

Q&A for RFP 21-06 Interpretation Services

1. Can you confirm if the Texas Region 4 ESC will accept bids for specified portions of the services listed under this RFP? More specifically, IS NOT INTERESTED IN SUBMITTING A BID RESPONSE FOR THE INTERPRETATION SERVICES CATEGORY at this time. Kindly let me know at a suitable time if the RFP response must be comprehensive for all services requested or can the response target a specific service. Any additional information you can provide or share with us would be greatly appreciated.

Answer: The intent is to receive proposals from suppliers/vendors that can provide a total catalog offering and/or as many services/products described in the solicitation. Refer to I. Scope of work and IV. Evaluation Process and Criteria.

2. Is there an incumbent and who is it?

Answer: Yes. Amplexor, MasterWord, Visual Communication Services, Crabtree Interpreting, LanguageLine Solutions, and Lionbridge.

3. How many vendors are on the current contract or do you anticipate signing for this upcoming contract?

Answer: There are 6 current language contracts under Region 4 ESC and 1 contract under the lead agency City of Chicago. There is no anticipated number of award contracts. Refer to III. Instructions to Offeror, #24.

4. If there is a current incumbent(s), what are their rates for the categories that are currently under contract?

Answer: This information is confidential. Anyone seeking confidential information must follow Region 4's Opening Records Policy (refer to III. Instructions to Offerors, #8. Open Records Policy).

5. For Call Centers or Remote Interpreters, must they also be located within the United States?

Answer: Locations within the United States are preferred. All sources outside the US or offshore must be defined and fit the requirements of the solicitation. Also refer to Appendix A, #33.

6. What is the volume of translation work for the languages that you are requiring at minimum?

Answer: There is no specific minimum volume. Offerors should respond with a balance of line offering to accommodate various needs of a participating agency.

7. If a language pair is requested for interpreting, but none exists in the Houston area, how will that be managed?

Answer: If suppliers are unable to provide, they must indicate so in their response. Region 4 or Participating Public Agency may reach out to another contract awardee.

8. RFP Page 4 - how many phones were needed/purchased in the last contract period?

Answer: There is no volume. Offerors should respond with a balance of line offering to accommodate various needs of a participating agency.

9. RFP Page 9 - Is October 19 the anticipated date that results will be shared with vendors? **Answer:** See Addendum #1. It may take 5 to 10 days to receive notification. However, unforeseen events may extend the notification date. How will bidders be notified? **Answer:** Notification are forwarded to contact information found on Contract Signature Form.

10. RFP Page 11- Draft Contract and Offer and Contract Signature Form (Appendix A) - Please confirm that the entire Draft Contract (not just the signature form) should be included. **Answer: Yes.**

11. RFP Page 11 - Can you confirm that the following OMNIA Partners docs are for informational purposes only and/or to be signed by the selected vendor following contract award: Exhibit C, D, E, and H. **Answer: Appendix D, Exhibits C, D, E and H are informational, and no signature is required.**

12. RFP Page 18 - Can you please clarify Bullet ii under Video Remote Interpreting? **Answer: Respond with video remote/media and price list.** Can you share the annual usage of Over-the-Phone Interpreting in minutes used by Region 4 ESC? **Answer: There is no usage information. Offerors should respond with a balance of line offering to accommodate various needs of a participating agency.**

13. For the service of Over-the-Phone Interpreting can you share the percentage of Spanish calls made in one year for Region 4 ESC? **Answer: There is no usage information.** If total minutes per language is available please share. **Answer: No information to share.**

14. Can you share the number of document translation projects that were requested in one year for Region 4 ESC? **Answer: There is no usage information.** Was a total word count collected and can you share that figure? **Answer: No information to share.**

15. Can you share the amount of Video Remote Interpreting calls that were needed in one year for Region 4 ESC? **Answer: There is no usage information.** Can you provide a total of minutes that were used for this service in the most recent year? **Answer: No information to share.**

16. Can you share the amount of minutes for Spanish Video Remote Interpreting needed in the most recent year for Region 4 ESC? **Answer: There is no usage information. Offerors should respond with a balance of line offering to accommodate various needs of a participating agency.**

17. Can you share how many Onsite Interpreter requests were made & for which states over the last year? **Answer: There is no usage information. Offerors should respond with a balance of line offering to accommodate various needs of a participating agency.**

18. How many of those onsite interpreter requests were for Spanish? **Answer: There is no usage information. Offerors should respond with a balance of line offering to accommodate various needs of a participating agency.**

19. How many Transcription jobs were needed annually under this contract by Region 4 ESC? **Answer: There is no usage information. Offerors should respond with a balance of line offering to accommodate various needs of a participating agency.**

20. Section III., 5. - Can Region 4 ESC please verify which method of proposal formatting they'd prefer? Paragraph one states that proposals must be bound, and paragraph 3 states that proposals can either be provided in a three-ring binder or report cover. **Answer: Due to COVID suppliers may submit Flash Drives in lieu of hardcopy bound proposals (refer to Addendum #1).**

Is a New Jersey Certificate of Authority / Business Registration Certificate required prior to contract award? **Answer: Yes. It is recommended to include completed documents as part of your response.**

21. Can you please tell me how to keep abreast of any updates to this RFP? **Answer: By registering to receive the solicitation you will also receive notification of updates. Visit the OMNIA Partners Link: [Request a Solicitation | OMNIA Partners](#)**

22. What is the hourly minimum for services. ie. 2 hour minimum for all services requested? **Answer: There are no minimums. Offeror will need to state minimums. Offerors should respond with a balance of line offering to accommodate various needs of a participating agency.**

23. Is there a travel allowance? How is travel generally billed? **Answer: Offeror will need to indicate miscellaneous or ancillary fees.**

24. Are there any parking permits, restrictions, or fees associated with performing this contract? **Answer: Offeror will need to indicate miscellaneous or ancillary fees.**

25. What is the historical usage for this service? **Answer: There is no usage information.**

26. What are the historical rates paid for this service? **Answer: See Question 4.**

27. Who is the incumbent vendor? **Answer: See Question 2.**

28. Have there been any issues in the past with consistency, quality, or availability of these services? **Answer: No.**

29. Is there a reason that Region 4 ESC is not purchasing these services through Texas BuyBoard? We are a member of the Texas BuyBoard and were give the impression that ESC's like yours would first go to the BuyBoard to secure services prior to posting an RFP. I am just trying to understand the process a bit better. I appreciate any feedback. **Answer: Each Region can utilize any purchasing coop they prefer and for this particular RFP, Region 4 ESC is the lead agency.**

30. What is the budget for this project? **Answer: There is no specific budget.**

31. Any previous incumbents for this service **Answer: Yes.**

32. Can this RFP have multiple winners? **Answer: Yes.**

33. Contract duration. **Answer: Refer to Appendix A. #1.**

34. We noticed that the solicitation for interpretation and translation services and related solutions contains a number of items that do not meet the industry standards for sign language interpreters such as:

- 24 hour cancellation policy
- Unpaid period during the work day
- 10 minute billing increments

As a leader in our field of sign language interpreting services, we like to offer our services to raise the bar in terms of quality of services provided—especially in the education arena. However, quality sign language interpreters will not work with us if we do not meet their requirements. Can you let us know if OMNIA has any flexibility in these terms or if the terms in the solicitation are “take it or leave it”?

Answer: This is a Region 4 ESC solicitation. Offerors should respond with a balance of line offering to accommodate various needs of a participating agency. Offerors are advised to provide any additional relevant information. Refer to I Scope of Work, Appendix B, Terms & Conditions Acceptance Form and IV. Evaluation Process and Criteria.

35. On Page 8 of the RFP, under the Video Remote Services section, it states, “*The Video Remote Interpreting system must be compatible with desktop and laptop computers and one 2-megapixel or better camera (built in or clip on) or complementary equipment, as approved by Region 4 or Participating Public Agency. Video Remote Interpreting should be the most cost-effective or logistically reasonable*”

solution for interpretation needs.” Can you confirm that the term “complementary” refers to “similar” equipment and not “Complimentary” “free” (no charge) equipment? **Answer: Similar equipment. Offeror are encouraged to provide a complete cost-effective solution, including any “complimentary” equipment.**

36.ON page 38 the RFP States, “Suppliers are required to pay an Administrative Fee of 3% of the greater of the Contract Sales under the Master Agreement and Guaranteed Contract Sales under this Request for Proposal. Supplier will be required to execute the OMNIA Partners Administration Agreement (Exhibit B).” Can you confirm that this means that, should the supplier fail to meet the estimated “Guaranteed Contract Sales” amount, the Supplier would still be obligated to pay the 3% Administrative Fee for the full amount of the estimated “Guaranteed Contract Sales” amount? **Answer: Yes.**

37. For Video Remote Services, should bidders provide purchase or leasing information for devices? **Answer: Provide both. Offerors should respond with a balance of line offering to accommodate various needs of a participating agency.**

38.Many school districts require security clearances, background checks, or fingerprinting of interpreters for In-Person interpretation services and may include them for telephone or video interpretation services as well. Will the cost of required security clearances, background checks, or fingerprinting be paid by the suppliers? **Answer: Offeror will decide pricing model.** Can bidders provide different rates for assignments requiring security clearances, background checks, or fingerprinting? **Answer: Yes.**

39. Who are the current suppliers under this agreement? **Answer: See Question 2.**

40. For which states, do state-level agencies currently utilize the OMNIA / national IPA Contract? **Answer: OMNIA Partners is a national cooperative group available to all state and local government, K-12 education, colleges and universities.**

41. For which cities, do city-level agencies currently utilize the OMNIA / national IPA Contract? **Answer: See Question #40.**

42. Which school districts currently utilize the OMNIA / national IPA Contract? **Answer: See Question #40.**

43.For current suppliers, may bidders see the current contracts that are in place? **Answer: Yes.**

44. For current suppliers, may bidders see the current rates that are charged? **Answer: See Question #4.**

45.In order to calculate the estimated “Guaranteed Contract Sales” amount, bidders will need to know the volume of services provided in previous years. Will volume of services estimates for 2020 for all services be provided to bidders? **Answer: No.**

46.For the 2021 Calendar year, can you provide information on the language mix and volume for telephone interpretation services? **Answer: No.** Is the same value expected in 2022? **Answer: No answer.**

47.For the 2021 Calendar year, can you provide information on the language mix and volume for in - person interpretation services? **Answer: No.** Is the same value expected in 2022? **Answer: No answer.**

48.Is American Sign Language interpretation included in this RFP and subsequent contract? **Answer: Yes. Refer to I. Scope of Work and include as a Value Add if not specifically noted.**

49. What is the value of the suppliers estimated “Guaranteed Contract Sales” amount in the overall evaluation of bidders?

Answer: Guaranteed sales are optional. If a supplier submits a contract sales guarantee and does not meet the sales number guaranteed, the supplier would be responsible for administrative fees based on

the guaranteed amount. If a supplier exceeds the contract sales guarantee amount, they would be responsible for administrative fees on their total sales.

50. Due to the pandemic, would you consider an email submission of required response materials in place of a hard copy submission. **Answer: Yes. See Addendum #1.**

51. Page 39 Section 2.1 Corporate Commitment states, *“Supplier commits that (1) the Master Agreement has received all necessary corporate authorizations and support of the Supplier’s executive management, (2) the Master Agreement is Supplier’s primary “go to market” strategy for Public Agencies, (3) the Master Agreement will be promoted to all Public Agencies, including any existing customers, and Supplier will transition existing customers, upon their request, to the Master Agreement,* “ Can you clarify how Awarded Providers are required to work with their existing Public Agency customers under this master agreement? **Answer: After award, all suppliers will work with OMNIA Partners to determine a marketing strategy for existing customers requesting a transition.**

52. ON page 39, 2.1 Corporate Commitment states, *“Master Agreement is Supplier’s primary “go to market” strategy for Public Agencies, (3) the Master Agreement will be promoted to all Public Agencies, including any existing customers, and Supplier will transition existing customers, upon their request, to the Master Agreement, and”.* Please clarify what occurs, should an existing customer declines to request to be transitioned to the Master Agreement? **Answer: See Question #51.**

53. In cases where a Public Agency makes a request for services (like a last minute request to schedule an appointment for a rare language) that are not available from an Awarded Supplier, are Awarded Suppliers allowed to decline to bid? **Answer: Supplier and participating public agency will decide service terms.** Or is it mandatory that Awarded Suppliers must provide services for any request from a Public Agency? **Answer: There are no mandatory requirements. The awarded supplier and Participating Public Agency will negotiate the need and term.**

54. Do you have an incumbent? **Answer: See Question #2.** If so, may you share their current rates with us? **Answer: See Question #4.**

55. Is it mandatory to bid for both services required? **Answer: No. See Question #1.** Or may we bid for just 1 service? **Answer: See Question #1.**

56. Do you have a preferred vendor certification? **Answer: No. It is recommended to include relevant certification information.**

57. Are there any specific documents/certification you would need not specified in the RFP? **Answer: It is recommended to include industry standards and relevant current information.**

58. We are considering a response to Solicitation Number 21-06 - Interpretation and Translation Services and Related Solutions Region 4-ESC. However, we would need to ask questions regarding any historical data or expectation of volume for ASL Interpretation and/or Communication Access Real Time (CART) or captioning services. (See below)

Can you provide historical data from the past year on:

The total number of hours of services per state (ASL Interpretation and/or CART services)

- The number of all-day on-call assignments (interpreters/writers scheduled 7 or more hours per day on the same days each week)
- The number of assignments that were 3 hours or less

- The number of assignments that were 7 hours or more
- The number of hours of evening/weekend work
- The number of short-notice assignments (less than 5 business days' notice)
- The number of short-notice assignments (less than 1 business days' notice)

Answer: There is no usage information. Offeror should respond with a balance of line offering to accommodate various needs of a participating agency.

59. Can we bid on just one section on this RFP? Answer: See Question #1. For example: just the translation section? Answer: See Question #1.

60. Will we be provided a debriefing in the event of a non-awarded contract? Answer: No. If so, will that debriefing information be confidential? Answer: There will be no debriefing.

61. Who are the current incumbents? Answer: See Question #2.

62. What are the current incumbents rates? Answer: See Question #4.

63. What is the contract number of the current incumbent(s)? Answer: See Question #31 under Pre-Proposal Questions.

64. How many vendors does Region 4 ECS currently utilize and how is the work distributed amongst them? Answer: See Question #2. No work is distributed.

65. We understand this is a national contract. What locations besides Region 4 are services commonly requested? Answer: Nationwide.

66. Are there any locations OMNIA has had difficulties fulfilling requests in? Answer: OMNIA Partners does not fulfill requests. OMNIA Partners is only marketing the awarded contract(s).

67. What was the monthly average amount of interpretation services requested for each language in hours for 2019 and/or 2020? Answer: There is no usage information.

68. What was the monthly amount of VRI/OPI services requested in minutes for 2019 and/or 2020? Answer: There is no usage information.

69. Are video interpreting/OPI appointments requested on-demand, pre-scheduled, or both? Answer: Both. Can you provide an estimated breakdown of each for 2019 and/or 2020? (Example: 50% on-demand, 50% pre-scheduled) Answer: There is no usage information.

70. What was the monthly average amount of document translation services requested in words for 2019 and/or 2020? Answer: There is no usage information.

71. For written translation services, could you provide a list of file types/formats required? Answer: Offeror should indicate a balance of line offering of file types/format abilities.

72. What was the monthly average amount of CART services requested for 2019 and/or 2020? Answer: There is no usage information.

73. Can you please break down the frequency of each service requested for 2019 and/or 2020? (Example: 50% on-site CART, 50% remote CART) Answer: There is no usage information.

74. Will interpreters be required to purchase a parking pass? What are the parking fees, if any? **Answer: Offeror should respond with an appropriate fee structure for miscellaneous and ancillary costs.**

75. Page 17 states "For a request for onsite interpretation that is cancelled with less than twenty-four (24) hours' notice, Region 4 or Participating Public Agency shall be required to pay the Contractor the two (2) hour minimum billable time." What is the cancellation policy for other services such as CART, translation, OPI, VRI, etc.? **Answer: Offeror should include their business cancellation policy.**

76. It is industry standard that assignments longer than 1.5 hours of non-stop ASL discourse require a team of interpreters. This is to ensure ASL interpreters avoid a Repetitive Stress Injury (RSI). I do not see this language in the RFP, would you consider adding it? **Answer: Offeror are expected to respond with industry standards and relevant information.**

77. Page 11, #5 proposal Format states "Proposals must contain two (2) bound and signed original copies of the solicitation, and two (2) electronic copies on flash drives shall be provided." What does Region 4 define as "bound"? **Answer: See Addendum #1.**

78. Page 19, Section b. subsection i states "include a plan for marketing the products and services nationwide." Can you please clarify this statement? **Answer: Include a marketing response.** If a vendor is awarded, does this mean we are expected to reach out to agencies under this contract and market to them for them to utilize our services? **Answer: See Question #51.**

79. Page 38 states "Suppliers are required to pay an Administrative Fee of 3% of the greater of the Contract Sales under the Master Agreement and Guaranteed Contract Sales under this Request for Proposal." What are the administrative duties this 3% will go towards? **Answer: If awarded a contract, this will be addressed during the implementation process.**

80. Page 44, Section L states to "Provide the Contract Sales (as defined in Section 10 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales")." Is this optional? **Answer: Yes.** If so, how will the 3% administrative fee be calculated in the event the guaranteed contract sales is not achieved? **Answer: See Question #49.**

81. Are there any challenges you would like these new contracts to address? **Answer: No.**

82. How does Region 4 currently organize their requests – do they all go through one team or is it decentralized? **Answer: Decentralize.**

83. Are you able to provide current contract prices? **Answer: No.**

84. Have you experienced any difficulties with the current incumbents? **Answer: No.**

85. Are we able to use linguists based outside of the United States for OPI and translation services? **Answer: See Question #5.**

86. Why are turnaround times based on a per page rate? **Answer: Offerors may respond with alternative methods.** Can we have turnaround times based on word count, as word counts differ drastically per page? **Answer: Yes. Or an alternative method.**

87. Are you able to provide a breakdown of how many words of translation are needed per language per year? **Answer: No.**

88. Are you able to provide a breakdown of how many minutes of OPI were used per language last year? **Answer: No.**

89. Are you able to provide a breakdown of how many hours on onsite interpretation were used per language last year? **Answer: No.**

90. Do you have samples of documents which needed to be translated? **Answer: No.**
91. What additional details are you willing to provide, if any, beyond what is related in bid documents concerning how you will identify the winning bid? **Answer: All information is provided in RFP 21-06.**
92. Who is the incumbent and what are their rates? **Answer: See Question #2 and #4.**
93. What is the estimated volume in word and/ or page for this solicitation? **Answer: There is no specific volume in word and/or page.**
94. Are you planning on awarding a single vendor or multiple vendors? **Answer: Multiple. See III. Instructions to Offerors, #24.**
95. How often are requests sent after normal business hours (8am-5pm Monday-Friday)? **Answer: Offeror should respond with hours of business.**
96. Please provide a list of file types/formats required for written translation services? **Answer: See Question #71.**
97. What kind of turnaround times do you anticipate requesting during this contract? **Answer: Offeror should respond with their ability to turnaround services.**
98. What are the biggest challenges for fulfilling services under this contract, and what are the challenges that you anticipate? **Answer: Refer to IV Evaluation and Criteria and respond appropriately. Offeror should respond with relevant information on their market improvements and achievements.**
99. How many bidders do you anticipate will submit a proposal for this solicitation? **Answer: Unknown.**
100. What is the volume of requests do you anticipate sending on a monthly basis? **Answer: There is no anticipated volume information.**
101. Can you provide a list of the most requested languages with the average number of minutes per month per language? **Answer: No.**
102. Have you had any difficulties with the current incumbent? **Answer: No.**
103. Is there a budget allocated to this contract? **Answer: No.**
104. Why are you considering changing vendors? **Answer: Renewal periods are less than 24 months from expiration and transitioning may take months to complete.**
105. What is the (Contracting Agency) looking to improve or achieve with the new vendor? **Answer: See Question #98.**
106. Do you allow out of state vendors? **Answer: Yes.** If so, what are the requirements at the time of submission? **Answer: Refer to RFP 21-06 and Addendum #1.**
107. Do you currently have any languages on staff or have in-house translators? **Answer: Unknown.** If so, for what purpose? **Answer: No answer.**

108. Will you notify all participants of the results or only the awardee? **Answer: All participants will be notified based on Contract Signature Form.**

109. I don't see a price sheet provided, are we to provide our own? **Answer: Yes.** If so, are there any specifics that you are looking for? **Answer: Refer to III. Instructions to Offerors and IV. Evaluation Process and Criteria.**

110. Will you require Desktop Publishing services for any translation? **Answer: Yes. Offeror should respond with a balance of line offering for all forms of communication.** If so, what percentage per month? **Answer: There is no usage information.**

111. What are the average interpretation requests that you anticipate requesting on a monthly basis? **Answer: There is no usage information.**

112. What percentage will be for Spanish? **Answer: There is no usage information.**

113. Will you require any custom reporting? **Answer: Yes. Offeror should respond with all reporting capabilities.**

114. Are there any additional requirements/skills that have not been mentioned already required from the interpreters? **Answer: Offeror should respond with a total catalog or balance of line offering.**

115. What is the average per minute monthly call volume for telephone interpretation? **Answer: There is no usage information.**

116. Do you require the successful bidder to run "brick and mortar" call centers (i.e., have facilities that house telephonic interpreters) or do you allow for a work from home model? **Answer: Offeror determines business model.**

117. Do you ever require the telephone interpreter to connect additional parties to the call? If so, how frequently does this occur? And do you ever require an additional third-party connection? **Answer: Offeror should respond with a balance of line offering for all forms of communication.**

118. For particularly rare languages or dialects, are you willing to pre-schedule phone interpreting where the need for interpreter is known ahead of time? **Answer: Offeror should respond with an appropriate process to address rare language and dialects.**

119. Does the current vendor need to collect any information during the call? **Answer: Yes. Offeror should respond with appropriate industry standards.**

120. It is the industry standard for over the phone interpreters to be secured a 30-minute minimum per call, does this apply to this contract? **Answer: Offeror should respond with relevant information and industry standards.**

121. Do you currently utilize an online platform/portal for interpreter requests and scheduling? If so, are you paying an additional monthly fee outside of the interpreting rates? **Answer: There is no usage information. Offeror should respond with all fees, costs, ancillary, and miscellaneous charges.**

122. Do you plan to use Video Remote Interpreting Services On-Demand, or will calls be pre-scheduled? **Answer: Offeror should respond with balance of line offering for all anticipated needs.**

123. For pre-scheduled video remote interpreting assignments, does the (Contract Agency) have a preferred video platform program?

Answer: Offeror should respond with industry standard appropriate programs.

124. Will you provide the VRI platform or would the bidder need to provide the platform?

Answer: Offeror should respond with a balance of line offering for all forms of platform needs.

125. Is the vendor allowed to bid for specific services such as Written Document Translation and Interpretation only? **Answer: See Question #1.**

126. Our firm is based in Texas. Is submitting Appendix D: Exhibit G - New Jersey Business Compliance applicable to us? **Answer: Yes, if applicable and doing business in New Jersey.**

127. Is there an incumbent vendor for these services? **Answer: See Question #2.**

128. If so, what rates do they provide? **Answer: See Question #4.**

129. What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate? **Answer: See Question #98.**

130. Is there any historical data for Translation Services? **Answer: There is no usage information.**

131. Under Tab 3- Performance Capability, question D ask a to submit "Dunn & Bradstreet report". Did you mean to include our D&B number or do we need to request a report to include into our submission? **Answer: Include report. If suppliers are unable to provide, they must indicate so in their response and provide the D&B number.**

132. How much onsite interpreting did you utilize in 2019 and 2020? **Answer: There is no usage information.**

133. What were the top 10 languages for OSI? **Answer: There is no usage information.**

134. Where (city & state) did your onsite services take place in 2019 and 2020? **Answer: There is no usage information.**

135. Will ESC be willing to accept global call routing models if vendors can demonstrate and ensure privacy and compliance with state and federal laws? This often results in lower pricing options. **Answer: See Question #5 and Appendix A, #33.**

136. Please confirm that the requirement for US citizenship or legal residency applies only to interpreters. All interpreters or only Onsite? **Answer: See Question #5 and refer to Appendix A, #33.**

137. How many suppliers are expected to be selected? **Answer: Unknown.**

138. The solicitation states "Translators utilized from a foreign country are not acceptable". As we mostly work with native speakers, often located in their native countries, how much flexibility exists with this requirement? **Answer: Yes. See Question #136.**

139. For over the phone interpretation, traditional fix and mobile phones can be used; for video interpretation, devices with camera, microphone and a stable Internet connection are required. Is our assumption correct that, in general, devices already in use will be employed to access the interpretation or is the provision of hardware and maintenance to be foreseen on a large scale? **Answer: Offeror should respond with a balance of line offering and make accommodations to provides services on many scales.**

140. Is Appendix A to be signed for submission? **Answer: Offer and Contract Signature Form must be completed and return with response.**

141. Travel and related fees must be included in the pricing, on onsite interpretation, however, the conditions applying for travel are outlined: "If the Contractor must travel more than thirty (30) miles one way or sixty (60) miles round trip, from a base of operations, the Contractor will be reimbursed for mileage in accordance with Region 4 or Participating Public Agency travel regulations." If our conditions for travel are in line with these provisions and no additional costs apply, are these considered valid without need to mention them in the pricing? **Answer: Offeror will determine response.**

150. The RFP states that suppliers must "[f]urnish telephones and related equipment, including the maintenance of such equipment."

(a) Our telephone interpreting services are accessible from any phone, tablet, or computer, and we do not require users to buy, rent, or lease any special phones or devices to connect to our services. Do you anticipate that districts will require additional equipment, or will they be using their own? **Answer: Both.**

(b) Does this requirement mean that suppliers must provide phones and equipment at no additional cost or fee to the buyer? **Answer: Offeror will determine response.**

(c) Are suppliers required to provide equipment for video interpreting services (e.g. tablets, laptops)? **Answer: Offerors should respond with a balance of line offering to accommodate various needs of a participating agency.**

(d) Can you please clarify what is required for "maintenance"? **Answer: Offeror should respond to any maintenance or services plans that are offered.**

Answer: Offeror should respond with a balance of line offering and include all relevant information related to their business and offering.

151. The RFP requires vendors to use US-based interpreters. Does this requirement also apply to interpreters performing remote (telephone/video) interpreting only? **Answer: See Question #5.**

152. The RFP requires interpreters and translators to be certified by the American Translators Association (ATA) or have "other credentials or certifications that are comparable to or exceed the standards of the [ATA]".

(a) The ATA oversees written translation only and does not pertain to oral interpreting. Is this requirement intended for translators only? **Answer: Respond with industry standards.**

(b) Our company uses its own proprietary interpreter screening/qualification process that is modeled after national interpreting standards and practices. Would you consider a vendor's internal processes in lieu of external/third-party certifications or credentials? **Answer: Respond with industry standards.**

Answer: Offeror should respond with a balance of line offering and include all relevant information related to their business and offering.

153. Can you please confirm whether this solicitation requires US-based translators for written translation services? **Answer: See Question #5.**

154. Is the supplier required to address the items in the OMNIA agreement (RFP Appendix D, Exhibit A, Section 3.0) in their response? **Answer: Yes.**

155. What is your current and/or anticipated volume (in minutes/hours per month) for telephone interpreting? **Answer: There is no usage information.**

156. What is your current and/or anticipated volume (in minutes and/or hours per month) for video interpreting? **Answer: There is no usage information.**

157. What is your current and/or anticipated volume (in words and/or documents per month) for written translation? **Answer: There is no usage information.**

158. What percentage of your telephone interpreting needs are Spanish? **Answer: There is no usage information.**

159. What percentage of your video remote interpreting needs are Spanish? **Answer: There is no usage information.**

160. What percentage of your written translation needs are Spanish? **Answer: There is no usage information.**

161. What percentage of your written translation needs are “expedited” (i.e., turnaround time of 48 hours or less)? **Answer: There is no usage information.**

162. Who is/are your current vendor(s) for telephone interpreting? **Answer: See Question #2.**

163. Who is/are your current vendor(s) for video remote interpreting? **Answer: See Question #2.**

164. Who is/are your current vendor(s) for written translation? **Answer: See Question #2**

165. What rates are charged by your current vendor(s) for telephone interpreting? **Answer: See Question #4**

166. What rates are charged by your current vendor(s) for video remote interpreting? **Answer: See Question #4.**

167. What rates are charged by your current vendor(s) for in-person interpreting? **Answer: See Question #4**

168. What rates are charged by your current vendor(s) for written translation? **Answer: See Question #4**

167. Can you please clarify the need to guarantee sales? Is this required? Why would a company guarantee anything blindly? This is a not part of the existing agreement, why the change? What happens if we say \$1 compared to \$1million? Are we judged on this?

Answer: See Question #49. and refer to IV. Evaluation Process and Criteria for evaluation criteria.

168. Related to written translation services, usually in country linguists are the preference as they are living, breathing, speaking, writing the language daily and have the best grasp on the latest trends. Utilizing USA based resources limits this, would Region 4 consider removing the requirement or accept pricing for US and non US based resources? **Answer: See Question #5.**

169. On page 4 of the RFP states Interpreters must be US Based, but then on Page you are asking for a list of off shore resources. Off shore resources will provide an additional cost savings to adopters of the contract. Can you please clarify if off shore interpreters are allowed to be used? **Answer: See Question #5.**

170. How many states currently adopt Omnia contracts? **Answer: Nationwide.**

171. Is there a current incumbent? **Answer: See Question #2.**

172. Can the ESC please verify the contract effective date on pg. 9 of the RFP? **Answer: See Addendum #1.**

173. When is the 3% Administrative Fee due? **Answer: Refer to Appendix D, Exhibit B., #12, #13 and #14.** At contract award? **Answer: Upon sale.** What is the benchmark level for when the 3% fee is applicable? **Answer: Total sales of the contract.**

174. Please confirm that Region 4 ESC building will be open to receive bids on Monday, 8/23 ahead of the 8/24 deadline for RFP for Interpretation Services? **Answer: Yes, only to receive proposal responses.**

175. Are out of state vendors able to participate as well? **Answer: Yes.**

176. Is there an incumbent for this contract? **Answer: See Question #2.** If there is, can you tell us who the incumbent is? **Answer: See Question #2.** Can you share the rates they are currently being charged? **Answer: See Question #4.**

177. What is the estimated volume in words and/or pages for this solicitation? **Answer: There is no usage information.** Could you provide historical information of written translation services utilization per language? **Answer: No.**

178. When you list the services we are encouraged to offer, would e-learning courses be included in this category: "Create documents, training, presentation, manual materials"? **Answer: Offeror are encouraged to respond with a balance of line offering.**

179. RE: Tab 3, b) Performance Capability: Will Region 4 please remove or relocate the pricing requirements found in sections iv, v, and ix ("minimum billable rates," "travel policy...and include rates," and "associated fees pertaining to credit cards/p-cards") so that all pricing information is found only in the a) Products/Pricing section? **Answer: See III. Instructions to Offeror, #6. Offeror should respond and provide additional information relevant to the section(s).**