



# Amendment of Solicitation

**Date of Issuance:** June 13, 2018

**Solicitation No.** 0900000323 – SW0780

**Requisition No.** 0900011243

**Amendment No.** 1

Hour and date specified for receipt of offers is changed:  No  Yes, to: June 26, 2018 3:00 PM CDT

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent.

Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

**ISSUED BY and RETURN TO:**

**U.S. Postal Delivery:**

Office of Management and Enterprise Services  
Central Purchasing  
5005 N. Lincoln Blvd., Ste. 300  
Oklahoma, OK 73105 -  
or

Linda Lechtenberg  
Contracting Officer

405 - 522 - 0436  
Phone Number

**Personal or Common Carrier Delivery:**

Office of Management and Enterprise Services  
Central Purchasing  
5005 N. Lincoln Blvd., Ste. 300  
Oklahoma City, OK 73105 -

Linda.Lechtenberg@omes.ok.gov  
E-Mail Address

**Description of Amendment:**

a. This is to incorporate the following:

**Questions and Answers**

Question: Can companies from outside USA apply for this (like from India or Canada)?

Answer: Companies from outside the USA can apply as long as there is nothing stated in the solicitation preventing companies from outside the USA from applying; however, interpreters/translators must meet the requirements of the solicitation.

Question: Do they need to come over there for meetings?

Answer: Interpreters/translators are to meet the requirements of the solicitation.

Question: Can we perform the tasks related to the RFP outside the USA (like from India or Canada)?

Answer: As long as there is nothing in the solicitation preventing it (such as on-site requirements), an award is made to that supplier, and if an authorized user chooses to utilize a supplier from a location outside the USA.

Question: Can we submit the proposals via email?

Answer: Please see E.1.

Question: Will category code 82112067 for in person sign language interpretation be included in this RFP?

Answer: Sign Language Translation/Interpretation services are listed in this solicitation since there may be a need for these services if there are foreign language speaking persons who are also deaf or hearing impaired.

Question: I was wondering would you be able to give us any volume information for this solicitation?

Answer: The usage listed for the first three quarters of FY2018 is \$516,583.96.

Question: Is it possible to bid on document translation only?

Answer: Yes.

Question: Will the State accept partial bids – bids for some services but not all services (i.e.: VRI and on-site but not Telephonic or written translations)?

Answer: Yes.

Question: Does the State intend to award one vendor for each service, or is the State seeking one vendor to meet all service needs (VRI, on-site, Telephonic, and written translations)?

Answer: Please see C.1.2.

Question: What is the historical or estimated volume for each service: annual minutes for VRI, annual minutes for Telephonic, annual hours for on-site and annual documents for written translations?

Answer: The usage listed for the first three quarters of FY2018 is \$516,583.96. The other information is not available.

Question: Who are the current vendors, and what is the current rate for each service?

Answer: Please go to the following link: <https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?conID=1280>.

Question: I was wondering would you be able to give us any volume information for this solicitation?

Answer: The contract usage listed for the first three quarters of FY2018 is \$516,583.96.

Question: Please identify the company or person(s) providing services like those described in the Solicitation, and tell how long the State of Oklahoma OMES has been working with that company or person(s) in this capacity.

Answer: Please go to the following link: <https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?conID=1280>

Question: How much is the State of Oklahoma OMES currently paying for services like each of the services described in the Solicitation?

Answer: Please go to the following link: <https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?conID=1280>.

Question: Why is OMES considering a change of vendors for these services?

Answer: The current contract agreement period ends on 6/30/2018.

Question: Are there any relevant historical data available for our review regarding the annual usage of services and/or the nature of needed services (settings, special needs, etc.)? If so, please provide those data or an accessible online location of those data along with the latest invoices for each of the services.

Answer: The contract usage listed for the first three quarters of FY2018 is \$516,583.96. This is the only information I can provide.

Question: Please provide a breakdown (by percentage, words, pages, hours, minutes, events, or other relevant metric) of expected demand for each language under the contract.

Answer: This is an indefinite delivery/indefinite quantity contract and that information isn't available.

Question: Is a list of prospective bidders for this Solicitation available? If so, please provide that list or its accessible location online.

Answer: Registered vendors including any current contractors and anyone who went to our website to download the solicitation could be a prospective bidder.

Question: What weight will be given to each of the criteria for evaluation of proposals?

Answer: That information isn't disclosed in the solicitation.

Question: How much weight/preference will be given to the following classifications: minority-owned vendors, small businesses, woman-owned vendors, veteran-owned vendors, and/or any other disadvantaged vendors?

Answer: There is a three point bonus preference to service disabled veteran businesses doing business as Oklahoma firms, corporations or individuals, or which maintain Oklahoma offices or places of business. Please see Title 74-85.44E.

Question: How will our proposal be stored, and who will have access to any proprietary information contained therein?

Answer: Proposals will be stored on an OMES internal drive. Any proprietary information must be labeled. Please see A.7.

Question: If the State of Oklahoma OMES offers multiple awards under the contract, what criteria will OMES use to determine which vendor(s) is/are issued work under the contract, how much work will be issued to each vendor under the contract, and which vendor is issued each assignment of work?

Answer: Once awards are made, it will be up to the authorized users of the contract to determine their need and who will be issued each assignment of work. Please see C.12 and C.15 for the requesting entity (authorized user) instructions.

Question: Can a vendor bid only on some of the services requested under this Solicitation rather than bidding on all of the services?

Answer: Yes.

Question: Will electronic submission of translations be satisfactory, or will we need to send translated documents in some other format?

Answer: No. See E.1 of the solicitation.

Question: In what format(s) will documents for translation be sent to us?

Answer: Formats may depend upon the authorized users.

Question: Do you anticipate that the documents to be translated will contain graphics, figures, drawings, or other design elements that are not editable in Word, thereby creating a need for desktop publishing?

Answer: Unknown.

Question: Are there any glossaries, reference files, or translation memories that may be leveraged for cost savings in document translations?

Answer: Unknown.

Question: What, if anything, is the State of Oklahoma OMES's previous experience with Video Remote Interpreting (VRI) for ASL and for other (spoken) languages?

Answer: VRI wasn't on the previous contract.

Question: What, if anything, is the State of Oklahoma OMES's previous experience with Remote Communication Access Real-time Translation (Remote CART) services?

Answer: Unknown.

Question: Would OMES consider Remote CART as part of ASL Interpreting services?

Answer: Please see C.16. This would fall under this section of the solicitation.

Question: Is there an incumbent performing document translation services on this contract? If so, who are they and what are they charging?

Answer: Please go to the following link: <https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?conID=1280>.

Question: Can the state provide any historical data on document translation? Number of words translated last year, number of words translated per language?

Answer: The contract usage listed for the first three quarters of FY2018 is \$516,583.96. This is the only information I can provide.

Question: Is there an incumbent currently providing over the phone interpretation? If so, who is it? What rates are they charging the state?

Answer: Please go to the following link: <https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?conID=1280>.

Question: Can the state provide any historical data on over the phone interpretation usage? Number of minutes per month? Number of minutes per language per month?

Answer: No

Question: Do over the phone call centers servicing the state have to be located in the United States?

Answer: That requirement is not listed in the solicitation.

Question: Is there an incumbent currently providing on site interpretation? If so, who is it? What rates are they charging the state?

Answer: Please go to the following link: <https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?conID=1280>.

Question: Can the state provide any historical data on on-site interpretation usage? Number of requests per month? Number of hours per language per month?

Answer: The contract usage listed for the first three quarters of FY2018 is \$516,583.96. This is the only information I can provide.

Question: Would you confirm if there is a current vendor servicing the categories? If so, does performance or price issues exist with the incumbent and are you privy to share the incumbent's name and/or prices offered to OMES?

Answer: Please go to the following link: <https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?conID=1280>. I haven't seen any performance issues related to the services.

Question: How will the cost evaluation be broken down by service category?

Answer: That information is not released in the solicitation.

Question: What is the percentage weighting of the evaluation criteria?

Answer: That information is not released in the solicitation.

Question: What is the estimated volume of off-peak written translation requests?

Answer: Unknown. It is dependent upon the authorized user's needs. Please see B.7 for the list of authorized users that may avail themselves of this contract.

Question: What is the historical usage breakdown of written translation volume by language?

Answer: The contract usage listed for the first three quarters of FY2018 is \$516,583.96. This is the only information I can provide.

Question: What languages are commonly requested for translation, beyond Spanish?

Answer: Unknown. It is dependent upon the authorized user's needs. Please see B.7 for the list of authorized users that may avail themselves of this contract.

Question: Are able to bid translation and over the phone interpretation only?

Answer: Yes.

Question: Do all bids have to include Video remote and onsite interpretation?

Answer: No.

Question: Is this a new or existing contract?

Answer: This is an existing contract with additions for this solicitation.

Question: May we have a copy of current pricing?

Answer: Please go to the following link: <https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?conID=1280>.

Question: Are we able to use our alternative call centers (Spanish) outside of the US as well?

Answer: There is nothing in the solicitation preventing a bidder from listing this.

Question: What is your current call volume?

Answer: Unknown. It is dependent upon the authorized user's needs. Please see B.7 for the list of authorized users that may avail themselves of this contract.

Question: What percentage of those calls are Spanish?

Answer: Unknown. It is dependent upon the authorized user's needs. Please see B.7 for the list of authorized users that may avail themselves of this contract.

Question: What is the monthly volume estimate and language breakdown?

Answer: The contract usage listed for the first three quarters of FY2018 is \$516,583.96. This is the only information I can provide.

Question: The "Bid Factors" sheet asks for 1 rate for all languages. Is there an opportunity to break this down by language or core vs. non-core?

Answer: Attachment B provides spacing for pricing of all languages.

Question: On page 16 section C.9 Video Remote Interpreting Services is outlined as one of the services. However, there is no pricing table on attachment B for this service. Should we add a tab for this?

Answer: There is a tab for Video Remote Interpreting. You have to arrow over to it.

Question: On page 21 section C.15 Requesting entity Instructions Sign Language Translation/Interpretation Services is outlined however this is not listed as one of the languages under any of the pricing tabs. Should we add this information?

Answer: That tab was inadvertently left off of Attachment B. Yes, you can add that information.

Question: Please confirm if on-site interpretation is for simultaneous, consecutive, or both. If simultaneous is needed please confirm whether there is a need for equipment and please include an option for pricing.

Answer: Please see C.10 for the on-site foreign language translation/interpretation requirements.

Question: What is your current on-site volume?

Answer: The contract usage listed for the first three quarters of FY2018 is \$516,583.96. This is the only information I can provide.

Question: What is your current Translation volume by language?

Answer: The contract usage listed for the first three quarters of FY2018 is \$516,583.96. This is the only information I can provide.

Question: On Page 17, Section B.25.1.1. it states that we certify we are compliant with Section 508

- a. Are they stating that all translation project final files be delivered as 508 compliant?
- b. If yes, will the source material be 508 Compliant?

Answer: The provision states that the supplier certifies their compliance with the standards and certifications listed under B.25.

Question: Can we submit a proposal for written translation services only?

Answer: Yes.

Question: Under Section H, the RFP reads "List on a separate document, rates as listed below:". Is this referring to Attachment B or is it something different?

Answer: Attachment B.

Question: Is the State of Oklahoma currently using any Video Remote Interpretation (VRI) services?

- a. If so, what is the volume of calls you currently require support with for VRI services? What are the top languages required for VRI support?

Answer: This requirement was not on the previous contract.

Question: Will this be a sole source vendor or multivendor award?

Answer: Please see C.1.2.

Question: Regarding document translation services, does the pricing requested include proofreading or just translation and copy-editing?

Answer: Please see the requirements listed under C.4.

Question: Regarding in-person/onsite interpretation services, could you provide an estimated annual volume of appointments, and the languages required, by location in the state?

Answer: Unknown. The contract usage listed for the first three quarters of FY2018 is \$516,583.96. This is the only information I can provide.

Question: Can we bid on just the telephonic interpreting and VRI Services?

Answer: Yes.

Question: What is the anticipated monthly volume for telephonic interpreting and VRI?

Answer: Unknown. It is dependent upon the authorized user's needs. Please see B.7 for the list of authorized users that may avail themselves of this contract.

Question: What percentage of telephonic interpreting is for Spanish?

Answer: Unknown. It is dependent upon the authorized user's needs. Please see B.7 for the list of authorized users that may avail themselves of this contract.

b. All other terms and conditions remain unchanged.

\_\_\_\_\_  
Supplier Company Name (**PRINT**)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Representative Name (**PRINT**)      Title

\_\_\_\_\_  
Authorized Representative Signature