



RFP NO. 100129-FY24-33

AMERICAN SIGN LANGUAGE/BRAILLE/LANGUAGE INTERPRETATION AND TRANSLATION SERVICES

ADDENDUM NO. 2

APRIL 24, 2024

ITEM NO. 1: QUESTIONS AND RESPONSES

Interested offerors shall be mindful of the following responses to the questions received:

1. Can companies from outside the USA apply for this?

RESPONSE: To encourage fair and open competition, the Town of Leesburg will accept and evaluate all proposals received. However, in order to receive a contract award, your firm has to be authorized to do business in the Commonwealth of Virginia with the Virginia State Corporation Commission (VSCC). For questions about VSCC registration, please visit: <https://scc.virginia.gov/pages/Businesses>.

2. Do companies need to attend in-person meetings??

RESPONSE: The Town does not anticipate the need to have any in-person meetings throughout the life of the contract, however, as necessary, the Town reserves the right to request in-person meetings.

3. Can a firm perform the tasks (related to RFP) outside USA, like from India or Canada?

RESPONSE: Refer to the Town's response to question # 1 of this Addendum.

4. Can the firm submit the proposals via email?

RESPONSE: In accordance with the Proposal Submittal Instructions included in Section V of the RFP, proposal submitted via email will not be accepted. Offeror should submit proposals through the Commonwealth's eProcurement website, www.eva.virginia.gov, in one (1) pdf attachment.

5. Will the Town of Leesburg allow the use of Nearshore/Offshore interpreters?

RESPONSE: Refer to the Town's response to question # 1 of this Addendum.

6. What is the anticipated contract start date/current contract end date?

RESPONSE: We are anticipating starting the new contract on July 1, 2024. The end date of the current contract is June 30, 2024.

7. Who is the incumbent? If multiple, how many incumbent vendors are there?

RESPONSE: The Town’s existing contract is with Sign Language USA, Inc.

8. What is the current rate?

RESPONSE: The current monthly price for all Town locations is approximately \$0.75 per minute for telephone translation; \$70 per hour for in-person translation; and \$0.20 per word for document translation.

9. What is the language mix by %?

RESPONSE: The current, average usage is Spanish (94.19%); Afghani (Dari, Afghan Farsi, Afghan Persian) (1.66%); Chinese (Cantonese) (1.24%); Arabic (0.83%); Vietnamese (0.62%); Korean (0.41%); Russian (0.41%); French (0.21%); Romanian (0.21%); and Thai (0.21%).

10. Could you share the job titles and/or departments of the personnel who will be reviewing submissions for this RFP??

RESPONSE: The evaluators are Town of Leesburg individuals in different departments and positions with the necessary knowledge, experience, and technical skills for this project. No other information about the evaluators will be revealed.

11. Does the T&C portion of the RFP need to be redlined and returned with the completed response?

RESPONSE: In accordance with the Proposal Submittal Instructions included in Section IV of the RFP, if you are taking any exceptions to the RFP, including the sample contract, you must include an indexed page titled “Exceptions to the RFP”.

12. The eVA Procurement Portal requires a “Unit Price” for a “Quantity of 1” to be entered as a part of our submission. What value should be placed here as there is not breakdown for services by Line Item? There is an option to “Decline” pricing to bypass this step. Would we be able to bypass and provide our own pricing sheet within our complete response which will cover all Line Items being bid on? (Screen shot below).

Code	Order	Type	Label	Detailed Description	Qty	Unit	Deliv. Date	Unit Price	Amount	Deliv. Date	Decline
15.1	10	Required Item	RFP No. 18279-17-00-01 American Sign Language-Braille, Interpretation and Translation Services	The purpose of this Request for Proposal (RFP) is to obtain firm fixed pricing from one or more qualified Contractors who can provide one or more of the following services: (1) in-person American Sign Language (ASL) interpretation services, real-time translation services, and video interpretation services for deaf/hard of hearing individuals for the Town of Leesburg, Virginia (Town); (2) the purchase of all show materials, supervision, supplies, services, incidentals, and any related items necessary to provide Braille and Tactile Services for the blind/visually impaired for the Town; and (3) in-person and/or video telephone remote interpreting for foreign language interpretation and document translation services for limited English proficiency (LEP) individuals for the Town. Such services will be requested on an "as needed" basis. The successful offeror(s), also referred to as "Contractor(s)", will serve all Town departments to include but not be limited to:	1						No

RESPONSE: Vendors may enter a quantity of “1” and upload you’re the price list as part of your submission; however, please contact eVA Customer Care and/or submit an eVA Customer Care Ticket, so an eVA representative can contact you and assist with any eVA questions or issues you may have. See link below for your convenience.

[Get Help eVA Customer Care \(virginia.gov\)](http://virginia.gov)

13. Are you looking for Tiger or Swell Touch tactile graphics (Section III. E. 1)?

RESPONSE: The Town of Leesburg does not have a preference; however Swell Touch tactile graphics are sufficient for the Town’s needs.

14. Is audio part of the scope of services (Section III. E. 2.)?

RESPONSE: Yes, the Contractor should provide printed or electronic document translation into audio format.

15. Will Office documents need to be remediated in their native file formats or first converted to PDF (Section III. F. 1.)?

RESPONSE: The format will depend on the nature of the document. Some may be provided in their native file formats while others may be provided in PDF.

16. Will PDFs for remediation include scanned documents and fillable forms (Section III. F.)?

RESPONSE: Yes, the remediation of PDFs may include scanned documents and fillable forms.

17. Can we provide separate pricing for rush orders (Pricing Form)?

RESPONSE: If you need to add fees other than the proposed fee structure provided in the format outlined on the Pricing Form, you may add an additional page listing those fees.

18. Please confirm pricing for braille pages is per output page (Pricing Form, Item No.7).

RESPONSE: Yes, the Braille Translation fee is per output page.

19. Are we able to separate out the conversion/transcription of text to braille and production/printing costs (paper, binding, covers etc.) (Pricing Form, Item No.7)?

RESPONSE: Refer to the Town's response to question # 17 of this Addendum.

20. Are we able to add separate pricing for Word/Excel remediation and PDF remediation (Pricing Form, Item No. 7)?

RESPONSE: Refer to the Town's response to question # 17 of this Addendum.

21. Can we provide separate pricing for Word/Excel remediation and PDF remediation (Pricing Form, Item No. 8)?

RESPONSE: Refer to the Town's response to question # 17 of this Addendum.

22. Can we provide pricing for remediation of Office formats as an hourly rate instead of a per-page rate (Pricing Form, Item No. 8)?

RESPONSE: Refer to the Town's response to question # 17 of this Addendum. However, you must provide your prices of the proposed fee structure we requested at each line of the Pricing Form according to the Unit Measures listed.

23. What is the anticipated annual volume for braille services (Section III. E)?

RESPONSE: At this time, the Town of Leesburg does not have an incumbent Braille translator, so we are unable to estimate the anticipated annual volume for services. We do not, however, expect an extensive need for services.

24. What is the anticipated annual volume for document remediation requests (Section III. F)?

RESPONSE: Refer to the Town's response to question # 23 of this Addendum.

25. Can you provide historical past volumes of the services requested, specifically the ASL services (remote vs. onsite)?

RESPONSE: In the past year, we have used ASL interpreters twice, but we anticipate an increased volume as more people express an interest in ASL services and become aware of the availability of such services at Town programs and events.

26. What is the expected duration for onsite interpreting and virtual interpreting sessions?

RESPONSE: The average duration for onsite interpreting sessions is 2.5 hours; the average duration for virtual interpreting sessions is ten minutes.

27. Who is the incumbent?

RESPONSE: Refer to the Town's response to question # 7 of this Addendum.

28. What has been the greatest challenge in covering this work?

RESPONSE: The Town has not had a challenge, *per se*, but we are exploring options for enhancing our technology to offer different options to customer service staff when in-person translation is not a viable option.

29. On the pricing page item 2, Video Remote Interpreting for ASL is set for minutes. VRI is typically for last minute requests which per minute rates would apply. However, if you pre-schedule remote (virtual) interpreting it can be based on a per hour rate which is significantly lower than the onsite rates. Can you add the line item for Remote interpreting per hour?

RESPONSE: Refer to the Town's response to question # 17 of this Addendum.

30. On pricing page item 9, cancellation is listed with one price spot. Industry standards the cancelation policy is broken down into time frames. For example, if cancelled 48 hours or more, it would be non-billable. If under the 48 hours the agency is billed the full scheduled hours. Being able to input one rate for this is not possible since it would be based on the hours scheduled and the timeframe it was canceled. Can this item be modified/expanded to list each service?

RESPONSE: Refer to the Town's response to question # 17 of this Addendum.

31. On pricing page item 10, is set for only one price. However, the services listed would have different pricing for minimum fees. Example ASL interpreting onsite minimum would differ than ASL remote minimum- Same would be different between ASL and the Foreign languages. Can item 10 be expanded to list each service?

RESPONSE: Refer to the Town's response to question # 17 of this Addendum.

Offerors must take due notice and be governed accordingly. This addendum must be acknowledged as indicated in the Request for Proposal or your proposal may not be considered.

For the Town of Leesburg,

Maria Alcalde, VCA

Buyer

Town of Leesburg, Virginia

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Bid Board: <http://www.leesburgva.gov/bidboard>