



MARTIN O'MALLEY  
Governor

ANTHONY BROWN  
Lieutenant Governor

T. ELOISE FOSTER  
Secretary

**Addendum #4 to the Request for Proposals (RFP)  
Statewide Language Interpretation Services  
Project No. 050B7800015  
May 16, 2007**

This Amendment is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (ex. **new language**) and language deleted has been marked with a strikethrough (ex. ~~language deleted~~).

1. Revise Section 2.2.2.2 (Service Category I - General Telephonic Language Interpretation Service Requirements), as follows:

2.2.2.2 Conference-calling services and capabilities.

**2.2.2.2.1** **The conference calling system/services provided must accommodate a minimum of 5 parties in a conference call at the standard per minute rate specified within Attachment E, Financial Proposal Form - Telephonic Interpretation Services; i.e. no additional rates will be charged for the "minimum of 5" participants.**

**2.2.2.2.2** **See Section 2.5.1.3 and 2.5.1.4 for detailed conference calling billing allowances.**

2. Add to Section 2.5.1 (Service Category Billing – Service Category I) as 2.5.1.3, as follows:

**2.5.1.3** **For conference call billing purposes, the contractor may only bill for the actual time an interpreter participates in a call. The time required to set-up the conference call prior to the interpreter joining the call and any continuation of the conference call once the interpreter has dropped off, will not be chargeable time. The contractor may not terminate the conference call at any time before all parties to the call have dropped off, regardless of whether the services of the interpreter are no longer needed. (i.e. the Contractor must maintain the conference call connection as long as at least 2 parties are still connected.)**

**2.5.1.4** **For all requests over 5 conference call participants, Offerors may charge an additional per participant, per minute rate as specified within Attachment E, Financial Proposal Form - Telephonic Interpretation Services.**

~Effective Resource Management~

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

3. Revise Section 2.5.2.5.1 and 2.5.2.5.2 (Service Category Billing – Service Category II), as follows:

2.5.2.5.1 ~~No~~ ~~Travel~~ time will be paid for statewide On-site interpretation service for Spanish ~~as described in 2.5.2.5.2.~~

2.5.2.5.2 A. Whenever there is a request for on-site interpreter services for ~~a language or dialect other than Spanish~~ any language or dialect, the Contractor may bill for travel time if an interpreter must travel more than 30 miles one way from his/her base of operations to the destination of the on-site translation. For travel in excess of 30 miles the Contractor may bill in 1/10<sup>th</sup> of an hour increments, at the rate of 1 minute of time for each ½ mile traveled.

B. Travel time will not be paid on an actual elapsed time basis. It would be too difficult to verify actual travel time since there will be great variability due to the time of day (rush hour versus non-rush hour) or level of congestion encountered. Travel distance from an interpreter's base of operations to the on-site interpretation destination shall be calculated and verified using the mapping distance listed on Mapquest.com. If a Mapquest.com distance calculation is not available, the bill shall contain the distance as reported by the interpreter. Approval of this distance is subject to verification by the Requesting Agency or Requesting Entity.

C. For example, if a ~~non-Spanish~~ an assignment is identified by Mapquest.com, an assignment is located 52 miles from an interpreter's base of operations the contractor may bill for the 22 miles beyond the 30 mile limit. At a rate of 1 minute of travel time per half mile the billing would amount to 44 minutes of billable time. Since 44 minutes rounds to 8/10<sup>th</sup> of an hour, the contractor can bill for 8/10<sup>th</sup> of its hourly rate for travel in each direction, or a total of 1.6 hours.

D. When more than one interpreter is available for a ~~non-Spanish~~ an assignment:

1). ~~The~~ Contractor shall assign an interpreter for whom travel time is not billable (i.e. one within 30 miles of an onsite location) over one for which travel time will be billable, unless (a) a specific interpreter is requested by the Requesting Agency or Requesting Entity, or (b) The Contractor determines that a travel-time-billable interpreter is better qualified to provide on-site interpretation services for the requested language.

2). ~~If~~ all available interpreters will be travel-time eligible, ~~The~~ Contractor determines that a shall assign a travel-time-billable interpreter that is closest to the destination of the on-site translation, unless (a) a specific interpreter is requested by the Requesting Agency or Requesting Entity, or (b) The Contractor determines that a travel-time-billable interpreter is better qualified to provide on-site interpretation services for the requested language.

3). In any instance where a travel-time-billable interpreter is sent over a non-travel-time-billable interpreter or a more distant travel-time-billable interpreter is sent over a closer one, ~~The~~ Contractor shall provide written documentation to the Requesting Agency or Requesting Entity explaining why the travel-time-billable or more distant travel-time-billable interpreter was chosen. If the Contractor fails to provide the justification for using an interpreter for which travel or additional travel, as applicable, is charged or if the Requesting Agency or Requesting Entity Representative determines the

rationale for its usage is not sufficient, travel time charges or the more distant charges, as applicable, will not be paid.

4. Revise Attachment E – Financial Proposal Forms (Telephonic Interpretation Services; On-site Interpretation Services; Written Document Translation Services) on pages 76 through 81 of the RFP, as indicated on the attached pages.

Should you require clarification of the information provided in this addendum, please contact me at (410) 260-7374 as soon as possible.

Date Issued: **May 16, 2007**

By: <signed>  
Andrea R. Lockett  
Procurement Officer

# FINANCIAL PROPOSAL FORM

## TELEPHONIC INTERPRETATION SERVICES:

<u>Description of Services</u> <b>Year 1</b>	<u>Core Languages</u>	<u>Non-Core Languages</u> <u>Continuously Available</u>	<u>Non-Core Languages</u> <u>NOT</u> <u>Continuously Available</u>
[A] Standard Per Minute Rate			
[B] Estimated Quantity of Minutes	150,000	75,000	15,000
[C] Extended Total 1 (A*B=C)			
[D] Non-Standard Per Minute Rate			
[E] Estimated Quantity of Minutes	100,000	50,000	10,000
[F] Extended Total 2 (D*E=F)			
[G] Summarized Total 3 (C+F=G)			

<u>Description of Services</u> <b>Year 2</b>	<u>Core Languages</u>	<u>Non-Core Languages</u> <u>Continuously Available</u>	<u>Non-Core Languages</u> <u>NOT</u> <u>Continuously Available</u>
[A] Standard Per Minute Rate			
[B] Estimated Quantity of Minutes	150,000	75,000	15,000
[C] Extended Total 1 (A*B=C)			
[D] Non-Standard Per Minute Rate			
[E] Estimated Quantity of Minutes	100,000	50,000	10,000
[F] Extended Total 2 (D*E=F)			
[G] Summarized Total 3 (C+F=G)			

<u>Description of Services</u> <b>Year 3</b>	<u>Core Languages</u>	<u>Non-Core Languages</u> <u>Continuously Available</u>	<u>Non-Core Languages</u> <u>NOT</u> <u>Continuously Available</u>
[A] Standard Per Minute Rate			
[B] Estimated Quantity of Minutes	150,000	75,000	15,000
[C] Extended Total 1 (A*B=C)			
[D] Non-Standard Per Minute Rate			
[E] Estimated Quantity of Minutes	100,000	50,000	10,000
[F] Extended Total 2 (D*E=F)			
[G] Summarized Total 3 (C+F=G)			

# FINANCIAL PROPOSAL FORM

## TELEPHONIC INTERPRETATION SERVICES (continued):

<u>Description of Services</u> <b>Year 4</b>	<u>Core Languages</u>	<u>Non-Core Languages</u> <u>Continuously Available</u>	<u>Non-Core Languages</u> <u>NOT</u> <u>Continuously Available</u>
[A] Standard Per Minute Rate			
[B] Estimated Quantity of Minutes	150,000	75,000	15,000
[C] Extended Total 1 (A*B=C)			
[D] Non-Standard Per Minute Rate			
[E] Estimated Quantity of Minutes	100,000	50,000	10,000
[F] Extended Total 2 (D*E=F)			
[G] Summarized Total 3 (C+F=G)			

<u>Description of Services</u> <b>Year 5</b>	<u>Core Languages</u>	<u>Non-Core Languages</u> <u>Continuously Available</u>	<u>Non-Core Languages</u> <u>NOT</u> <u>Continuously Available</u>
[A] Standard Per Minute Rate			
[B] Estimated Quantity of Minutes	150,000	75,000	15,000
[C] Extended Total 1 (A*B=C)			
[D] Non-Standard Per Minute Rate			
[E] Estimated Quantity of Minutes	100,000	50,000	10,000
[F] Extended Total 2 (D*E=F)			
[G] Summarized Total 3 (C+F=G)			

*[The Total Estimated Price per year is the sum of the columns on Line G]*

**Total Estimated Price Year 1:** \$ \_\_\_\_\_  
**Total Estimated Price Year 2:** \$ \_\_\_\_\_  
**Total Estimated Price Year 3:** \$ \_\_\_\_\_  
**Total Estimated Price Year 4:** \$ \_\_\_\_\_  
**Total Estimated Price Year 5:** \$ \_\_\_\_\_

*NOTE: The quantities listed above are estimates for bidding purposes only and are not guaranteed amounts.*

**TOTAL EVALUATED PRICE \$ \_\_\_\_\_**

*Note: This is the price that will be compared among telephonic services Offerors in making the determination of the most advantageous offer.*

<u>Additional Rate</u>	<u>Per Minute Rate (A)</u>	<u>Estimated Minutes (B)</u>	<u>Total (A*B)</u>
Conference Call Service <requests over 5 participants>			

Authorized Signature	Date	Company Name & Address
Printed Name and Title		
( ) - / ( ) -		
Phone # & Fax #	Company Federal Tax ID #	

# FINANCIAL PROPOSAL FORM

## ON-SITE INTERPRETATION SERVICES:

Description of Services <b>Year 1</b>	<u>Core Languages</u> Routine	<u>Core Languages</u> Expedited	<u>Core Languages</u> Critical	<u>Non-Core Languages</u> Routine	<u>Non-Core Languages</u> Expedited *	<u>Non-Core Languages</u> Critical **
[A] Standard Hourly Rate						
[B] Estimated Quantity of Hours	6,000	500	300	2,500	300	50
[C] Extended Total 1 (A*B=C)						
[D] Non-Standard Hourly Rate						
[E] Estimated Quantity of Hours	1,000	200	200	1,000	200	50
[F] Extended Total 2 (D*E=F)						
[G] Summarized Total 3 (C+F=G)						

Description of Services <b>Year 2</b>	<u>Core Languages</u> Routine	<u>Core Languages</u> Expedited	<u>Core Languages</u> Critical	<u>Non-Core Languages</u> Routine	<u>Non-Core Languages</u> Expedited *	<u>Non-Core Languages</u> Critical **
[A] Standard Hourly Rate						
[B] Estimated Quantity of Hours	6,000	500	300	2,500	300	50
[C] Extended Total 1 (A*B=C)						
[D] Non-Standard Hourly Rate						
[E] Estimated Quantity of Hours	1,000	200	200	1,000	200	50
[F] Extended Total 2 (D*E=F)						
[G] Summarized Total 3 (C+F=G)						

Description of Services <b>Year 3</b>	<u>Core Languages</u> Routine	<u>Core Languages</u> Expedited	<u>Core Languages</u> Critical	<u>Non-Core Languages</u> Routine	<u>Non-Core Languages</u> Expedited *	<u>Non-Core Languages</u> Critical **
[A] Standard Hourly Rate						
[B] Estimated Quantity of Hours	6,000	500	300	2,500	300	50
[C] Extended Total 1 (A*B=C)						
[D] Non-Standard Hourly Rate						
[E] Estimated Quantity of Hours	1,000	200	200	1,000	200	50
[F] Extended Total 2 (D*E=F)						
[G] Summarized Total 3 (C+F=G)						

\* Expedited rate for additional non-Core Languages cannot exceed core Routine rate by more than 5% 50%.

\*\* Applies only to continuously available non-core languages. \*\* Critical rate for additional non-Core Languages cannot exceed core Expedited and Critical Routine rates by more than 10% 100%.

## FINANCIAL PROPOSAL FORM

### ON-SITE INTERPRETATION SERVICES (continued):

Description of Services <b>Year 4</b>	Core Languages Routine	Core Languages Expedited	Core Languages Critical	Non-Core Languages Routine *	Non-Core Languages Expedited **	Non-Core Languages Critical **
[A] Standard Hourly Rate						
[B] Estimated Quantity of Hours	6,000	500	300	2,500	300	50
[C] Extended Total 1 (A*B=C)						
[D] Non-Standard Hourly Rate						
[E] Estimated Quantity of Hours	1,000	200	200	1,000	200	50
[F] Extended Total 2 (D*E=F)						
[G] Summarized Total 3 (C+F=G)						

Description of Services <b>Year 5</b>	Core Languages Routine	Core Languages Expedited	Core Languages Critical	Non-Core Languages Routine *	Non-Core Languages Expedited **	Non-Core Languages Critical **
[A] Standard Hourly Rate						
[B] Estimated Quantity of Hours	6,000	500	300	2,500	300	50
[C] Extended Total 1 (A*B=C)						
[D] Non-Standard Hourly Rate						
[E] Estimated Quantity of Hours	1,000	200	200	1,000	200	50
[F] Extended Total 2 (D*E=F)						
[G] Summarized Total 3 (C+F=G)						

*[The Total Estimated Price per year is the sum of the columns on Line G]*

Total Estimated Price Year 1: \$ \_\_\_\_\_  
 Total Estimated Price Year 2: \$ \_\_\_\_\_  
 Total Estimated Price Year 3: \$ \_\_\_\_\_  
 Total Estimated Price Year 4: \$ \_\_\_\_\_  
 Total Estimated Price Year 5: \$ \_\_\_\_\_

**NOTE: The ALL quantities listed above are estimates for bidding purposes only and are not guaranteed amounts.**

**TOTAL EVALUATED PRICE \$ \_\_\_\_\_**

*Note: This is the price that will be compared among on-site services Offerors in making the determination of the most advantageous offer.*

Item	Unit Price (A) <i>per pack/quantity of 25</i>	Estimated Quantity (B)	Total (A*B)
"Point-To-Your-Language" Cards		<b>25 10</b>	

**Knowledge/Skills-set/Certification Surcharge (20% maximum)**

Authorized Signature	Date	Company Name & Address
Printed Name and Title		
( ) - / ( ) -		
Phone # & Fax #	Company Federal Tax ID #	

\* Expedited rate for additional non-Core Languages cannot exceed core Routine rate by more than 5% 50%.

\*\* Applies only to continuously available non-core languages. \*\* Critical rate for additional non-Core Languages cannot exceed core Expedited and Critical Routine rates by more than 10% 100%.

## FINANCIAL PROPOSAL FORM

### WRITTEN DOCUMENT TRANSLATION SERVICES:

<u>Description of Services</u> <b>Year 1</b>	<u>Core Languages</u>	<u>Non-Core Languages</u> <u>Continuously Available</u>	<u>Non-Core Languages</u> <u>NOT</u> <u>Continuously Available</u>
[A] Expedited Per <u>Word</u> Rate			
[B] Estimated Quantity of <u>Words per Page</u>	205,000	90,000	25,000
[C] Extended Total 1 ( $A*B=C$ )			
[D] Non-Expedited Per <u>Word</u> Rate			
[E] Estimated Quantity of <u>Words per Page</u>	205,000	90,000	25,000
[F] Extended Total 2 ( $D*E=F$ )			
[G] Per Word Rate			
[H] Estimated Quantity of Words	5,000	1,000	5,000
[I] Extended Total 3 ( $G*H=I$ )			
[J] Summarized Total 4 $\underline{3}$ ( $C+F+I=J$ )			

<u>Description of Services</u> <b>Year 2</b>	<u>Core Languages</u>	<u>Non-Core Languages</u> <u>Continuously Available</u>	<u>Non-Core Languages</u> <u>NOT</u> <u>Continuously Available</u>
[A] Expedited Per <u>Word</u> Rate			
[B] Estimated Quantity of <u>Words per Page</u>	205,000	90,000	25,000
[C] Extended Total 1 ( $A*B=C$ )			
[D] Non-Expedited Per <u>Word</u> Rate			
[E] Estimated Quantity of <u>Words per Page</u>	205,000	90,000	25,000
[F] Extended Total 2 ( $D*E=F$ )			
[G] Per Word Rate			
[H] Estimated Quantity of Words	5,000	1,000	5,000
[I] Extended Total 3 ( $G*H=I$ )			
[J] Summarized Total 4 $\underline{3}$ ( $C+F+I=J$ )			

<u>Description of Services</u> <b>Year 3</b>	<u>Core Languages</u>	<u>Non-Core Languages</u> <u>Continuously Available</u>	<u>Non-Core Languages</u> <u>NOT</u> <u>Continuously Available</u>
[A] Expedited Per <u>Word</u> Rate			
[B] Estimated Quantity of <u>Words per Page</u>	205,000	90,000	25,000
[C] Extended Total 1 ( $A*B=C$ )			
[D] Non-Expedited Per <u>Word</u> Rate			
[E] Estimated Quantity of <u>Words per Page</u>	205,000	90,000	25,000
[F] Extended Total 2 ( $D*E=F$ )			
[G] Per Word Rate			
[H] Estimated Quantity of Words	5,000	1,000	5,000
[I] Extended Total 3 ( $G*H=I$ )			
[J] Summarized Total 4 $\underline{3}$ ( $C+F+I=J$ )			

*NOTE – The 1/2 page rate will be calculated as one-half the per page rate.*



# FINANCIAL PROPOSAL FORM

## WRITTEN DOCUMENT TRANSLATION SERVICES:

Description of Services <b>Year 4</b>	Core Languages	Non-Core Languages Continuously Available	Non-Core Languages NOT Continuously Available
[A] Expedited Per <u>Word</u> Rate			
[B] Estimated Quantity of <u>Words per Page</u>	205,000	90,000	25,000
[C] Extended Total 1 ( <b>A*B=C</b> )			
[D] Non-Expedited Per <u>Word</u> Rate			
[E] Estimated Quantity of <u>Words per Page</u>	205,000	90,000	25,000
[F] Extended Total 2 ( <b>D*E=F</b> )			
[G] Per <u>Word</u> Rate			
[H] Estimated Quantity of <u>Words</u>	5,000	1,000	5,000
[I] Extended Total 3 ( <b>G*H=I</b> )			
[J] Summarized Total 4 <b>3</b> ( <b>C+F+I=J</b> )			

Description of Services <b>Year 5</b>	Core Languages	Non-Core Languages Continuously Available	Non-Core Languages NOT Continuously Available
[A] Expedited Per <u>Word</u> Rate			
[B] Estimated Quantity of <u>Words per Page</u>	205,000	90,000	25,000
[C] Extended Total 1 ( <b>A*B=C</b> )			
[D] Non-Expedited Per <u>Word</u> Rate			
[E] Estimated Quantity of <u>Words per Page</u>	205,000	90,000	25,000
[F] Extended Total 2 ( <b>D*E=F</b> )			
[G] Per <u>Word</u> Rate			
[H] Estimated Quantity of <u>Words</u>	5,000	1,000	5,000
[I] Extended Total 3 ( <b>G*H=I</b> )			
[J] Summarized Total 4 <b>3</b> ( <b>C+F+I=J</b> )			

*[The Total Estimated Price per year is the sum of the columns on Line J]*

**Total Estimated Price Year 1:** \$ \_\_\_\_\_  
**Total Estimated Price Year 2:** \$ \_\_\_\_\_  
**Total Estimated Price Year 3:** \$ \_\_\_\_\_  
**Total Estimated Price Year 4:** \$ \_\_\_\_\_  
**Total Estimated Price Year 5:** \$ \_\_\_\_\_

**NOTE: The quantities listed above are estimates for bidding purposes only and are not guaranteed amounts.**

**TOTAL EVALUATED PRICE \$** \_\_\_\_\_

*Note: This is the price that will be compared among written document services Offerors in making the determination of the most advantageous offer.*

Authorized Signature _____	Date _____	Company Name & Address _____
Printed Name and Title _____		
( ) - / ( ) - _____		
Phone # & Fax # _____	Company Federal Tax ID # _____	

*NOTE - The 1/2 page rate will be calculated as one-half the per page rate.*