

Addendum #1



Project Information

Project Name:	Interpretation and Translation Services
RFP Number:	F24-03-023
Date:	March 28, 2024
Project Manager:	Brooke Speck

Addendum Questions

Question #1	Are vendors allowed to bid on only one service mentioned in Section I- C or do bids have to be all encompassing?
Answer	Vendors are allowed to bid on any service, however it is preferred to be all encompassing.
Question #2	Will multiple vendors be awarded under each service category?
Answer	To be determined after evaluation.
Question #3	If more than one vendor will be awarded per category, can you please specify how the volume will be distributed?
Answer	To be determined after evaluation.
Question #4	Who is your incumbent for Over-the Phone Interpretation (OPI) Services?
Answer	Propio, some departments have worked with Mile High Multilingual: Translation Services Denver
Question #5	What is your current volume of OPI services broken down monthly?
Answer	2023: January-2,005 February-1,849 March-2,358 April-2,137 May-1,708 June-1,629 July-2,023 August-2,110 September-1,861 October-1,957 November-1,970 December-1,812 (numbers in minutes)
Question #6	Can you provide a language percentage breakdown for OPI services?
Answer	Spanish: 1,356 calls-18,910 minutes Rohingya: 43 calls-994 minutes Kinyarwanda: 40 calls-830 minutes French: 32 calls-558 minutes Somali: 36 calls-556 minutes Burmese: 27 calls-461 minutes Tigrinya: 12 calls-155 minutes Romanian: 6 calls-152 minutes Vietnamese: 6 calls-142 minutes Arabic: 11 calls-139 minutes Chukese: 11 calls-133 minutes Cantonese: 4 calls-71 minutes Swahili: 2 calls-54 minutes Amharic: 1 call-48 minutes
Question #7	What is the per minute fee being charged to the City of Greeley for OPI services?

Answer	.59 for Spanish services and .79 for all other languages
Question #8	What is your current monthly volume for Video Remote Interpretation (VRI) Services?
Answer	100% audio at this time for main interpretation services, wanting to add in VRI. VRI is sometimes used with the courts who contract a specialist for these services through the state.
Question #9	Who is your incumbent for VRI services?
Answer	We don't currently have a specific VRI service.
Question #10	What is the per minute fee being charged to the City for VRI services?
Answer	Varies dependent on services.
Question #11	Based on historical data from past years and projections for 2024: What is the approximate volume of work needed?
Answer	The City of Greeley would anticipate similar volume as 2023 with a possible 10% increase.
Question #12	What challenges have you faced with similar scope of work from vendors you worked with?
Answer	The challenges that we have faced are word for word translations creating a confusing experience for the customers (our citizens), we are looking for a vendor that can provide written, oral, visual (VRI), and ASL translation services.
Question #13	What percentage of your interpreting assignments are rush request, with less than 2 full business days' notice?
Answer	At least 95%, a majority of our interpreting needs are over the phone (and hopefully VRI soon), on the spot for our emergency services teams. Some court needs are scheduled out.
Question #14	What is the average length of an interpreting service requested?
Answer	On average 15-22 minutes.
Question #15	Does the Client provide equipment for on-site simultaneous interpretation (if simultaneous is needed)?
Answer	Currently City of Greeley work phones are used for interpretation needs. We are looking for a company to provide equipment for VRI/ASL needs.
Question #16	As we do not maintain a fleet of cars, we do not carry Automobile Liability Insurance. However, our interpreters maintain their own insurance, which meets the client's requirements. Please confirm this is acceptable.
Answer	This is acceptable.
Question #17	Can you specify the formats of documents needing translation? Should we expect any specialized formats like Adobe InDesign, Adobe PDF, doc, docx, rtf, xls, xlsx, ppt, pptx, pdf, txt, CSV MP4, M4A, JPEG, PNG, among others.?
Answer	I would expect all of the above formats as well as specific legal/court documents.

Question #18	Do you have the percentages of workload for translation, on-site interpretation, and scheduled video remote interpreting for example?
Answer	Not at this time.
Question #19	How frequently do you anticipate sending translation requests? Would these be on a daily, weekly, or as-needed basis?
Answer	Daily basis.
Question #20	Are you able to provide a breakdown of the translation and interpreting volume by language, either in words, pages, or hours for the past year?
Answer	Please see Question and Answer #6 for this answer.
Question #21	What is the percentage of requests for consecutive vs simultaneous interpreting? What is the average length of the on-site interpretation assignments?
Answer	Average length for onsite interpretation is typically 4-6 hours depending on the hearing.
Question #22	What levels of language complexity are you expecting in the translations, ranging from basic language for general understanding to specialized, technical language for professionals? Are there specific industries or subject matters these documents pertain to?
Answer	The documents pertain to all of City of Greeley business matters, there are specialized documents that will need exact translation for the public. We do not want any miscommunication because an item is not translated correctly.
Question #23	Could you describe your current workflow for managing translation and interpreting projects? Are there any areas you're looking to improve or streamline?
Answer	Our Community and Engagement team members, along with courts, City Clerk's office and attorney's office use those services the most. There may 5-10 documents per month that need to be translated, give or take the amount of communication going out or number of court cases.
Question #24	Do you have an internal review process involving your staff, particularly for post-layout reviews?
Answer	Our Community and Engagement team reviews all documents.
Question #25	Could you specify the locations where on-site interpreting assignments typically occur? For example, only within the city limits of Greeley?
Answer	The municipal court house located in Greeley, CO.
Question #26	What type of advance notice is typically provided for scheduling on-site interpretation appointments?
Answer	Typically 2 weeks if we are notified ahead of time of court cases or hearings. It may be as quick as just a couple of days in some cases.
Question #27	What percentage of interpreting assignments are considered rush requests, with less than 2 full business days' notice?
Answer	70% and typically within 1 working week.

Question #28	What challenges do departments currently face with existing translation and interpretation services?
Answer	That it does not properly translate, it is very important for the documents that are being received by the public to be translated accurately.
Question #29	Are there any additional requirements or skills not previously mentioned that would enhance the language service provided?
Answer	24/7 call services, easy to navigate website, great customer service skills, easy to understand no matter the language. It is sometimes hard for our team members to fully understand the person on the other end of the line which causes frustration on all ends and delays our ability to act quickly and help our citizens.
Question #30	Were there any notable issues or successes with the incumbent(s) in fulfilling every assignment? What improvements are you seeking with this new contract?
Answer	They have a high satisfaction rating. We are looking to expand the services that we offer and are looking for all of the above mentioned items and customer service.