COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 901869

### for

In-Place Interpretation and Document Translation

**Networking/Bidders Conferences Held on 2/04/2020**

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| **This County of Alameda, General Services Agency (GSA), RFP Questions & Answers (Q&A) has been electronically issued to potential bidders via e-mail. E-mail addresses used are those in the County’s Small Local Emerging Business (SLEB) Vendor Database or from other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate e-mail address is noted and kept updated in the SLEB Vendor Database. This RFP Q&A will also be posted on the GSA Contracting Opportunities website located at** [**http://acgov.org/gsa\_app/gsa/purchasing/bid\_content/contractopportunities.jsp**](http://acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp) |

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1. Page 6 of RFP Section (SPECIFIC REQUIREMENTS) Item 1, bullet point 2 states:

*Contractor shall provide interpreters that are qualified and have training in providing the services to the County, including specific training in confidentiality.*

Is there a specific kind of training that the county provides?

* 1. **No, the contractor will provide training for their interpreters.**

1. Are you accepting vendors that only provide translation?
   1. **No**
2. Page 7 of RFP Section E (SPECIFIC REQUIREMENTS) item 1 states:

*SSA also requires video remote interpretation (VRI) for ASL, CDI, etc.; In-person interpretation for American Sign Language (ASL), Certified Deaf Interpreters (CDI), Spanish,* *Mandarin, Cantonese, Farsi, Dari, Tagalog, Vietnamese, Cambodian, and other languages; and translation for the listed languages and other languages, and Braille.*

Is a vendor able to bid on the RFP without providing VRI? Will you add VRI on the price chart?

* 1. **A bidder must be able to provide all services specified in the RFP.**

1. Not too many companies will be able to provide all services listed, specifically VRI, especially small businesses. Will the County re-consider its stance on being able to bid on the whole RFP?

**A4) Alameda County will consider bids from companies as long as they can provide in-person interpretation, ASL and CDI services, and Document translation services.**

1. What is the volume of Video Remote Interpretation (VRI) that is expected from SSA?
   1. **Estimate less than 20 connections in 2019**
2. Will the County honor the industry standard 24 business hour cancellation policy for onsite interpretation?
   1. **Yes**
3. Does this RFP require a contractor to be a SLEB?
   1. **This RFP does not require the bidder/contractor to be a SLEB, however it is required that a bidder who is not a SLEB, must subcontracts at least 20% to a certified SLEB.**
4. Is VRI only for ASL or is it also required for other foreign language?
   1. **VRI is not a requirement for other foreign languages.**
5. What is the application process to become a SLEB?
   1. **Bidder who meets the definition of a SLEB, can find the SLEB application online form here:** [**http://www.acgov.org/auditor/sleb/cert.htm**](http://www.acgov.org/auditor/sleb/cert.htm) **Bidder must submit the application to** [**ACSLEBCertification@acgov.org**](mailto:ACSLEBCertification@acgov.org)**. The process may take at least 45 days.**
6. Are VRI requests on demand or will they be scheduled?
   1. **On Demand**
7. What are the volumes and most common language for in person interpretation? How many requests per month would this be?
   1. **Alameda County cannot provide the data at this time. Please submit a CAPRA. SSA is required to provide language translation services to their clients if requested. Core languages: Spanish, Vietnamese, Tongan, Cantonese, Mandarin, Urdu, Burmese, Farsi, Tagalog, and Korean**
8. Would a certified small business association status in Texas be sufficient for this RFP?
   1. **No, unless the bidder subcontracts 20% to a certified SLEB.**
9. How do bidders find SLEB subcontractors?
   1. **Bidders can utilize the SLEB database by using the NAICS code provided in the RFP. The link can be found here:** [**https://www.acgov.org/sleb\_query\_app/gsa/sleb/query/slebmenu.jsp**](https://www.acgov.org/sleb_query_app/gsa/sleb/query/slebmenu.jsp) **or the bidder can reach out to Ratha Chuon, Contract Compliance Officer for assistance in obtaining a list of certified SLEBs. If a bidder is unable to find a SLEB contractor, the bidder can take an exception, however, the County is not obligated to accept or review the bid.**
10. Page 9 of RFP, Section (TABLE OF KEY PERSONNEL) States:

***Instructions****: This page must be included as part of the Bid Response Packet. Following this page, Bidder shall provide a* ***Table of Key Personnel****. The table shall include all key personnel associated with the RFP.*

Do bidders have to list all employees such as all interpreters/translator or just key personnel?

* 1. **Just key personnel.**

1. Will this be a multiple award contract?

**A15) Yes**

1. Can you provide data by service and by language for each year?
   1. **Alameda County cannot provide this data at the time.**
2. Can you confirm what the insurance requirements are?
   1. **Insurance requirements can be found in the RFP pages 19-20.**
3. Is the insurance certificates required at the time of submission?
   1. **No, it is only required if you are awarded the contract.**
4. Do you require references to be current or can they be from pass works?
   1. **Anyone that can speak to the validity of your work and may go as far back as five years but prefer references to be in the last 3 years.**
5. Do the interpretation need cover Social Services Agency and Healthcare Services or other County Agencies?
   1. **This RFP is only for Social Services Agency only which includes Workforce Benefits and Administration, Children and Family Services, Adult and Aging Services, and Administration and Finance. Approximately 2400 employees.**
6. Are Braille services needed in this RFP?
   1. **Yes.**
7. Are you able to share who the incumbent is? If so, what rates do they provide?
   1. **Please see the attached Exhibit D.**
8. What is the renewal process for SLEB?
   1. **Upon 90, 60 and 30 days from SLEB expiration, the SLEB Certification Unit will send out notices and reminders for the bidder to recertify. The process may require the completion of the SLEB recertification form and /or a site visit.**
9. There are three places in the RFP packet that reference the SLEB requirement, and one of them seem to contradict other two references on the issue of SLEB. One reference suggests a “preference,” when the two other references make SLEB mandatory.

Can the County provide a language vendor SLEB willing to participate and partner with a prime? Or please consider waiving this requirement since this would bar a lot of otherwise qualified language providers from participating.

* 1. **The SLEB requirement is a Board Mandated program. All bidders must meet the requirement.**

1. Alameda County is seeking only one vendor, and this vendor must be able to provide In-Person Interpretation, Document Translation, and Video Remote Interpretation?
   1. **Alameda County will be awarding multiple award contracts**
2. There is no rate sheet for us to fill out. Of course we can create one for you. Please clarify?
   1. **Bidders cannot submit their own rate sheet. All bidders must use the bid form provided with the RFP.**
3. What will be the amount of the contract? Is it based on projected spend per language?
   1. **The County cannot provide the amount at this time. Please submit your bid that would best suit this RFP**
4. Do you have historical data for Over the Phone Interpretation (OPI)?  For Translation?  For VRI?
   1. **The County is unable to provide this information.**
5. What are the issues and problems encountered?
   1. **Alameda County cannot provide the information at this time. Please submit your bid as best as possible.**
6. Page 7 of the RFP Section (SPECIFIC REQUIREMENTS), item 1, bullet point 5 states:

*SSA Children and Family Services, Workforce and Benefits Administration, Adult, Aging, & Medi-Cal Services, and In-Home Supportive Services requires in-person (face-to-face) interpretative and document translation services in Spanish, American Sign Language, Certified Deaf Interpreters, Vietnamese, Tongan, Cantonese, Mandarin, Urdu, Burmese, Farsi, Tagalog, Mayan (Mam, Chuj, etc.), and Korean. The contracted organization must provide in-person interpretative and document translation services in those languages and additional languages, including but not limited to Dari, Laotian, Hindi, Mien, Pashto, Russian, Swahili, and Punjabi.*

Does this mean that the translation is also onsite? Please provide some examples of the type of ONSITE translation you might need.

* 1. **No, Translation is not on site. Interpretation is on site.**

1. Page 7 of the RFP Section (SPECIFIC REQUIREMENTS), item 2.b. states:

*Alameda County Social Services Agency (SSA) shall have quick and short notice access to an interpreter.  Interpreter appointment requests of less than 24 hours advance notice must be met for all of the most commonly used languages.*

If we are unable to locate an interpreter, what are Alameda's safeguards or alternatives? Would Over-the-Phone (OPI) Interpretation services fulfill these requests?

* 1. **Alameda County is required to have quick and short notice access. We will be awarding multiple contracts so we can contact multiple vendors to ensure Translation services are available. Over the phone does not suffice. This will provide a safeguard to secure the translation services requested.**

1. Page 7 of the RFP Section (SPECIFIC REQUIREMENTS), item 2.d. states:

*Contractor shall maintain interpretation service capability 24 hours per day, seven days per week.*

How often are requests for after-hours & weekends?

* 1. **Alameda County cannot provide the data at this time, but services requested in the RFP must be available.**

1. Page 7 of the RFP Section (DELIVERABLES/REPORTS), item 1. States:
   * 1. ***Interpretation Services Details****:*

*Languages Requested*

*Requester Contact Information (including, but not limited to, requester name, access code if applicable, personal code such as a phone extension or a worker number, or other identifying code, if available, and SSA department requesting such service)*

*Date and Time of the Request*

*Services Start and End Date and Time*

*Interpreter Information*

*Rate Code or Rate*

*Total Charge per Service*

What kind of interpreter information is required here?

* 1. **Interpreter’s identifying information is needed so we can pinpoint who provided the service and you would know exactly who provided the service. Required information would be the name of the interpreter and an identification code.**

1. Page 7 of the RFP Section (SPECIFIC REQUIREMENTS), item 1, bullet point 5 states:

*SSA also requires video remote interpretation (VRI) for ASL, CDI, etc.; In-person interpretation for American Sign Language (ASL), Certified Deaf Interpreters (CDI), Spanish, Mandarin, Cantonese, Farsi, Dari, Tagalog, Vietnamese, Cambodian, and other languages; and translation for the listed languages and other languages, and Braille.*

Could you kindly expand your requirements for this service? (For example, minimum time to establish connection, software and hardware requirements, etc.)

* 1. **Bidders should include this in their rates.**

1. What is your expectation of use for the VRI service in regard to volume and schedule? (hours per week or per month, dates and times when the service will be requested)
   1. **Alameda County Services cannot provide the information at this time. Services per the RFP asks for available 24hrs/7days, including access to VRI**
2. If there are multiple awardees, how will the work be distributed?  (Example…, vendor with highest score receives request first, but if they can’t fill the request it goes to the vendor with the next highest score, etc.)
   1. **Alameda County will decide the allocation between the awardees.**
3. What is the language mix for On-Site Interpreting?
   1. **Core languages: Spanish, Vietnamese, Tongan, Cantonese, Mandarin, Urdu, Burmese, Farsi, Tagalog, and Korean as well as Mayan tribal languages (i.e.: Mam)**
4. What is the language mix for Document translation?
   1. **Core languages: Spanish, Vietnamese, Tongan, Cantonese, Mandarin, Urdu, Burmese, Farsi, Tagalog, Korean and other languages like Russia as needed**
5. What is the current or historical volume for VRI?
   1. **Alameda County cannot provide the info at this time.**
6. Is the County open to compensate the vendor on a 2 hour minimum?
   1. **All costs should be reflected in the bid form.**
7. Is the County open to compensate vendors for any travel time or mileage?
   1. **Bidders should include this in their rate.**
8. What is the volume of the contract?
   1. **Alameda County cannot provide the info at this time.**
9. What is the current contract amount?
   1. **Please see attached Exhibit D.**
10. What are the current challenges?
    1. **The Bidder should submit a bid that best suits this RFP as possible.**
11. What Languages are predicted to be the most often used?
    1. **Core languages: Spanish, Cantonese, Mandarin, Farsi, Urdu, Burmese, Tagalog, Vietnamese, Tongan, and Korean.**
12. Can you confirm receipt of this bid?
    1. **Bidders will receive an email upon successful submission of the bid.**

Q48) 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?

**A48) Alameda County cannot provide the info at this time. Please submit a bid that best suits this RFP.**

Q49) Is this RFP open to out of state vendors?

**A49) Yes**

The following participants attended the Networking/Bidders Conference:

|  | **Company Name / Address** | **Representative** | **Contact Information** |
| --- | --- | --- | --- |
| 1. | Accent on Languages  1840 Alcatraz Avenue Suite C1  Berkeley, CA 94703 | Eduardo Murtinez | Phone: **510-655-9410** |
| E-Mail: **eduardo@accentlanguages.com** |
| Prime Contractor:  **Yes** |
| Subcontractor: **N/A** |
| Certified SLEB: **Yes** |
| 2. | International Contact Inc  2820 Adeline St Ste #1  Berkeley, CA 94703 | Carla Itzkowich | Phone: **570-836-1180** |
| E-Mail: **carla@intlcontact.com** |
| Prime Contractor:  **Yes** |
| Subcontractor: **N/A** |
| Certified SLEB: **Yes** |
| 3. | Universe Technical Translation  9225 Katy Freeway  Houston, Texas 77024 | Nicole Krasnov | Phone: **832-997-0095** |
| E-Mail: **nicole@universe.us** |
| Prime Contractor:  **Yes** |
| Subcontractor: **N/A** |
| Certified SLEB: **No** |
| 4. | Excel Interpreting, LLC  1804 Tribute Road, Suite 210  Sacramento, CA 95815 | Koy Saephan | Phone: **916-412-4555** |
| E-Mail: **Koy@excelinterpreting.com** |
| Prime Contractor:  **Yes** |
| Subcontractor: **N/A** |
| Certified SLEB: **No** |
| 5. | Global Interpreting Network Inc  28546 Constellation Road  Valencia, CA 91355 | Hector Fuentes | Phone: **573-337-0451** |
| E-Mail: **hfuentes@globalinterpreting.com** |
| Prime Contractor:  **Yes** |
| Subcontractor: **N/A** |
| Certified SLEB:  **No** |
| 6. | International Translation Company  70 Warren Street  Boston, CA 2119 | Shamso Ahmed | Phone: **617-989-3939** |
| E-Mail: **shamso@itctranslation.net** |
| Prime Contractor:  **Yes** |
| Subcontractor: **N/A** |
| Certified SLEB: **No** |
| 7. | Cal Interpreting & Translations, Inc.  2501 W Burbank Blvd.  Burbank, CA 91505 | Dawna Zike | Phone: **408-334-5237** |
| E-Mail: **pm@calinterpreting.com** |
| Prime Contractor:  **Yes** |
| Subcontractor: **N/A** |
| Certified SLEB: **No** |
| 8. | Language Network  5225 Canyon Crest Dr, Ste 254  Riverside, CA 92507 | Jordan Evans | Phone: **949-627-4794** |
| E-Mail: **jordan@languagenetworkusa.com** |
| Prime Contractor:  **Yes** |
| Subcontractor: **N/A** |
| Certified SLEB: **No** |
| 9. | International Translation Company  70 Warren Street  Boston, CA 2119 | Letizia Florez | Phone: **857-329-3378** |
| E-Mail: **letizia@itctranslation.net** |
| Prime Contractor:  **Yes** |
| Subcontractor: **N/A** |
| Certified SLEB: **No** |
| 10. | Universe Technical Translation  9225 Katy Freeway  Houston, CA 77024 | Soad Sefriou | Phone: **713-827-8800** |
| E-Mail: **soad@universe.us** |
| Prime Contractor:  **Yes** |
| Subcontractor: **N/A** |
| Certified SLEB:  **No** |
|  | Language Network  5225 Canyon Crest Dr, Bldg 200, Ste 254  Riverside, CA 92507 | Caroline Calderaro | Phone: **949-733-2446** |
| E-Mail: **caroilne@languagenetworkusa.com** |
| Prime Contractor:  **Yes** |
| Subcontractor: **N/A** |
| Certified SLEB:  **No** |

VENDOR LIST

RFP No. 901869 In-Place Interpretation & Document Translation

This RFP Attendees List is being issued to all vendors on the Vendor Bid List; the following revised vendor list includes contact information for each vendor attendee at the Networking/Bidders Conference.

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| --- | --- | --- | --- | --- | --- | --- |
| **RFP No. 901869 - In-Place Interpretation and Document Translation Services** | | | | | | |
| **Business Name** | **Contact** | **Phone** | **Address** | **City** | **St** | **Email** |
| Accent on Languages | Francine Kuipers | 510-655-9470 | 1840 Alcatraz Ave, Ste. A1 | Berkeley | CA | [francinek@accentonlanguages.com](mailto:francinek@accentonlanguages.com) |
| Accent on Languages | Lea Mendelovitz | 510-655-9470 | 1840 Alcatraz Ave, Ste.A1 | Berkeley | CA | [lea@accentonlanguages.com](mailto:lea@accentonlanguages.com) |
| Excel Interpreting | Koy Saephan | 800-915-0638 | 1804 Tribute Rd., Suite 205 | Sacramento | CA | [koy@excelinterpreting.com](mailto:koy@excelinterpreting.com) |
| Lazar & Associates | Jamie Goldesnon | 310-453-3302 | 1516 S. Bundy Drive, Suite 311 | Los Angeles | CA | [jamie@lazar.com](mailto:jamie@lazar.com) |
| Universe Technical Translation | Nicole Krasnov | (832) 997-0095 | 9225 Katy Freeway | Houston | Texas | [nicole@universe.us](mailto:nicole@universe.us) |
| Excel Interpreting, LLC | Koy Saephan | 916-412-4555 | 1804 Tribute Road, Suite 210 | Sacramento | CA | [Koy@excelinterpreting.com](mailto:Koy@excelinterpreting.com) |
| Global Interpreting Network Inc | Hector Fuentes | (573) 337-0451 | 28546 Constellation Road | Valencia | CA | [hfuentes@globalinterpreting.com](mailto:hfuentes@globalinterpreting.com) |
| Guidepost Solutions | Liz Jordan-Wettstein | (510) 695-0600 | 180 Grand Avenue | Oakland | CA | [businessdevelopment-oak@guidepostsolutions.com](mailto:businessdevelopment-oak@guidepostsolutions.com) |
| EXP | sampath goolla | 415-602-9081 | 451 Montgomery Street Suite 300 | SF | CA | [sampath.goolla@exp.com](mailto:sampath.goolla@exp.com) |
| International Translation Company | Shamso Ahmed | (617) 989-3939 | 70 Warren Street | Boston | CA | [shamso@itctranslation.net](mailto:shamso@itctranslation.net) |
| Cal Interpreting & Translations, Inc. | Dawna Zike | (408) 334-5237 | 2501 W Burbank Blvd. | Burbank | CA | [pm@calinterpreting.com](mailto:pm@calinterpreting.com) |
| Language Network | Jordan Evans | (949) 627-4794 | 5225 Canyon Crest Dr, Ste 254 | Riverside | CA | [jordan@languagenetworkusa.com](mailto:jordan@languagenetworkusa.com) |
| Interactive Resources, Inc. | Andrew Butt | (510) 520-6451 | 117 Park Place | Richmond | CA | [andrew.butt@intres.com](mailto:andrew.butt@intres.com) |
| International Translation Company | Letizia Florez | (857) 329-3378 | 70 Warren Street | Boston | CA | [letizia@itctranslation.net](mailto:letizia@itctranslation.net) |
| Global Interpreting Network Inc | Jane Robideau | (573) 337-0451 | 28546 Constellation Road | Valencia | CA | [jrobideau@globalinterpreting.com](mailto:jrobideau@globalinterpreting.com) |
| Universe Technical Translation | Soad Sefriou | (713) 827-8800 | 9225 Katy Freeway | Houston | Texas | [soad@universe.us](mailto:soad@universe.us) |
| Language Network | Caroline Calderaro | (949) 733-2446 | 5225 Canyon Crest Dr, Bldg 200, Ste 254 | Riverside | CA | [caroilne@languagenetworkusa.com](mailto:caroilne@languagenetworkusa.com) |