



**DEPARTMENT OF
BUDGET & MANAGEMENT**

ROBERT L. EHRLICH, JR.
Governor

MICHAEL S. STEELE
Lieutenant Governor

CECILIA JANUSZKIEWICZ
Secretary

JOHN M. WASILISIN
Deputy Secretary

**Questions & Answers #1 for
RFP # 050B7800015
Statewide Language Interpretation Services
Closing Date: December 11, 2006 *no later than 2:00 PM***

(Telephonic)

1. Question: Who is the vendor(s) now for over.the.phone interpretation?

Answer: CTS Language Link

2. Question: What date did this contract begin for this vendor?

Answer: August 14, 2001

3. Question: Is the state incurring any additional fees besides the per minute rate?

Answer: No.

4. Question: What is the breakdown of language use? (i.e. 80% Spanish, 10% Russian etc)

Answer: Top 5 requested languages through 8/31/06:
Spanish (91%), Korean (2%), Mandarin (1%), Russian (1%), Vietnamese (1%)

5. Question: What are the peak times of use?

Answer: This information is unavailable as it's not a requirement for reporting purposes under the current contract.

6. Question: Understanding that all agencies have access 24/7 to this service, which agencies have used the service during the evenings and weekends in the past year?

Answer: This information is unavailable as it's not a requirement for reporting purposes under the current contract.

7. Question: How many minutes per week/month were used between 6pm and 7am and on weekends?

Answer: This information is unavailable as it's not a requirement for reporting purposes under the current contract.

8. Question: What was the total dollar amount spent to date for this service in 2006?

Answer: As of 8/31/06, \$295,533 has been spent for this service in 2006.

9. Question: What was the total dollar amount spent for this service in 2005?

Answer: A total of \$380,837 was spent for this service in the 2005 calendar year.

(On Site)

10. Question: Who is the vendor(s) now for on site interpretation?

Answer: CTS Language Link

~Effective Resource Management~

45 Calvert Street • Annapolis, MD 21401-1907

Tel: (410) 260-7338 • Fax: (410) 974-3274 • Toll Free: 1 (800) 705-3493 • TTY Users: call via Maryland Relay

<http://www.dbm.maryland.gov>

11. Question: What date did this contract begin for this vendor?

Answer: August 14, 2001

12. Question: Are there additional costs/fees besides mileage incurred by the state?

Answer: NO. There is no provision for mileage for onsite interpreters under the current contract.

13. Question: What is the breakdown of language use? (i.e. 80% Spanish, 10% Russian etc)

Answer: Top 5 requested languages through 8/31/06:
Spanish (91%), Mandarin (2%), Russian (2%), Vietnamese (2%), French (1%)

14. Question: What are the peak times of use?

Answer: This information is unavailable as it's not a requirement for reporting purposes under the current contract.

15. Question: Understanding that all agencies have access 24/7 to this service, which agencies have used the service during the evenings and weekends in the past year?

Answer: This information is unavailable as it's not a requirement for reporting purposes under the current contract.

16. Question: How many hours per week/month were used between 6pm and 7am and on weekends?

Answer: This information is unavailable as it's not a requirement for reporting purposes under the current contract.

17. Question: Critical On-Site interpreter service requests must be filled within six hours, will there be exceptions for the monetary penalty for remote location requests?

Answer: There is no existing monetary penalty for Critical Onsite interpreter service; yes there is an exception.

18. Question: You ask for the interpreters name and address for mileage purposes, this information is confidential property of our company and if submitted to the State would become public information - would you accept Interpreter ID numbers, Language and Zip Code?

Answer: Interpreter names and address that are provided would not become public information as they are not disclosable under the Public Information Act. Accordingly, for mileage verification purposes we would still need the name of the interpreter and their exact address.

19. Question: What was the total dollar amount spent to date for this service in 2006?

Answer: As of 8/31/06, \$379,022 has been spent for this service in 2006.

20. Question: What was the total dollar amount spent for this service in 2005?

Answer: A total of \$312,101 was spent for this service in the 2005 calendar year.

21. Question: Please confirm that there are no liquid damages to the secondary On Site Vendor.

Answer: No liquidated damages will be assessed on behalf of the Secondary Contractor for On-Site Interpretation Services.

(Written Document)

22. Question: What is the breakdown of language use? (i.e. 80% Spanish, 10% Russian etc)

Answer: Top 5 requested languages through 8/31/06:
Spanish (29%), Korean (12%), Russian (7%), Vietnamese (6%), French (6%)

23. Question: What was the total dollar amount spent to date for this service in 2006?

Answer: As of 8/31/06, \$62,730 has been spent for this service in 2006.

24. Question: What was the total dollar amount spent for this service in 2005?

Answer: A total of \$234,906 was spent for this service in the 2005 calendar year.

(General)

25. Question: Are vendors allowed to submit a proposal as the prime contractor and be included in a separate proposal as a subcontractor without being disqualified or penalized?

Answer: Yes.

26. Question: Can a vendor submit more than one proposal without disqualification or penalization?

Answer: A vendor may submit a proposal for one (1) or more Service Category (i.e. Telephonic; or On-Site; or Written Document), as stated in Section 1.11. Submission of multiple proposals for the same Service Category shall not be accepted.

27. Question: (Section 1.32, pages 9-10) Please provide the language(s) and or respective location(s) for on-site interpretation services where the state has experienced difficulty in providing required interpretation services over the past 3 years?

Answer: This information is unavailable as it's not a requirement for reporting purposes under the current contract.

28. Question: (Section 1.32, pages 9-10) Please provide the language(s) for telephonic interpretation services where the state has experienced difficulty in receiving the requested interpretation services over the past 5 years?

Answer: This information is unavailable as it's not a requirement for reporting purposes under the current contract.

29. Question: (Section 2.6.2.1) What is a "blocked call"?

Answer: A call originated by a Requesting Agency or Requesting Entity to the Contractor which

30. Question: (Section 2.2.5, page 14) What percentage of new user requests are made outside of regular business hours?

Answer: This information is unavailable as it's not a requirement for reporting purposes under the current contract.

31. Question: (Section 3.4.3, Attachment H, page 87) The Procurement Officer Checklist asks if the Offeror included a Non-Disclosure Agreement (Atch F) with original of technical proposal. Instructions from the pre-proposal conference indicate that Atch F was not required until after the contract(s) is awarded. Are Offerors required to complete Atch F and submit with their Technical Proposal?

Answer: Refer to Addendum #1 for a revision to Section(s) 1.33 and 3.4.3 and Attachment H:

All Offerors are advised that if a Contract is awarded as a result of this solicitation, the successful Offeror shall be required to complete a Non-Disclosure Agreement. A copy of this Agreement is included for informational purposes as Attachment F of this RFP. This Agreement shall be provided within five (5) business days of notification of proposed Contract award.

32. Question: Has the state of Maryland had to assess liquidated damages or issue negative performance reports for telephonic interpretation, on-site interpretation, or written translation services on the current contract over the past 5 years? If so, please provide the dollar amount, language need, or other essential statistical data for such occurrences?

Answer: No.

33. Question: Question about the references for core languages, it looks like you would like a reference for each language. We have clients that we will provide as references for whom we provide interpreters for all languages - could we group all of the languages and give our references instead of listing each individually?

Answer: Yes. If a reference is provided for multiple languages, each reference shall provide a list of all languages for which the reference applies.

34. Question: Please break down the number of assignments per location (county) for On Site Interpretation for 2005 and 2006 (ie. 50% Baltimore City, 20% Baltimore County 10% Washington County etc.)

Answer: This information is unavailable as it's not a requirement for reporting purposes under the current contract.

35. Question: Please break down the languages used in the above locations (ie. Baltimore City 90% Spanish, 10% Russian and Baltimore County 70% Spanish, 10% Mandarin, 10% Burmese etc) for 2005 and 2006.

Answer: This information is unavailable as it's not a requirement for reporting purposes under the current contract.

36. Question: Please define "critical request".

Answer: **Critical On-Site** – Requests for on-site interpretation that are sent by the Requesting Agency/Entity to the Contractor with less than six (6) hours notice.

Initial requests are sent to the Primary Contractor, but can be subsequently sent to the Secondary Contractor, as applicable

37. Question: On page 78 of the On Site pricing template, please explain the difference between A – Standard Hourly Rate D – Non Standard Hourly Rate. Would non-Standard be charged for Expedited or Critical requests?

Answer: **Standard Hours** – Standard Hours are weekdays (Monday through Friday) from 8:00 a.m. to 8:00 p.m. Local Time, excluding Observed Holidays.

Non-Standard Hours – All hours not specified as Standard Hours.

For Expedited or Critical Requests, the same or different hourly rates may be submitted for requests received during standard hours and non-standard hours.

38. Question: Can my company bid as an MBE for one part of the contract and as a prime for another part of the contract?

Answer: Yes.

39. Question: Is it possible to get a copy of the current/past contract for this service?

Answer: Yes. Please send an official Public Information Act request.

40. Question: In Section 2.3.4.6. please clarify if the 96 hours advanced notification is business days or holiday days?

Answer: The ninety-six hours advanced notification represents calendar days. It can include weekends, holidays, etc.

41. Question: In section 2.3.8, where can we access the Interpreter Procedure Manual?

Answer: The Interpreter Procedure Manual is an internal document/manual used by the Contractor to provide training and notification of company policies and procedures to its interpreters.

42. Question: In section 2.4.2.4, can you explain what the source document requirement is?

Answer: The source document requirement represents the Contractors internal requirements of how requests for written documentation shall be submitted by the Requesting Agency or Requesting Entity.

43. Question: Is there an incumbent contractor currently providing these services? If yes, who is it?

Answer: Yes. CTS Language Link

44. Question: Will preference be given to Veteran Owned and/or 8a certified small businesses?

Answer: No.

45. Question: According to the RFP, there is a minimum of two hours specified for the interpretation services. Would we be considered non-compliant if we proposed a minimum of 4 hours?

Answer: Yes.

46. Question: (2.6.3 - Reports for Requesting Agency or Requesting Entity) Please explain measurement of the "blocked calls" scenario.

Answer: See answer under #29.

47. Question: What percentage of work YTD was requested after hours/ outside of non-standard hours?

Answer: This information is unavailable as it's not a requirement for reporting purposes under the current contract.

48. Question: (Section 1.10) MBE. Is the primary contractor responsible for the quality of the work provided by the MBE vendor (15)?

Answer: Yes.

49. Question: (Section 1.15) What does the state deem as confidential? (List of categories)

Answer: The State will take into consideration what the Offeror deems confidential information contained within their technical and (if applicable) financial proposals.

50. Question: (Section 2.4.3.1) Please define "continuously available".

Answer: **Continuously Available** – Provision of translation services on a 24-hours per day, 7 days per week, 365 days per year basis (366 days in a leap year).

51. Question: (Sections 2.5.3.1, 2.5.3.3, 2.5.3.4) Request that cost metrics are based on the target word counts.

Answer: Yes. Written Document pricing shall be based on the per word count. Refer to Addendum #1 for a revision to Sections 2.5.3.1, 2.5.3.3, 2.5.3.4:

~~2.5.3.1 Written document language translation service will be billed at a minimum increment of one (1) page for the first page and every half (1/2) page thereafter (half the per page price). Overall pricing for written document translation will be based on the number of output pages produced. the per word rate from Attachment E – Financial~~

Proposal Form.

~~2.5.3.3 If the written document being translated is a tri-fold brochure, pamphlet, signage, etc. (not a straight text document), for each section that is **less than 50 words**, billing will occur at the respective per word rate from Attachment E –~~

~~Financial Proposal Form. For each section that is **more than 50 words**, billing will occur at the page or ½ page rate from Attachment E – Financial Proposal Form.~~

~~2.5.3.4 All other written requests being translated will be billed as indicated in 2.5.3.1 above.~~

52. Question: (Section 2.9.1.1) Is there financial compensation for the quarterly meeting?

Answer: As stated in Section 2.5.5.2 - The State will not pay or reimburse any travel time or mileage incurred by Contractor for scheduled quarterly meetings or for any meetings relating to unsatisfactory performance issues (See Section 2.9).

53. Question: (Section 2.10) Can the state provide a written glossary from the previous contractor by language?

Answer: This information is unavailable as it's not a requirement under the current contract.

54. Question: (Sections 3.4.5.3.6 and 3.4.5.3.7) Does the state have a sample of the customer feedback form?

Answer: No.

55. Question: (Section 3.5; Category III) Has a decision been about paying a per word rate as opposed to a per page rate?

Answer: Yes. Written Document Translation Services shall be provided at a per word rate. Refer to Addendum #1 for a revision to Financial Proposal Form – Written Document Translation Services.

56. Question: (Financial Proposal Form) Is the assumption of 250 words per page accurate?

Answer: No. Refer to Addendum #1 for a revision to Financial Proposal Form – Written Document Translation Services.

57. Question: Will preference be given to Veteran Owned and/or 8a certified small businesses?

Answer: No.