

Addendum #3

Translation and Interpretation Services FY25 (with two option years)

Issue Date: Friday, May 3, 2024

Bids Due: Thursday, May 16, 2024 at 1:00PM

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1. Our Instant Language Assistant (ILA) uses AI but also has the ability to bring on a live interpreter for spoken or American Sign Language Interpretation. We have thousands of schools using the ILA to fill in the gaps as well as use their current OPI or VRI vendor to provide the live interpretation through the ILA. Some RFPs have started including machine translation but I am not seeing that on this RFP. Do you think I should still submit being that we do have the "human in the loop" feature as well?

of RI so they can conduct business.

3. Are there any certification requirements?
The requirement stated in the RFP is: Translation and/or interpretation staff need to be been trained in the ethics of interpretation.
4. Are there any Small Business or Minority Business Enterprise preference clauses? If yes, does the SBE or MBE have to hold a certification from the State?
We make every

5. Is there an incumbent for this contract? If there is, can you tell us who the incumbent is? Can you share the rates you are currently being charged?

There are multiple vendors under contract to perform these services.

6. Can we participate in only one service (e.g. written translation only)? Is there a preference to contract with a vendor that provides all services? In case the preference is for vendors that can provide all services, are there services that weigh higher in the vendor selection evaluation (e.g. primary service is ~~one~~ interpreting, ~~and~~ written translation, etc...)?

Yes you can participate in only one service. No, there is no preference for a vendor that provides all services.

There is no preference for vendors that can provide all services. All services weigh equally as our district's needs can vary.

7. What is the estimated volume in minutes, hours, words and/or pages for this solicitation?

District usage for the 2022-2023 school year:

	Usage	Languages
Over the phone Interpretation	114,955Min	Spanish

		<p>Japanese Thai Amharic Korean Czech Gujarati Mayan Kurdish Mam</p>
In person Interpretation	Mins: 293,444	<p>Spanish Afrikaans American Sign Language (ASL) Amharic Arabic Bambara Bengali Burmese Cape Verdean Creole Chinese Chinese (Mandarin) Chinese (traditional) Dari English Farsi French French Creole Fulani German Haitian Creole Hindi Hmong Indonesian Italian Khmer Kinyarwanda Kirundi Kiswahili Korean Krahn Kunama Kurdish Kusaal Lao</p>

		Liberian English Mandingo Mayan Pashto Pashto (Afganistan) Polish Portuguese Portuguese (Brazilian) Portuguese Creole Quiche Russian Tagalog Telugu Thai Turkish Urdu Vietnamese Wolof
Video Interpretation	Mins: 97,010	
Document Translation	Mins/words: 12,018,412	

8. Could you provide historical information of services utilization per language?
See table above
9. What percentage of the contract is for Spanish translation?
About 81% of our translation requests in the 22-23 School year were for Spanish
10. Can you provide the breakdown for spend per service (e.g. Written Translation, On-site interpreting, remote interpreting, etc.) All spending is contingent upon funding. Based on total spending last year, these are the % breakdowns:

Telephone Interpretation	3%
Virtual	5%
In Person	20%
Translations	72%

11. Is this a new contract or existing? If existing, who is the current incumbent and what are their pricing? This is an existing contract.
Refer to question #5

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46. Do we need to have local representatives or project managers to be present in your school premises for assistance (supplies) b(s)-10 (bec(d t)br)3l vo 2 (s)-o(s)-1 dl
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81. For written translation services, with formatting/desktop publishing (DTP) in graphic design programs such as Adobe InDesign, Quark Xpress, MS Publisher be required?

Please refer to Section #8 A. in RFP. Translated documents must be formatted and match the esthetic of original documents.

82. Will foreign language interpretation services generally be “consecutive” or “simultaneous”?

We want both options as it would depend on the event which service we would require.