requested services in the RFB?**

Answer: Yes.

- 5. Are there incumbents to this contract? If so, who are they?**

Answer: Please click on the below hyperlink to view the Approved Award, which displays the vendors currently contracted by Sedgwick County for On-Call Translation Services.

<https://www.sedgwickcounty.org/media/39083/16-0034bt.pdf>

In addition, Voiance Language Services LLC is the current vendor for Emergency Medical Service (EMS) and 911 Emergency Communications.

6. What are the incumbent rates?

Answer: Please click on the below hyperlink to view the Approved Award, which displays the vendors and vendor rates currently contracted by Sedgwick County for On-Call Translation Services.

<https://www.sedgwickcounty.org/media/39083/16-0034bt.pdf>

Additionally, Voiance Language Services LLC charges \$0.63 per minute for Immediate Translation Services with the availability of 24 hours/day, 365 days a year provided to Emergency Medical Service (EMS) and 911 Emergency Communications.

7. What challenges do you anticipate in fulfilling services under this contract?

Answer: Being able to fulfill Emergency Medical Service (EMS) and 911 Emergency Communications needs and be available 24/7, translating for people in high stress situations and/or amidst volatile and emotional settings, and verbal exposure to tragic events and vicarious trauma.

8. Can we bid for written Translation of documents and remote interpretation only?

Answer: Yes.

9. Can the on-site in person interpretation be replaced by video remote and over the phone interpretation services?

Answer: That will vary by department but there are some departments such as the Sedgwick County Developmental Disability Organization (SCDDO) and the 18th Judicial District Court that need to maintain the option for in-person interpretation.

10. Can the response be submitted online?

Answer: No. Per the RFB document (Page 3, II. Submittals) Please submit one (1) original AND one (1) electronic copy (PDF/Word supplied on a flash drive) of the entire document with any supplementary materials to:

*Jaimee Witmer
Sedgwick County Purchasing Department
525 N. Main, Suite 823
Wichita, KS 67203*

SUBMITTALS are due NO LATER THAN 1:45 pm CDT, TUESDAY, April 27, 2021. Responses must be sealed and marked on the lower left-hand corner with the firm name and address, bid number, and bid due date.

11. Are out of state vendors able to participate as well?

Answer: Yes.

12. Who are the current incumbents? If there is a current incumbent, what are their rates?

Answer: Please click on the below hyperlink to view the Approved Award, which displays the vendors, and vendor rates, currently contracted by Sedgwick County for On-Call Translation Services.

<https://www.sedgwickcounty.org/media/39083/16-0034bt.pdf>

In addition, Voiance Language Services LLC is the current vendor for Emergency Medical Service (EMS) and 911 Emergency Communications and their rate is \$0.63 per minute.

13. What is the estimated volume in words and/or pages for this RFP?

Answer: There is not an estimation at this time but last year approximately 35,000 words were translated.

14. Should the bidder provide insurance certificates with the response?

Answer: Yes. Per the RFB document (Page 7, Letter E.) Certificate shall be provided prior to award of contract.

15. Should the bidder be qualified to do business in the state of Kansas before submitting the proposal?

Answer: Per the RFB document (Page 6, Number 17), Bidders shall: Be duly qualified to do business in the state of Kansas upon contract award.

16. Is there a minimum/maximum number of bidders the county is anticipating on awarding?

Answer: No.

17. What was the monthly average amount of spoken language interpretation services requested for each language in hours for 2019 and/or 2020?

Answer: The monthly average is not available at this time. However, last year approximately 38,057 minutes were translated telephonically. Of that, 32,747 minutes were for Spanish translation, and the other 5,310 minutes were other languages. Also, last year approximately 1,500 hours of on-site translation were needed. Emergency Medical Service (EMS) and 911 Emergency Communications usage for 2020 is unknown.

18. The RFB provides an estimate of 250 hours of interpretation for the 18th Judicial District Court. Is this a monthly or year estimate?

Answer: This is a per month estimate.

19. Can the county break down the 250 hour estimate by service line?

Answer: No, not at this time.

20. Can you please provide a breakdown (raw numbers or as a percentage) of the most common languages requested by the court?

Answer: Spanish, Vietnamese, and Laotian are common languages requested by the court.

- 21. If document translation is needed by the court, can the county please provide additional details so that bidders can assemble a competitive price reflective of the services needed? What types of documents are being translated for the court? What is the language breakdown? Approximately how many pages/words are being translated per month?**

Answer: Document Translation is very rarely used by District Court – only when forms are changed.

- 22. Excluding the 18th Judicial District Court, can the county please share: The unit quantities (pages, minutes, hours) of each service line as requested by the Price Proposal Table on pages 16 and 17 of the RFB?**

Answer: Including the 18th Judicial District Court, last year approximately 38,057 minutes were translated telephonically. Of that, 32,747 minutes were for Spanish translation, and the other 5,310 minutes were other languages. Also, last year approximately 1,500 hours of on-site translation were needed. Emergency Medical Service (EMS) and 911 Emergency Communications usage for 2020 is unknown.

- 23. Can you provide a breakdown (raw numbers or as a percentage) of the most common languages by service line?**

Answer: For telephonic translation, Spanish translation was approximately 86%, Vietnamese approximately 6%, Swahili approximately 4%, and the other 21 languages translated in 2020 via telephone was less than 2%. For document translation, Spanish was approximately 68%, Vietnamese was approximately 31%, and French was less than 1%. The breakdown for On-Site translation is unknown as well as Emergency Medical Service (EMS) and 911 Emergency Communications.

- 24. The Price Bid Table requests pricing for Oral Language Interpretation as well as Automated Systems. Can the county please confirm that Oral Language Interpretation refers to In-Person / On-Site Interpreting and Automated Systems refers to Telephone and Video Remote Interpreting?**

Answer: Per the RFB document (Page 4, III. Scope of Work), Yes, that's correct.

- 25. On the top of page 17, the Price Bid Table requests, “Rates for Immediate Translation Services available 24 hours/day, 365 days a year.” However, the row below asks for per-minute pricing for Automated Systems (phone, video and other electronic devices). Can the county please clarify if the county is requesting Document Translation or an Interpreting service? Document Translation is typically not priced on a per-minute basis. Assuming this section of the Price Bid Table is actually asking for Interpreting services, can the county please clarify if you are asking for Telephone or Video Remote Interpreting services?**

Answer: Per the RFB document (Page 4, B. Emergency Medical Service (EMS) and 911 Emergency Communications), For Rates for Immediate Translation Services available 24 hours/day, 365 days a year for EMS and 911 an interpreting service is needed via phone (preferably to include video but not required).

- 26. Can the county please share any additional details, including the approximate number of minutes and language breakdown for this specific “immediate” service?**

Answer: For EMS, this will require verbal translation, available by phone (with or without video), which will last between 10-60 minutes per event (roughly) at any moment of any day.

- 27. If a bidder's pricing structure does not exactly conform to the Price Bid Table on pages 16 and 17, may bidders provide a modified table that, at minimum, includes per unit pricing for COMCARE and EMS and 911 Emergency Communications and a flat monthly fee for the 18th Judicial District Court?**

Answer: Yes. You can provide additional pricing. However if you do not provide what is listed in the table, it may affect your eligibility.

- 28. Can you please share the number of minutes or frequency (as a percentage) of each language requested from the previous year?**

Answer: The monthly average is not available at this time. However, last year approximately 38,057 minutes were translated telephonically. Of that, 32,747 minutes were for Spanish translation, and the other 5,310 minutes were other languages. Also, last year approximately 1,500 hours of on-site translation were needed.

- 29. Are there any rare or otherwise challenging languages that need to be fulfilled?**

Answer: Typically, the county and district courts are able to fulfill language request. However, there are some uncommon language that are requested from time to time that include: Kinyarwanda, Pashto, Thai, Mandarin, Burmese, Somali, Tigrinya, Korean, Gujarati, Cantonese, Bengali, Sudanese, Punjabi, Russian, Japanese, Nepali, Farsi, Cambodian, many dialects of Chinese, Portuguese, etc.

- 30. Who is the incumbent?**

Answer: Please click on the below hyperlink to view the Approved Award, which displays the vendors currently contracted by Sedgwick County for On-Call Translation Services.

<https://www.sedgwickcounty.org/media/39083/16-0034bt.pdf>

In addition, Voiance Language Services LLC is the current vendor for Emergency Medical Service (EMS) and 911 Emergency Communications.

- 31. Have you exercised all renewal options with your existing provider?**

Answer: Yes. There are no more options to renew and the contract expires in June 2021.

- 32. How will proposals be evaluated? Can you share with bidders the evaluation criteria?**

Answer: This is a bid not a proposal, and all bids will be awarded based on low price meeting specifications.

33. Would the county accept bids submitted entirely via email?

Answer: No, per the RFB document (Page 3, II. Submittals), Please submit one (1) original AND one (1) electronic copy (PDF/Word supplied on a flash drive) of the entire document with any supplementary materials to:

*Jaimee Witmer
Sedgwick County Purchasing Department
525 N. Main, Suite 823
Wichita, KS 67203*

SUBMITTALS are due NO LATER THAN 1:45 pm CDT, TUESDAY, April 27, 2021. Responses must be sealed and marked on the lower left-hand corner with the firm name and address, bid number, and bid due date.

34. We understand that the county plans on posting an addendum with all bidder questions answered by April 19, 2021. In the event of any delays, will the county extend the proposal deadline to ensure bidders have sufficient time to review the addenda and make the necessary adjustments to our proposals? The answers to our questions are material to our ability to submit a compliant and competitively priced bid.

Answer: The county doesn't anticipate delays in the release of the addendum and therefore doesn't anticipate extending the bid due date.

35. When does the county anticipate making an award? How will vendors be notified?

Answer: Once the evaluation of all bid criteria is complete, award(s) will be made. Vendors will be notified via email.

36. Can we bid on Document Translation only?

Answer: Yes.

37. Are translators that act as independent contractors/freelancers considered subcontractors? If so, do we need to provide the name of every single translator that will potentially work on the project?

Answer: Yes. The county considers independent contractors/freelancers to be subcontractors and as such please provide their names.

38. Can translators be based overseas?

Answer: The county is concerned in regard to response time of an overseas based firm.

39. This RFB seeks over-the-phone interpreting, video remote interpreting, onsite (in-person) interpreting, and document translation. May vendors bid for over-the-phone interpreting, video remote interpreting, and document translation only, and not bid for onsite (in-person) interpreting?

Answer: Yes.

40. May vendors bid for over-the-phone and video remote interpreting, but not bid for EMS/911 call center services?

Answer: Yes.

41. Are the services requested for the 18th Judicial District Court required to be performed onsite/in-person or may those services be performed remotely (i.e., over phone and/or video)?

Answer: Onsite/in-person except in rare circumstances (ie can only find language interpreter through a major phone interpreting service).

42. For the price/quote form (RFB p. 16), may we offer different rates for separate language categories (i.e. Spanish vs. all other languages), or are we required to submit one single flat rate for each service?

Answer: Yes.

43. Are certified interpreters/translators required for any of the services requested in this RFB, and if so, what certifications are required?

Answer: The Kansas Supreme Court Rule 1705 requires interpreter orientation. Rule 1704 requires a signed agreement.

44. For the Response Form (RFB p. 15), can you please clarify what is meant by “emergency vendor list”?

Answer: This is to go into our Emergency Vendor Handbook, which is used in the case of future emergency events.

45. What is your current and/or anticipated volume (in hours and/or sessions per month) for onsite/in-person interpreting?

Answer: In 2020, approximately 1,500 hours of on-site translation were needed.

46. What percentage of your onsite/in-person interpreting usage is Spanish?

Answer: Unknown

47. Are vendors required to submit signed copies of the Sample Contract or any of the documents identified in the Bid Conditions section (RFB p. 9), with its bid?

Answer: Per the RFB document (Page 9, VI. Required Response Criteria), Bid response should include the following:

- 1. Any exclusions clearly delineated.*
- 2. Sample invoice.*
- 3. Completed and signed Bid Response Form.*
- 4. Those responses that do not include all required forms/items may be deemed non-responsive.*

48. Can we bid for written Translation of documents only?

Answer: Yes.

49. Which are the most requested languages for written translation services?

Answer: Spanish and Vietnamese

50. What languages has the county found to be the most difficult to fulfill?

Answer: None – all languages have been covered.

51. Can proposers provide their own pricing/cost structure for written translation services?

Answer: Yes. You can provide additional pricing. However if you do not provide what is listed in the table, it may affect your eligibility.

52. What are current language needs for document translation, interpretation (onsite and OPI)?

Answer: In 2020, approximately 38,057 minutes were translated telephonically. Of that, 32,747 minutes were for Spanish translation, and the other 5,310 minutes were other languages. Also, last year approximately 1,500 hours of on-site translation were needed. Emergency Medical Service (EMS) and 911 Emergency Communications usage for 2020 is unknown.

53. Will there be a short list of vendors and possible presentation?

Answer: The county reserves the right to their due diligence to verify the vendors meet specifications.

54. If 18th Judicial District Court requires flat monthly rate then will a monthly cap of hours be acceptable and/or overage for hours incurred over hours included in monthly flat rate be acceptable?

Answer: No

55. How are current needs being provided for document translation and interpretation?

Answer: Please see the answer to question 12.

56. Can vendors submit partial bid or only full bid for all services required in scope of work?

Answer: Vendors are not required to bid on all services.

57. Will Sedgwick County award total scope of services to one (1) or more vendors or will services be split?

Answer: The county is uncertain how the scope of services will be awarded until the bids can be evaluated.

58. Are court certified interpreters required for courtroom interpretation?

Answer: The Kansas Supreme Court Rule 1705 requires interpreter orientation. Rule 1704 requires a signed agreement.

59. Does Sedgwick County have Translation Memory data with a current language translation provider?

Answer: Unknown. It may vary between departments.

60. What are file formats, content/subject matter for document translation needs?

Answer: Usually MSWord for the District Court.

61. Does Sedgwick County require human only translation or will machine translation with some level of human review be acceptable?

Answer: Please submit and it will be subject to review.

62. What languages does COMCARE service for the averages 102 calls per month each lasting around 15 minutes with payment on a per-minute basis?

Answer: Various including Spanish, Somali, Laotian, Vietnamese, Swahili, and Arabic.

63. What languages does the Emergency Medical group service? Is there any data on volumes that the county can share?

Answer: Spanish, Vietnamese, Chinese, etc. No reliable data.

64. What languages does the judicial court service for the 250 hours average?

Answer: Various, but the most common is Spanish.

65. Is Over-the-Phone interpretation wanted to this court or is this for onsite?

Answer: Onsite/in-person except in rare circumstances (ie can only find language interpreter through a major phone interpreting service).

66. Is there a need for Transcription for things like interviews or does it need to be interpreted in real time?

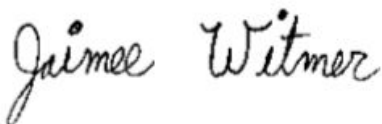
Answer: Interpreted in real time.

67. Can we bid on individual departments or all in one?

Answer: Yes Vendors are not required to bid on services for all departments.

Firms interested in submitting a proposal *must* respond with complete information and **deliver on or before 1:45 pm CST, Tuesday, April 27, 2021**. Late proposals will not be accepted and will not receive consideration for final award.

“PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE BID RESPONSE PAGE.”



Jaimee Witmer
Buyer

JW/ch