

## 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?

**We are not looking for AI interpretation services, but are open to review bids that include AI translation.**

2. Are out-of-state vendors able to participate? Is there a local preference clause for business in Rhode Island State?  
**Yes. Out of state vendors can participate. Out of state vendors must register in the State 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 attempt to engage MBE AND SBE businesses but they must be certified in Rhode Island.**

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 on-site interpreting, second 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	114,955 Min	Spanish Pashto Creole Arabic Portuguese Swahili Dari/Farsi Mandarin Cape Verdean Quiche Cambodian/Khmer French Kinyarwanda Turkish Urdu Farsi - Afghan - Dari Vietnamese Burmese Tagalog Russian Somali Hmong Lao Nepali Iranian Farsi / Persian

		Japanese Thai Amharic Korean Czech Gujarati Mayan Kurdish Mam
In person Interpretation	Mins: 293,444	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

		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

12. From “immediate over the phone interpretation services and video interpretation services”, do you mean On-Demand services? **Yes.** If any bidder want to skip those and bid on rest of the services, will their bid be considered?

**Yes.**

13. Under the heading II. Required Qualifications. The mentioned language is “**QUECHUA**”, and my company has handled Ecuadorian Quichua (also spelled “Kichwa”) translation and interpretation projects for 15 years. It would be helpful to know which particular dialect of Quechua is referred to in this RFP, whether Ecuadorian Quichua or Peruvian or Bolivian Quechua. The RFP mentions that there are currently under 40 families that speak that language; it’s quite probable that that number may rise, due to current events in Ecuador. I would like to know more about how to assist your organization in providing language services to those families.

**As of 4/10/2023, we do not have any students with Quechua listed as their home language.**

14. What is the estimated contract value on an annual basis?

**This amount varies and is contingent upon funding**

15. What is your expected Translation and Interpreting Budget for the 2024-2025 Program?

**This amount varies and is contingent upon funding**

16. Who is the current contractor and what pricing do they offer for each of the services

listed above in 1a-1g?

**Please refer to response to question #5**

17. Can you please provide us with access to the existing contract for translation and interpretation services?

**All records requests must be coordinated through our legal department for processing.**

18. Why is Providence Public Schools issuing this RFP?

Please refer to the needs section of the RFP. The current vendors we are working with have been under contract with us for the past three years. The current contract is coming up for expiration and we are looking for competitive proposals for the new contract

19. What challenges has Providence Public Schools faced in the past with translation and interpretation services?

- We are looking for competitive pricing.
- We have had challenges with user friendly usage reports to monitor usage districtwide.
- At times, we have not been able to get in person interpreters in the languages that are less commonly spoken in our district.
- At times, we have not received document translations within the time frame requested.
- For document translations that have repetitive wording, we have had challenges with our current vendor using existing translation templates.

20. Does Providence Public Schools currently utilize any technology or interpreter management system for order submittal, tracking, reporting?

Yes. We request interpretation and translations through a portal provided by our existing vendor. Reports are currently provided as requested by our vendor.

21. What KPIs and reporting metrics are important to Providence Public Schools for Interpretation and Translation services? What metrics and KPIs were assessed in the past?

Please refer to the Requirements and qualifications section of the RFP.

22. How many interpretation bookings does Providence Public Schools do annually?

In the 2022-2023 SY, Providence Schools requested 3,478 onsite or video interpretation bookings.

23. Does Providence Public Schools pay travel for interpreters? If so, how much annually is spent on travel? No.

24. Can you please provide the estimated annual value as well as a breakdown, per language, for your in-person interpretation needs?

Please refer to question 7 above.

25. It is industry standard for on-site interpreters to be secured a 2-hour minimum for each assignment. Is this acceptable?

Yes, this is acceptable. However, we would prefer if a vendor could charge per minute or a lower minimum.

26. What was the monthly average amount of services requested for ASL in hours for 2023?

We had one instance in in the 22-23 SY where ASL was requested in the 2022-2023 SY

27. Are there any Weekend Appointments anticipated for Interpreters and American Sign Language Interpreters?

We would like the chosen vendor to be available to provide interpretation services all days of the week including weekends, as needed.

28. What was the monthly average amount of document translation services requested in words/pages for 2023?

The average number of instances where we requested translations was an average of approximately 405 per month.

29. Can you please provide the annual volume (word count) for each of the languages that were translated in 2023?

We do not have that information available to us at this time

30. What is the approximate average word count for the documents needing translation? What is the approximate maximum word count for the documents?

We do not have that information available to us at this time

31. What languages has the District found to be the most difficult to fulfill for interpretation services?

Kunama, Ukrainian, Pashto, Khmer, Kiche, Amharic

32. What languages has the District found to be the most difficult to fulfill for translation services?

Yoruba, Wolof, Krah, Bambara, Telugu.

33. Will a translation memory database (TM) or previously translated materials (for reference and consistency) be supplied to the chosen vendor?

The district will not provide a TM, but can provide previously translated materials for reference if needed.

34. Are proposers permitted to add attachments other than those already included in the RFP?

Yes.

35. Can you please advise if you will accept an alternative pricing structure, which includes per word rates for translation and per-minute rates for interpretation.

Yes

36. Are there any preferable payment terms to take into consideration?

Net 30 days

37. Is there a preferred payment processing modality for the State of RI or the Providence Schools like EFT or C.



All forms of payment will be made with check and payment terms are net 30 days

38. Multiple services are requested in this RFP. Are we able to bid on just one or a few of them, rather than on all of them?

Yes, see reply to question #6

- If yes, in what way would you like us to note which services we're bidding on?
  - Yes
  - Is this considered a modification that needs to be mentioned at the end of the proposal?
- No

39. On page 1 of the RFP, the physical files requested asks for one original and one copy. Should each of these be in their own separate binder?

Yes

40. For the digital copy, should everything be in one PDF file? Is that all that needs to be included on the flash drive? Yes

41. On page 15, in Section 4(c), it says we need to provide a "customer service line for specific groups of educators such as special education teachers." What exactly is the goal/need of this line and what requests will it respond to?

The goal would be to provide customer service to any of our users/requesters in case of questions, issues, or additional support if needed for their requests. It would be in support of the services the selected vendor provides for our district's interpretation/translation needs.

42. On page 17, tab 5 asks us to respond to each performance metric. However, the section for performance metrics on page 16 says that these will be mutually agreed upon if awarded. Since no SLAs or specific metrics were put forth in the RFP, what performance metrics do we need to elaborate on?

Please refer to performance metrics in section IV.

43. On page 18, tab 7 mentions inserting all addenda under this section. What addenda need to be submitted?

This is in case we make addendums to any RFPs. We did for this RFP but very close to the deadline, so if submissions were made prior to this addendum being posted, there is no adverse consequence if addenda were not included.

44. Could you please let us know the estimated volume and/or annual spending for your VRI and translation needs?

Based on 2022-2023 school year's usage: The District made 4851 translation requests and 1182 VRI Requests. Spending is contingent upon funding

45. For scheduled telephonic, would it go through our platform or would it need to go through a third party application, such as Zoom? Would scheduled telephonic be for things such as presentations, or would they simply be scheduled versions of the unscheduled over-the-phone interpretation assignments?

We are open to both options.

46. Do we need to have local representatives/project managers to be present in your school premises for assistance/support.

Project management can be done virtually.

47. What are the historic volumes in terms of hours for interpretation and word count for text translation

Please refer to reply to question #7

48. Under Required Qualification pointer 10 mentions about Platform, are you looking for translation and interpretation platform to be based in-house?

We are looking for a vendor that can support the district in managing all interpretation and translation requests easily for district users. This may be an online platform.

49. Is it a mandate to provide your school with a translation platform? We do use translation technology platforms but it is our in-house tool?

Yes, we need a platform where we can submit requests. Your own tool is acceptable as long as it has capacity to accommodate multiple users in various locations.

50. There are 47 additional languages apart from the major district languages in your requirements. Do we need to be able to provide services to all these 47 additional languages?

We would prefer contracting with a vendor that can support all the languages spoken by our District families.

51. What is the number of minutes by language by month for over the phone services?

We do not have that information available at this time

52. What is the number of minutes by language by month for remote ASL and Spanish services?  
44 mins

53. Could we explore utilizing offshore interpreters to meet all contractual obligations, including security measures, while also achieving significant cost savings through reduced pricing?

Please be advised your proposal must meet or exceed the standards as represented in the RFP document.

54. Can you use our secured platform for VRI or will you require us to use Zoom, Teams, or your own conferencing platform?

We are open to using yours, but our staff generally uses their own zoom or teams sessions

55. How much do you spend on document translation in a year?

All records requests must be coordinated through our legal department for processing.

56. How many words do you translate in a month?

57. What is the average size of project in words or pages?

58. Are all Translation request considered expedited with same day or 24-48 hours

turnaround times requested? If yes, what is the average word count per request?

We do not have the word count per request available at this time. The district would like to be able to place requests within a 24 hour or 24-48 hour window. We would consider these requests to be expedited.

59. Are Simultaneous interpreting; Consecutive interpreting; Sight translation of documents services also required?

Yes to all three, it is one of the requirements listed in the RFP.

60. Is the contract value (\$1,000,000) valid for 1 year? Can we get a break up of same?

Any and all contracts are contingent upon funding.

61. Will the contract be awarded to single or multiple vendors? If multiple, how would the work be allocated among them?

The district is open to contracting with one or multiple vendors to provide these services. Contract allocations will be contingent upon funding and based on prior usage.

62. When scoring the RFPs, how many points are allocated for pricing or What is the point allocation when scoring the RFPs?

Please refer to appendix A in RFP

63. Who is the incumbent vendor(s)?

See response to question #5

64. What are the rates of incumbent vendor(s)?

All records requests must be coordinated through our legal department for processing.

65. When is the anticipated contract award date?

No later than 90 days from the date of Bid closing.

66. Is a certificate of authority from SoS an essential document in order to bid on for out of state vendor?

All out of state vendors must be registered in the state of RI to conduct business

67. Can we submit our proposal online or via email?

Please refer to the submission instructions listed in the RFP

68. Kindly confirm that background checks are only required for interpreters' performing onsite services.

Yes, Please refer to item #23 Under Notice to Vendors General terms

69. How will our proposal be stored and who will have access to the proprietary information contained therein?

Unsuccessful bids are stored for 3 yrs, contracts are stored for 10 yrs. All proposals are stored electronically and any requests for information are coordinated through our legal department.

70. In case the proposal becomes publicly available, could we mark certain portions of our proposal confidential to avoid such disclosure? Alternatively, could we send two copies of the proposal with the second version redacted, again to safeguard our proprietary information?

Please refer to section #32 of RFP for answer to your question.

71. Is there a budget allocated to this contract?

The contract is contingent upon funding

If yes, how much?

72. Under the FOIA, is there an incumbent currently providing these services? If yes, please identify them and how long have you been working with them

All records requests must be coordinated through our legal department for processing.

73. Under the FOIA, how much are you currently paying for the services?

All records requests must be coordinated through our legal department for processing.

74. For Simultaneous Interpreting, please provide more input on your potential needs.

What is your potential event frequency?

We do not have that information available at this time.

Do you have a schedule of these events and would the awarded vendor have the schedule in advance?

The 2024-2025 District calendar has not been finalized yet, when it is it will be shared with the awarded vendor..

75. How many people, requiring interpreting, might be attending a large event?

The numbers vary depending on what events, (i.e. graduations, report card nights) and may require 1 or multiple interpreters depending on the situation.

76. Will multiple languages need to be interpreted for the same event? If so, how many?

Yes, based on school specific or district office requests, often multiple languages are requested to provide interpretation services in our major languages.

78. Will PPSD be utilizing our equipment for simultaneous encounters?

The district is open to using vendor equipment or using our own equipment.

79. If PPSD has its own equipment, will there be an AV/tech support expert provided by the District on location to set up and breakdown the equipment and troubleshoot as needed?

No.

80. Are background checks required for remote linguists (i.e. those who will never be in face-to-face contact with students or on school property).

Please refer to item #23 Under Notice to Vendors General terms

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.