

March 14, 2019

**ADDENDUM #4
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. Addendum #3 is deleted in its entirety and replaced with Addendum #4.
- B. Opening date changed to the following:

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 21, 2019~~ Tuesday, March 26, 2019**, in the Procurement Division, Internal Operations Centre II, 400 E. South Street, 2nd Floor, Orlando, FL 32801.

- C. Questions and Answers:

- 1. **Question:** Can Companies from outside the United States apply for this?

Answer: Yes. The Contractor shall meet the criteria set forth in this solicitation and by the Americans with Disabilities Act (ADA) guidelines. Contractor shall ensure, in writing, equal access to healthcare, irrespective of their presenting challenges, Titles II and III of the Americans with Disabilities Act, in addition to the National Standards for Culturally and Linguistically Appropriate Services (CLAS), <https://www.thinkculturalhealth.hhs.gov/clas/what-is-clas> which outlines the standards for clear and competent language interpretation services. In the event telephonic services are requested, the Contractor shall ensure the interpreter understands HIPAA and complies with any HIPAA rules and regulations. The Contractor shall comply with all Federal, State, and Local laws, rules and regulations. In the event in person services are requested the interpreter must reside in the United States.

- 2. **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.

- 3. **Question:** Does it matter if the provider sends calls offshore? Keep in mind that this can impact the quality of the call and may increase the risk of a data breach.

Answer: No. Over the telephone interpreters are not required to be within the United States. Over-the-telephone language interpretation shall meet the criteria set forth in this solicitation and by the Americans with Disabilities Act (ADA) guidelines. Contractor shall ensure, in writing, equal access to healthcare, irrespective of their presenting challenges, Titles II and III of the Americans with Disabilities Act, in addition to the National Standards for Culturally and Linguistically Appropriate Services (CLAS), <https://www.thinkculturalhealth.hhs.gov/clas/what-is-clas> which outlines the standards for clear and competent language interpretation services.

In the event telephonic services are requested, the Contractor shall ensure the interpreter understands HIPAA and complies with any HIPAA rules and regulations. The Contractor shall comply with all Federal, State, and Local laws, rules and regulations.

The Contractor shall ensure telephonic services will not impact the quality of the call. The Contractor shall ensure data will not be breached.

4. **Question:** Does it matter if the operators are in the United States but the interpreters are offshore? Keep in mind that offshore interpreters may not be subject to the same laws as United States citizens and legal residents.

Answer: No. Over-the-telephone interpreters are not required to reside within the United States. The laws, criteria set forth in this solicitation, and benchmarks for best practices of interpreters as set out by the Americans with Disabilities Act shall be followed. The Contractor shall comply with all Federal, State, and Local laws, rules and regulations.

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