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**Amendment #7 to Request for Proposals (RFP)
DBM Statewide Language Interpretation Services
Solicitation No. 050B2400001
May 24, 2012**

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 have responded 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 strikeout (ex. ~~language deleted~~).

As a result of the changes made to RFP § 1.10, Minority Business Enterprises, Offerors who have submitted a proposal under this RFP are requested to submit MBE forms per the requirements of RFP § 1.10 as amended. Specifically, the goals that apply to each of the Service Categories are identified in RFP § 1.10. Offerors are to submit a new *separate* Attachment D-1 to the Procurement Officer by May 31, 2012, 2:00 PM for each Service Category to which they are proposing. If an Offeror has proposed for only one Service Category, it should so state, identifying the relevant Service Category. If the Offeror has already submitted *separate* Attachments D-1 for each Service Category proposed with the Service Category clearly identified on each of the separate forms, the Offeror does not need to submit new Attachment(s) D-1.

In addition, Offerors who have submitted a proposal under this RFP are requested to supplement their initial proposal in response to the newly added language for Section 3.4.5, describing the capabilities of their available interpreters to translate written documents for differing educational levels, acclimation to American culture and institutions, etc. Such proposal supplements are to be submitted to the Procurement Officer by May 31, 2012, 2:00 PM.

1. § 1.10 (Minority Business Enterprises) is deleted in its entirety and replaced with the following:

A Minority Business Enterprise (MBE) subcontractor participation goal has been established for this solicitation for each Service Category as follows:

For Service Category I – Telephonic: 15%.

For Service Category II - Onsite Interpretation: 10%.

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For Service Category III - Written Translation: 15%.

No MBE subcontractor participation goal has been established for the Secondary Contractor of Service Category II-Onsite Interpretation.

The Contractor must attempt to subcontract with certified MBEs for the percent of the total contract value specified above for the applicable Service Category. Each respective MBE subcontract participation goal is based on the total value of the Contract for the applicable Service Category.

The Contractor shall structure its award(s) of subcontracts under the Contract in a good faith effort to achieve the goal in such subcontract awards by businesses certified by the State. MBE requirements are specified in Attachment D, "Minority Business Enterprise Participation." Read Attachment D carefully.

A prime contractor — including an MBE prime contractor — must utilize certified MBE subcontractors in an attempt to meet the MBE subcontract goal. Credit will only be given to the Contractor for MBE participation that is directly attributable (i.e. directly related) to the services provided under the Contract.

An Offeror must properly complete and submit a separate Attachment D-1, "Certified MBE Utilization and Fair Solicitation Affidavit," for each Service Category for which a proposal is being submitted. If an Offeror is submitting a proposal for each of Service Categories I, II, and III, the Offeror must submit three separate Attachment D-1s, "Certified MBE Utilization and Fair Solicitation Affidavits, one for each of the three Service Categories. Completion means that every MBE has been identified and the requested information provided. An Offeror that does not commit to meeting the entire MBE participation goal outlined in this Section 1.10 must submit a request for waiver with its proposal submission based upon making a good faith effort to meet the MBE goal prior to submission of its proposal (full or partial waiver based on the MBE subcontracting commitment that is made). Failure of an Offeror to properly complete, sign, and submit Attachment D-1 at the time it submits its Technical Response(s) to the RFP will result in the State's rejection of the Offeror's Proposal for the applicable Service Category. This failure is not curable.

Areas which appear to have potential for subcontracting include: language interpretation and translation. Other options for successful MBE subcontracting participation on the State Contract may be available depending on the Offeror's business model or approach to providing the services that are required under the Contract.

A current directory of MBEs is available through the Maryland State Department of Transportation, Office of Minority Business Enterprise, 7201 Corporate Center Drive, P.O. Box 548, Hanover, Maryland 21076. The phone number is (410) 865-1269. The directory is also available at <http://www.e-mdot.com/>. Select the MBE Program label. The most current and up-to-date information on MBEs is available via the web site.

2. AMEND § 1.11 (Multiple or Alternate Proposals) AS FOLLOWS:

Neither multiple nor alternate proposals will be accepted. Submitting **a proposal** for one (1) or more Service Category is not considered a multiple proposal, but **separate Technical and Financial submissions must be prepared for each Service Category including a separate MBE package for each Service Category.** (See Sections 1.1.3 and 2.1.1)

3. AMEND § 2.5.1 (General Written Document Language Translation Services Requirements) AS FOLLOWS:

2.5.1.1.2 When requesting written translation services the Requesting Agency/Entity may include instructions concerning expected content or characteristics of the translated document, such as but not necessarily limited to:

- **The educational level of the target audience which may need the translation reduced to very simple, easily understood terms.**
- **Whether the document will be used for academic or professional (e.g., medical, legal or business) purposes which typically require the utmost precision in terms of wording, punctuation, etc.**
- **Whether any particular abbreviations, terms, slang, etc should be included, (e.g., MVA instead of the Motor Vehicle Administration; ICE instead of Immigration and Customs Enforcement), or avoided.**

The Contractor shall have translators available that can appropriately handle a wide variety of translation requests, especially ones involving the need to clearly communicate with immigrants who may have a limited understanding of American culture.

As per Section 2.6.3.4, the Contractor may be required to revise a translation assignment if the Requesting Agency/Entity determines the submitted translated document does not comply with its special instructions for the assignment.

4. AMEND § 2.6.3 (Service Category Billing - Service Category III) AS FOLLOWS:

2.6.3.4 The Contractor must allow at least five (5) working days after the delivery of a translated document(s) before billing the Requesting Agency/Entity. During this time period, the Requesting Agency/Entity will review the translated document to ensure the document is translated to the academic and/or cultural level appropriate for the audience receiving the document. As per § 2.5.1.1.2, if changes need to be made to the translated document because it fails to comply with the instructions provided with the assignment, the Requesting Agency/Entity will notify the Contractor during this 5 working day period of review, and the Contractor must make the requested changes. Any revisions to the translated document(s) shall be provided at no additional cost to the Requesting Agency/Entity within three (3)

working days for Routine assignments and within one (1) working day for Expedited assignments If revision of the translated document is required, billing shall not occur until at least 5 working days after the translation is accepted.

5. AMEND § 3.4.5 (Offeror Technical Response to RFP Requirements) AS FOLLOWS:

3.4.5.3.5 Interpreter Training/Certification **and Capabilities**

Add a “**C**” to 3.4.5.3.5:

The capabilities of available interpreters to translate any type of written document according to the target audience or purpose, in terms of educational level, acclimation to American culture and institutions, etc. (See 2.5.1.1.2)

6. AMEND § 4.2.2 (Criteria) AS FOLLOWS:

4.2.2.3.5(b) Interpreter Training/Certification **and Capabilities**

Issued and authorized by
<signed>
Erin Oliver
Procurement Officer