

ADDENDUM ONE

DATE: March 18, 2011

TO: All Vendors

FROM: Mary Lanning, Buyer
 State Purchasing Bureau

RE: Questions and Answers for RFP Number 3575Z1
 to be opened March 28, 2011

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

QUESTIONS	ANSWERS
1. May we know the current rates you are paying to your current vendor?	Flat fee all languages 24x7 1.14 per min Flat fee all languages 24x7 Court/Medical Certified 1.44 per min
2. Is there an incumbent vendor for these language interpretation services?	Language Line Services, Inc.
3. If yes, who is the vendor(s) and what rates do they provide?	See #2.
4. 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?	The State has not experienced any specific challenges.
5. Can you estimate the volume of interpretation services your agency will need under this proposed contract?	Attachment 1 of the RFP outlines the yearly average usage by language. This should be used as an estimate for future usage.
6. Before we enter our bid, could you please tell me who the State of Nebraska's current telephone interpreting vendor is?	See #2.

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<p>7. Also, what is the current rate charged per minute with this vendor? And who are the other vendors the State works with for written translation and on-site interpreting?</p>	<p>See #1. The State does not use on-site interpretation.</p>
<p>8. And who are the other vendors the State works with for written translation and on-site interpreting?</p>	<p>See #7.</p>
<p>9. Are video interpreting capabilities required to win the bid, or are they just a plus? If so, how many points or what percentage will our response be knocked down by if we do not offer video interpreting?</p>	<p>Video interpreting is not required. Vendors should provide detail and pricing if they offer that service however this will not be evaluated.</p>
<p>10. It appears that this RFP is limited to telephonic interpreting services; can you please confirm the scope of this RFP?</p>	<p>The scope of this RFP is detailed in Section IV. of the RFP.</p>
<p>11. What is the weight given to each of the evaluation criteria? How will you score the responses?</p>	<p>Evaluation criteria will become public information at the time of the Request for Proposal opening. Evaluation criteria and a list of respondents will be posted to the State Purchasing Bureau website at http://www.das.state.ne.us/materiel/purchasing/rfp.htm Evaluation criteria will not be released prior to the proposal opening.</p>
<p>12. Page 11, Section J. Contractor Personnel Does this section refer to interpreter employees or administrative employees or both? Do you need to know if the interpreters are employees, where the contractor can manage the interpreter employee or an independent contractor, where the contractor cannot schedule, train, assure confidentiality, or manage the person as an employee?</p>	<p>Both. Section III. J. Contractor Personnel states: The contractor warrants that all persons assigned to the project shall be employees of the contractor or specified subcontractors, and shall be fully qualified to perform the work required herein. Personnel employed by the contractor to fulfill the terms of the contract shall remain under the sole direction and control of the contractor. The contractor shall include a similar provision in any contract with any subcontractor selected to perform work on the project.</p>

QUESTIONS	ANSWERS
<p>13. Page 17 Section MM. Confidentiality</p> <p>How will the State of Nebraska assure confidentiality of information being communicated via an interpreter if the vendor's interpreters are independent contractors? Will you require proof of confidentiality agreements between the contractor and all their interpreters?</p>	<p>Section III., MM. Confidentiality requires that all materials and information provided by the State or acquired by the contractor on behalf of the State shall be regarded as confidential information.</p> <p>No, however the contractor is responsible for informing all employees or subcontractors of the penalties for disclosure.</p>
<p>14. Pages 23-24 IV. Section C.1 and C.5 seem to conflict with each other. ORDER ENTRY sample file field requirements are different than the Billing requirements in Section 5. Please clarify.</p>	<p>The RFP is amended to read as follows:</p> <p>Section IV.C.1 Order Entry - remove calling agency and caller's name from the billing detail requirements.</p>
<p>15. Are the billing requirements for the State of Nebraska changing from what they are today?</p>	<p>Section IV.C.5. Billing Requirements states:</p> <p>A detailed monthly billing file shall be submitted in ASCII format via FTP within 30 days of the end of the service period being reported. The Contractor must provide the following detail for each call record:</p> <p>Date and time of call</p> <p>Language interpreted</p> <p>State identification number,</p> <p>Individual caller's 7 digit personal code</p> <p>Length of call</p> <p>Charges per call</p> <p>Total minutes per month</p> <p>Total charges per month</p>
<p>16. Page 20. VV Disaster Recovery/Back up Plan</p> <p>Is this plan required as part of the response, or only upon award?</p>	<p>This must be available to the State of Nebraska upon award.</p>

QUESTIONS	ANSWERS
<p>17. Page 25. 4. Liability</p> <p>Do Bidders need to provide proof of this type of extended coverage for bodily injury as part of their response?</p>	<p>Section IV.D.3. Interpreter Quality states:</p> <p>The contractor must be bonded and insured against liabilities that may result from the inaccurate translation of a conversation. The Bidders must provide proof of their bonding and/or liability protection with their proposal.</p> <p>This should not be confused with the Certificate of Insurance requirements in Section III. F. Insurance Requirements.</p>
<p>18. Should the Technical and Cost proposals be in separate tabs within the same binder or in separate binders?</p>	<p>Section II, F. Submission of Proposals states the following:</p> <p>The Technical and Cost Proposals should be presented in separate sections (loose-leaf binders are preferred) on standard 8 ½" x 11" paper, except that charts, diagrams and the like may be on fold-outs which, when folded, fit into the 8 ½" by 11" format. Pages may be consecutively numbered for the entire proposal, or may be numbered consecutively within sections. Figures and tables must be numbered consecutively within sections. Figures and tables must be numbered and referenced in the text by that number. They should be placed as close as possible to the referencing text.</p>
<p>19. On page 23, under C. Business Requirements, 2. Pricing: Should the reference to "country" and "countries" actually be "language" and "languages"? If not, and the word country is correct, what does this mean as many countries speak various languages and many languages are spoken in various countries etc.?</p>	<p>The RFP is amended to read as follows:</p> <p>The reference to "country" and "countries" should be interpreted as "language" and "languages"?</p>
<p>20. On page 24, under D. Management Questions, 1. Operational Information: Letters b, d, f, and h are left blank. Should this lettering be redone to close the gaps, or should it be left in an answer response outline as a, c, e and so forth?</p>	<p>The lettering should be revised to be:</p> <p>a., b., c., d., e.</p>
<p>21. On page 25, under D. Management Questions, 4. Liability: Does the word "translation" reference written translations or spoken interpretations?</p>	<p>Section IV. D. Management Questions, 4. Liability: The word "translation" references written translations and spoken interpretations.</p>

QUESTIONS	ANSWERS
<p>22. On page 25, under D. Management Questions, 4. Liability: What constitutes as proof of bonding and/or liability protection?</p>	<p>The RFP is amended to read as follows: The Bidders are required to certify their interpreters are bonded.</p>
<p>23. On page 25, under D. Management Questions, 6. Video Capabilities: Is the offer of video interpreting for ASL a requirement for this contract? If a company does not offer this, will its bid be rejected on these grounds?</p>	<p>See question #9.</p>
<p>24. On page 26, under V. Proposal Instructions: Should the Content Subdivisions be divided by tabs or just sections?</p>	<p>Either method is acceptable.</p>
<p>25. On page 28, under h. Summary of Bidder's Corporate Experience: If the bidder has several hundred previous/current projects of similar scope, should all of these be listed or only the three most relevant ones that will be reviewed and evaluated by the State?</p>	<p>Section V.A.3.h. states the following: The bidder shall provide a summary matrix listing the bidder's previous projects similar to this Request for Proposal in size, scope and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.</p>