

March 6, 2019

**ADDENDUM #2  
INVITATION FOR BIDS #Y19-1025-AV**

**PROFESSIONAL LANGUAGE INTERPRETATION SERVICES**

This Addendum is hereby incorporated into the bid documents of the project referenced above. The following items are clarifications, corrections, additions, deletions, and/or revisions to and shall take precedence over the original documents, Additions are indicated by **underlining** and deletions via **strikethrough**.

A. Opening date remains unchanged,

**BID SUBMISSION DUE DATE:**

Sealed bid offers in an original and three (3) copies for furnishing the above will be accepted up to **2:00 PM (local time), Thursday, March 14, 2019** ~~Thursday, March 21, 2019~~, in the Procurement Division, Internal Operations Centre II, 400 E. South Street, 2nd Floor, Orlando, FL 32801.

B. Revisions:

1. Delete Special Terms and Conditions, section 8. Payments in its entirety and replace with the following:

**PAYMENT**

Partial payments for the value of goods received and accepted and services rendered may be requested by the submission of a properly executed invoice. Payment shall be made in accordance with Florida Statute 218, Local Government Prompt Payment Act. Payment for accepted equipment/goods/services shall be accomplished by submission of an invoice, in duplicate, to:

Orange County Youth and Family Services  
Fiscal Coordinator  
1718 E. Michigan Street  
Orlando, FL 32806

A valid invoice shall include the following:

1. Reference to the Delivery Order/ Purchase Order Number
2. Delivery Dates/ Service Dates
3. Itemization of Goods Delivered/ Services Rendered
4. Unit Prices in accordance with the Bid Response Form
5. Number of minutes and/or hours
6. Interpreter's name
7. Telephonic or On-site

In the event additional County Departments or other public entities utilize this contract, invoices are to be sent directly to the Department or entity placing the order.

2. Delete Qualification of Bidders, Bid Package Requirements, in its entirety and replace with the following:

### **REVISED QUALIFICATION OF BIDDERS**

#### **BID PACKAGE REQUIREMENTS:**

This bid will be awarded to a responsible, responsive bidder, qualified by experience to provide the work specified. Failure to submit the below requested information may be cause for rejection of your bid.

The determination on whether a bidder is responsible or not shall be at the sole discretion of the County. Although the County may request the submission of a minimum number of contracts similar to the requirements of this solicitation with certain minimum dimensions, quantities, dollar values, etc., the County's determination of a bidder's responsibility shall not be solely based on the number of similar procurements the bidder provides but the entirety of the bidder's qualifications.

The Bidder shall submit the following information with the bid:

- 1. List and brief description of work substantially similar in scope and magnitude satisfactorily completed with location, dates of contract, names, addresses, email addresses and telephone numbers of owners by completing the attached reference sheets. Provide a detailed list of previous work experience and include at least one government agency. Bidder shall provide a minimum of three (3) years of professional language interpreting experience, within the last five (5) years, providing a full range of services equivalent to the services requested in this Invitation for Bids.
- 2. Include a list with a minimum of 20 other languages your company can provide in addition to those required languages stated herein and identify them as on-site interpretation and/or telephonic interpretation services.
- 3. List of supervisors and personnel, by name and title, contemplated to perform the work including their certifications related to the services requested in this Invitation for Bids.
- 4. Provide a statement certifying that all of the interpreters will meet the requirements in contract Y19-1025 and confirm the competence of individuals providing language assistance as identified in the National Standards for Culturally and Linguistically Appropriate Services (CLAS).
- 5. Copies of all applicable licenses
- 6. Bid Response Form
- 7. Authorized Signatories/Negotiators
- 8. Drug-Free Workplace
- 9. Schedule of Sub-contracting

- [ ] 10. Conflict/Non-Conflict of Interest Form
- [ ] 11. E-Verification Certification
- [ ] 12. Current W9
- [ ] 13. Relationship Disclosure Form
- [ ] 14. Orange County Specific Project Expenditure Report.
- [ ] 15. Agent Authorization Form (include with N/A if not Applicable)
- [ ] 16. Leased Employee Affidavit (include with N/A if not Applicable)
- [ ] 17. Information for determining Joint Venture Eligibility
- [ ] 18. Contract Y19-1025.AV Counterpart (1), signed without exception to terms and conditions. Counteroffers shall not be allowed.

**Failure to submit the above requested information may be cause for rejection of your bid.**

**A. SCOPE OF SERVICES, 4. DUTIES AND RESPONSIBILITIES FOR INTERPRETATION,  
A. Onsite has been revised as follows:**

**A. On-Site**

- 3) The Contractor's on-site interpretation shall be billed based on a ~~90-minute~~ two (2) hour minimum per site visit ~~and in minimum 15 minute per site visit increments thereafter. The Contractor may have multiple appointments during a single site visit; the 90 minute~~ Two (2) hour minimum shall apply to the entire site visit not individual appointments.

**C. Questions and Answers:**

- 1. **Question:** Is there an incumbent vendor(s) for these services?

**Answer:** The previous contract Y16-194 may be found at the following link:  
<http://apps.ocfl.net/OrangeBids/Termcontracts/listtermcontract.asp>

- 2. **Question:** If so what rates do they provide?

**Answer:** The previous contract Y16-194 may be found at the following link:  
<http://apps.ocfl.net/OrangeBids/Termcontracts/listtermcontract.asp>

3. **Question:** What has been the biggest challenge for fulfilling services under this contract, or if this a new contract, are there any challenges that you anticipate?

**Answer:** Performance evaluations have been satisfactory.

4. **Question:** What is the expected volume of this contract?

**Answer:** Currently we have used 461 minutes since October 1, 2018, which is the beginning of our fiscal year.

5. **Question:** Is there any historical data for On-site Interpretation Services and Telephone Interpretation Services?

**Answer:** Currently we have not used on-site interpretation services, however telephone interpretation services have used approximately 55,349 minutes. Report is attached.

6. **Question:** Is this a multiple source award contract?

**Answer:** One (1) vendor shall be awarded to provide all services.

7. **Question:** Is this IFB open to out of state vendors?

**Answer:** Yes, this IFB is open to out of state vendors.

8. **Question:** Will the contract be awarded to one vendor or is this a multiple vendor award?

**Answer:** One (1) vendor shall be awarded to provide all services.

9. **Question:** Are vendors permitted to bid on select line items but not others? Such as telephonic interpretation but not on-site interpretation?

**Answer:** Award shall be made on an all-or-none total estimated bid basis to the lowest responsive and responsible Bidder.

10. **Question:** Is there an incumbent for these services? If so, who is the vendor, and what rates is the County currently paying?

**Answer:** The previous contract Y16-194 may be found at the following link:  
<http://apps.ocfl.net/OrangeBids/Termcontracts/listtermcontract.asp>

11. **Question:** What is the anticipated value/spend for these services?

**Answer:** This contract's spend to date is approximately \$42,750.

12. **Question:** How many minutes per month or annual amount of minutes do you anticipate requiring telephonic interpretation?

**Answer:** The estimated use on this contract has been 55,349 minutes to date. Report is attached.

13. **Question:** What is the average length of a call for telephonic interpretation?

**Answer:** The average call length is 32.93 minutes.

14. **Question:** What is the anticipated amount of annual calls for telephonic interpretation?

**Answer:** The estimated use on this contract has been 55,349 minutes to date. Report is attached.

15. **Question:** What is the estimated volume percentage per language? (ie. Spanish 80% of calls, Mandarin 10%, Other 10%, etc.)

**Answer:** The calls are evenly split between Haitian Creole, French Creole, with Spanish being approximately 96% of the calls. See attached report.

16. **Question:** If there is an incumbent for these services, what are some obstacles or issues you have encountered thus far?

**Answer:** Performance evaluations have been satisfactory.

17. **Question:** Will Orange County accept a vendor's internal certification process for telephonic interpreters that was created in coordination with industry experts, so long as vendors are capable of providing proof of each interpreter's completion of this training and a list of all past professional experience?

**Answer:** Yes, as long as the bidder provides a statement certifying that all of the interpreters will meet the requirements in contract Y19-1025 and confirm the competence of individuals providing language assistance as identified in the National Standards for Culturally and Linguistically Appropriate Services (CLAS).

18. **Question:** If multiple vendor award, how will work be distributed?

**Answer:** This solicitation is not a multiple vendor award.

19. **Question:** When will an award be determined and when are services expected to start?

**Answer:** It is anticipated that an award will be determined at the end of April. Service start date will occur approximately May 1<sup>st</sup>, 2019.

20. **Question:** What is the average per minute monthly call volume for telephone interpretation?

**Answer:** The approximate average of all minutes is 5,032 minutes since the contract start. See attached report.

21. **Question:** What percentage of monthly calls is for Spanish?

**Answer:** Spanish is approximately 96% of the calls. See attached report.

22. **Question:** Would you accept and consider rates based on tier pricing based on volume?

**Answer:** No, the County will not accept, nor consider rates based on tier pricing. Per General Terms and Conditions, provision 18. BID FORMS, All bids shall be submitted on the County's standard bid Response Form. Modification of the Bid Response Form herein or submission of Bids on Bidder's quotation forms shall not be accepted and shall be deemed non-responsive.

23. **Question:** May we bid on Over-the phone interpretation only, or must all bids include both in-person and over-the-phone interpretation?

**Answer:** No, award shall be made on an all-or-none total estimated bid bases to the lowest responsive and responsible Bidder.

24. **Question:** What scoring percentage (if any) will be allocated to MBE participation?

**Answer:** Please refer to SPECIAL TERMS AND CONDITIONS, provision 17. BID PREFERENCE, for MWBE percentages as follows:

1. **BID PREFERENCE**

In accordance with the Minority Women Owned Business Enterprise (MWBE) Ordinance, award of a contract resulting from this Invitation for Bids may be made to the lowest responsive and responsible Orange County certified MWBE bidder provided that the bid does not exceed the overall lowest responsive and responsible bidder by the following percentages for the bid amounts listed:

- A. **8% - Bids Up To \$100,000**
- B. **7% - Bids Greater Than \$100,000 to \$500,000**
- C. **6% - Bids Greater Than \$500,000 to \$750,000**
- D. **5% - Bids Greater Than \$750,000 to \$2,000,000**
- E. **4% - Bids Greater Than \$2,000,000 to \$5,000,000**
- F. **3% - Bids Greater Than \$5,000,000**

In accordance with the Registered Service Disabled Veteran Business Ordinance, award of a contract resulting from this Invitation for Bids may be made to the lowest responsive and responsible registered prime Service Disabled Veteran bidder provided that the bid does not exceed the overall lowest responsive and responsible bidder by the following percentages for the bid amounts listed:

- A. **8% - Bids Up To \$100,000**
- B. **7% - Bids Greater Than \$100,000 to \$500,000**
- C. **6% - Bids Greater Than \$500,000 to \$750,000**
- D. **5% - Bids Greater Than \$750,000 to \$2,000,000**
- E. **4% - Bids Greater Than \$2,000,000 to \$5,000,000**
- F. **3% - Bids Greater Than \$5,000,000**

**In the event of a tie between an M/WBE and a registered prime SDV with all else being equal, the award shall be made to the firm with the lowest business net worth.**

**25. Question:** Are you currently in a reciprocal relationship with national recognized MBE certifications such as the Women's Business Enterprise National Council (WBENC)?

**Answer:** No, there is no reciprocal preference for any other MBE program. Vendor shall be Orange County MBE certified.

**26. Question:** Will on-site interpretation include American Sign Language?

**Answer:** No, this contract will not include American Sign Language.

**27. Question:** Do we need to come over there for meetings?

**Answer:** Yes, if requested.

**28. Question:** Can we perform the related tasks outside of the United States?

**Answer:** No, language interpretation services shall include both in person verbal language interpretation, and over-the-telephone language interpretation.

**29. Question:** Can we submit the proposal's via email?

**Answer:** No, Per GENERAL TERMS AND CONDITIONS, provision 1. General Information, Bids submitted by e-mail, telephone or fax shall not be accepted. An e-mailed or a faxed bid shall be rejected as non-responsive regardless of where it is received.

**30. Question:** Please provide the current rate being offered by the incumbent or primary provider for interpreting services in all different languages.

**Answer:** The previous contract Y16-194 may be found at the following link:  
<http://apps.ocfl.net/OrangeBids/Termcontracts/listtermcontract.asp>

**31. Question:** Is the current contract awarded to multiple vendors?

**Answer:** No, only one vendor.

**32. Question:** Are you giving preference to companies that have their headquarters within the County versus simply "local presence"?

**Answer:** No, local preference is not given.

**33. Question:** Page 10 Item 25, most of our freelancers are subcontractors. Do you need the names and addresses of all of our subcontractors for all languages or should we simply fill out the "Schedule of Subcontracting" form and give one name for each language?

**Answer:** Yes, per provision 25. Subcontracting, Bidders subcontracting any portion of the work shall state name and address of subcontractor and the name of the person to be contacted on the attached "Schedule of Subcontractors Form". Please list them and attach a page if you run out of lines.

34. **Question:** On the "Schedule of Subcontractors Form" it is requesting the percent and dollar amount of contract to be subcontracted. How can we calculate this if the services are "as-needed" Is the vendor going to be considered "unresponsive" or penalized if the vendor needs to use other subcontractors not listed on this form?

**Answer:** The calculation as stated on the "Schedule of Subcontracting" Form is the percent and dollar amount of contract amount that the Bidder submits on the Bid Response Form. At any point throughout the contract term, the vendor shall communicate to the County if additional subcontractors that are not listed will be performing services under this contract.

35. **Question:** Page 24, Item 10, services are on "as-needed basis", what was the approximate usage of Spanish on-site interpreting services (in hours) for 2018?

**Answer:** All of the Spanish interpretation has been over the phone. See attached report.

36. **Question:** What's the number of hours for the 2<sup>nd</sup> and 3<sup>rd</sup> languages that are mostly used?

**Answer:** The languages have been evenly split between Haitian Creole, and French Creole with Spanish being approximately 96% of the calls. See attached report.

37. **Question:** Page 30, Item 1, how many locations does the Orange Youth and Family Services Division have?

**Answer:** There are two locations in Orlando.

38. **Question:** This solicitation has two components verbal language interpretation and over the phone interpretation. Would you consider awarding the contract to two different vendors for each service?

**Answer:** No. We require a single Contractor to provide both services.

39. **Question:** Page 31, Item 4 A., how often do you need interpreters within 24 hours? What was the percentage of those requests for 2018?

**Answer:** In the past we have not used on-site interpreters. See attached report.

40. **Question:** What is the fulfillment expectation for assignments requested with less than 24 hours' notice?

**Answer:** The Contractor shall provide on-site interpreters in the minimum mandatory languages stated herein within twenty-four (24) hours of request.



41. **Question:** Two hour minimums are industry standards around the country. A 90 minute minimum can be arranged although it may result in filing an appointment with a relatively lesser-qualified interpreter and this may limit the number of interpreters that may want to be part of the contract as all professional, qualified interpreters bill in two hour minimums for all assignments. Would you consider the two hour minimum instead?

**Answer:** The 90 minute on-site minimum has been changed to a two hour on-site minimum on addendum # 2, B. Revisions.

42. **Question:** The interpreter may have multiple appointments during the single visit? Do you inform us?

**Answer:** This has not occurred but it is possible. Multiple appointments may occur during the two (2) hour minimum, on-site visit. Yes, we will notify the Contractor of the scheduled appointments at time of request.

43. **Question:** Do you inform the expected time frame that the interpreter might be needed?

**Answer:** The County will provide an expected time frame.

44. **Question:** When an interpreter is requested for a two hour assignment but it goes longer than that, is the interpreter expected to stay?

**Answer:** If there is a need for services longer than the expected time frame, the County and interpreter will mutually agree to either continue or end the session.

45. **Question:** Would you consider the vendor “unresponsive” if the interpreter cannot stay for assignments that last longer than what the initial request stated?

**Answer:** The Vendor would not be unresponsive if there is a need for services beyond the requested time frame, and we could schedule a follow up session.

46. **Question:** Page 31, item 4 B. for 2018, how many minutes in an average were used per month for Spanish versus other languages in over the phone interpreting services?

**Answer:** 1,881 minutes were other languages and 53,468 minutes were Spanish. See attached report.

47. **Question:** Page 31, item C. are the interpreters required to go to different locations?

**Answer:** The interpreters are given an address and that is where the interpretation will be provided.

48. **Question:** Are all the interpreting assignments within Orange County?

**Answer:** Yes, they are all within Orange County.

49. **Question:** What is the projected annual budget for this contract?

**Answer:** The annual budget amount is approximately \$96,000.

50. **Question:** Do you have specific time sheets that you want the new vendors to use?

**Answer:** No, timesheets are not required, but a standard invoice per the payment provision herein is required.

51. **Question:** Is the 24 hour cancellation policy acceptable?

**Answer:** No, the Contractor will be responsible for providing interpreters according to the contract terms.

52. **Question:** Do you need on-site interpreters to carry a badge?

**Answer:** No, they will require valid identification that matches the name of the interpreter sent to us by the vendor.

53. **Question:** Is your need for over the phone interpreters anticipated to grow, shrink or stay the same in the upcoming year?

**Answer:** It is anticipated to grow.

54. **Question:** What percentage of the interpreting assignments are emergency requests (less than 24 hours)?

**Answer:** Approximately 10% would fall within that range. We normally are able to schedule the clients days in advance of the need for service.

55. **Question:** Do you need sign language interpreters?

**Answer:** No, sign language interpreters are not needed.

56. **Question:** Submittal of the IFB is March 21<sup>st</sup>, by 2:00 PM. When is the bid opening? Is it open to the public?

**Answer:** The submittal and Bid opening is March 21<sup>st</sup>, 2019, at 2:00 PM local time and it is open to the public.

57. **Question:** Will you be providing a schedule of when the decision makers will be getting together for the evaluations for the vendors that would like to go to the evaluation?

**Answer:** There is no meeting or schedule for evaluation of the IFB. Award recommendations are posted for review by interested parties at the Procurement Division and at: <http://apps.ocfl.net/OrangeBids/AwardsRec/default.asp> prior to submission through the appropriate approval process and will remain posted for a period of five (5) full business days.

58. **Question:** Will partial bids be accepted? For instance, would a bid for just the over-the phone interpretation services be accepted?

**Answer:** Bids shall include both on-site and telephonic interpretation services.

All other specifications, terms and conditions remain the same

**ACKNOWLEDGEMENT OF ADDENDA**

- a. The bidder shall acknowledge receipt of this addendum by completing the applicable section in the solicitation or by completion of the acknowledgement information on the addendum. Either form of acknowledgement must be completed and returned no later than the date and time for receipt of the bid or proposal.
  
- b. Receipt acknowledged by:

\_\_\_\_\_  
Authorized Signer

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Title

\_\_\_\_\_  
Name of Bidder

Delivery Order Usage Report by Master Agreement/Commodity Line			
MA # y16-194-dg			
All DOOC's against this Master Agreement			
MA DEPTCD		PD_QTY	AMOUNT
*TOTAL AGREE_COMM_LN_NO 1	Service Fees for In-Person Verbal Language Interpretation Services Spanish (Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 2	Service Fees for In-Person Verbal Language Interpretation Services Spanish (Non-Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 3	Service Fees for In-Person Verbal Language Interpretation Services French (Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 4	Service Fees for In-Person Verbal Language Interpretation Services French (Non-Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 5	Service Fees for In-Person Verbal Language Interpretation Services French/Haitian-Creole (Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 6	Service Fees for In-Person Verbal Language Interpretation Services French/Haitian-Creole (Non-Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 7	Service Fees for In-Person Verbal Language Interpretation Services Arabic (Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 8	Service Fees for In-Person Verbal Language Interpretation Services Arabic (Non-Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 9	Service Fees for In-Person Verbal Language Interpretation Services Vietnamese (Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 10	Service Fees for In-Person Verbal Language Interpretation Services Vietnamese (Non-Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 11	Service Fees for In-Person Verbal Language Interpretation Services Portuguese (Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 12	Service Fees for In-Person Verbal Language Interpretation Services Portuguese (Non-Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 13	Service Fees for In-Person Verbal Language Interpretation Services Additional Languages (Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 14	Service Fees for In-Person Verbal Language Interpretation Services Additional Languages (Non-Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 15	Service Fees for Over-the-Phone Verbal Language Interpretation Services Spanish (Standard Hours)	50,214.00	\$ 38,664.78
*TOTAL AGREE_COMM_LN_NO 16	Service Fees for Over-the-Phone Verbal Language Interpretation Services Spanish (Non-Standard Hours)	3,254.00	\$ 2,505.58
*TOTAL AGREE_COMM_LN_NO 17	Service Fees for Over-the-Phone Verbal Language Interpretation Services French (Standard Hours)	2.00	\$ 1.68
*TOTAL AGREE_COMM_LN_NO 18	Service Fees for Over-the-Phone Verbal Language Interpretation Services French (Non-Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 19	Service Fees for Over-the-Phone Verbal Language Interpretation Services French/Haitian-Creole (Standard Hours)	777.00	\$ 652.68
*TOTAL AGREE_COMM_LN_NO 20	Service Fees for Over-the-Phone Verbal Language Interpretation Services French/Haitian-Creole (Non-Standard Hours)	133.00	\$ 111.72
*TOTAL AGREE_COMM_LN_NO 21	Service Fees for Over-the-Phone Verbal Language Interpretation Services Arabic (Standard Hours)	52.00	\$ 43.68
*TOTAL AGREE_COMM_LN_NO 22	Service Fees for Over-the-Phone Verbal Language Interpretation Services Arabic (Non-Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 23	Service Fees for Over-the-Phone Verbal Language Interpretation Services Vietnamese (Standard Hours)	99.00	\$ 83.16
*TOTAL AGREE_COMM_LN_NO 24	Service Fees for Over-the-Phone Verbal Language Interpretation Services Vietnamese (Non-Standard Hours)	-	\$ -
*TOTAL AGREE_COMM_LN_NO 25	Service Fees for Over-the-Phone Verbal Language Interpretation Services Portuguese (Standard Hours)	516.00	\$ 433.44
*TOTAL AGREE_COMM_LN_NO 26	Service Fees for Over-the-Phone Verbal Language Interpretation Services Portuguese (Non-Standard Hours)	35.00	\$ 29.40
*TOTAL AGREE_COMM_LN_NO 27	Service Fees for Over-the-Phone Verbal Language Interpretation Services Additional Languages (Standard Hours)	241.00	\$ 202.44
*TOTAL AGREE_COMM_LN_NO 28	Service Fees for Over-the-Phone Verbal Language Interpretation Services Additional Languages (Non-Standard Hours)	26.00	\$ 21.84