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**QUESTIONS AND RESPONSES #2**  
**PROJECT NO. 050B2400001**  
**Statewide Language Interpretation Services**  
**April 19, 2012**

**Ladies/Gentlemen:**

This List of Questions and Responses #2, questions #77 through #85 is being issued to clarify certain information contained in the above named RFP. The statements and interpretations of Contract requirements which are stated in the following questions of potential Offerors, are not binding on the State, unless the State expressly amends the RFP. Nothing in the State's responses to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor asking the question as to what the contract does or does not require. However, if from a particular vendor question(s) it seems as if the vendor has misinterpreted RFP wording referenced in a question, the State's response typically will point out the misinterpretation as part of the answer to the question.

*77.) Can we use prices up to three decimal places, wherein the auto-calculated total would be correct, but the displayed rate would be rounded up and the actual billed rates would be the three decimal place rate?*

**RESPONSE:** Yes. See Amendment #5 item #1 for Amended Price Form.

*78.) What if an Offeror cannot provide references for all of the (10) Non-Core Languages suggested?*

**RESPONSE:** As stated in §§ 3.4.4.3.4.2 (B), 3.4.4.3.4.3 (B), and 3.4.4.3.4.4 (B), if an Offeror is unable to provide references to validate the Offeror's experience in a particular language, the Offeror may not be rated as favorably as an Offeror that is able to provide references for all languages requested and/or proposed.

*79.) If a Contractor is unable to find an interpreter familiar with American culture, what is the process to approve a translator?*

**RESPONSE:** As stated in Amendment 2 item 7 & question 5 of the Questions & Answers #1, if a Contractor is unable to locate an interpreter familiar with U.S. domestic culture, the Contractor should contact the Contract Administrator for approval.

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80.) *How many Offerors will be awarded the written document contract?*

**RESPONSE:** As stated in § 2.1.1, only one Offeror will be award the Written Document Contract.

81.) *If a back up written contractor is needed, how will the State determine which vendor will receive the job?*

**RESPONSE:** As stated in § 1.32 (C), if the Written Document Contractor is unable to perform the Requesting Agency/Entity will locate a back up contractor.

82.) *The Attachment E - Price Form released with Amendment 0004 seems to be locked for editing other than the cells highlighted in yellow. However, the print area for the Onsite Interpretation services worksheet cuts off column G when printed. Since hard copy printouts are required, I would assume that the SMD would wish to have the price form fit completely on 1 horizontal page and on a maximum of 3 vertical pages. Is it possible for your office to submit a revised Attachment E with the On-site worksheet print area and configuration set to allow for this?*

**RESPONSE:** See Amendment #5 item #1 for Amended Price Form. The default format should be landscape; however, if your price form continues to print in portrait, please print the price form in the landscape format and this will allow for all columns to be printed on the same page.

83.) *Beyond the number of service requests detailed in the RFP, do you have historical figures on translation services, such as an average yearly budget, or a page or word count?*

**RESPONSE:** The State does not currently have any data showing the historical figures such as page or word count for written documents other than the figures located in L(3) of the RFP. See Amendment 3 item 4 for updates to the report requirements related to written documents. It is unlikely that any agency has a specific budget for translation services.

84.) *We are a certified MBE in numerous states but not Maryland. We are in the process of earning a MDOT MBE certification from the State of Maryland. Will this satisfy our MBE requirement?*

**RESPONSE:** A prime Contractor cannot satisfy this RFP's MBE requirement by using it's own MBE status. The prime Contractor must find a MDOT certified MBE subcontractor to satisfy the MBE requirements for this RFP.

85.) *I am unable to locate any MDOT certified MBEs to satisfy the RFP's MBE requirement. What should I do?*

**RESPONSE:** As stated in Question #76 in Question and Answers #1, COMAR 12.11.03.11B reports that a waiver may be granted only upon a reasonable demonstration by the Offeror that certified MBE subcontract participation was unable to be obtained prior to the proposal submission. In order to qualify for this waiver, the Offeror needs a documented explanation of the good faith effort it exerted prior to proposal submission to obtain MBE participation. i.e.,

what subcontractors were contacted, how many subcontractors were contacted and why they were unable to accommodate the MBE requirement.

If a waiver is requested the Department will review the submitted documentation and decide if it is sufficient to justify granting the waiver. However, if the determination is that the submitted documentation does not justify granting a waiver the Offeror will be rejected for the failure to make a good faith effort to satisfy the MBE goal.

Date Issued: 04/19/2012

By:  
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