



Accelerate Progress for Students

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DATE: 3/10/2023

RFP NUMBER: 23-064NLM

RFP TITLE: Translation and
Interpretation Services

ADDENDUM NUMBER: 2

See Question and Answers

Question: What is the turnaround time for Flat rate documents?

Response: The expectation is to have the translation back within two weeks.

Question: What is the historical average word count of IEP/Addendums and PWNs?

Response: 3000 to 10000 words.

Question: If an agency is applying, do you need us to provide resumes and ATA certificates for all of our linguists?

Response: No, but a description of the vetting process for linguists should be included.

Question: How will the New Mexico Gross Receipts tax impact rates? We will need to apply tax on top of the rates?

Response: Tax rate does not affect the rate. Gross receipt taxes, if applicable, are calculated as a separate line item on the invoices.

Question: As a translation agency, we don't release the names or contact information of our linguists. For purposes of providing resumes and ATA certificates, may we redact linguist names and contact information and label them as Spanish Linguist 1, Spanish Linguist 2, etc.?

Response: This is acceptable.

Question: Is this RFQ intended solely for individual contractors (as opposed to language service providers and staffing agencies)?

Response: For interpretation services, we would prefer individual contractors for Spanish. We understand that for other languages an organization may be better

equipped to provide linguists in multiple languages.

Question: The number of translation and interpreting requests was a helpful metric, but in addition to the number of requests, could you share the total number of interpreting hours requested?

Response: For Spanish 15-20 hours per week is standard during the months of September thru May. Other Languages it is 1-2 per week.

Question: For translation, could you share a total word count in addition to the number of projects that were requested?

Response: Translation requests for rate per word totaled approximately 1500 documents last year. Spanish had approximately 443,000 words, Vietnamese had 90,000, Arabic had 102,000, Swahili had 94,000 words, and all other languages had 311,000 words.

Question: Would it be possible to share an anonymized example of the IEP documents where a flat rate is expected to be charged?

Response: Not at this time.

Question: Would it be helpful for the applicant to include information about other services; like Video Remote and Over the Phone Interpreting?

Response: No, we have a separate procurement for phone interpretation.

Question: This question is regarding the proposal submittal requirements and checklist on PDF page 56 of the solicitation. Therein, Albuquerque Public Schools (APS) requests that we submit the evaluation criteria documentation with our response. Would the resumes submitted with a prospective vendor's response satisfy this requirement? If not, please provide additional details on what APS would like to receive.

Response: Yes, resumes submitted will satisfy this requirement but please don't forget to submit a completed Letter of Transmittal with your proposal.

Question: This question is regarding Form B – Cost Detail. Therein, APS requests a list of the languages in which the prospective vendor translates and/or interprets. Will APS allow prospective vendors to submit additional page(s) to adequately convey this information?

Response: Yes.

Question: Are partial bids accepted? That is, can we bid on written translations only?

Response: Yes, Form B, Cost Detail has a place to check for which areas the offerer is submitting documentation.

Question: How will the work be apportioned among all awardees?

Response: Page 4 of the Contractor's Manual includes section Assignment of Services

which discusses this issue.

Question: What is the estimated value/budget of the contract?

Response: Budgets vary and are dependent on need of the district.

Question: . In order for the incumbent not to have an advantage over the other bidders, could you please provide the incumbent rates for each of the services requested in this solicitation?

Response: See attached spreadsheet.

Question: . In what formats are the documents to be translated? Are there InDesign files?

Response: Formats mostly used are Microsoft suite (Word, PPT, Excel). Sometimes converted PDF files. Please provide DPT costs for rare instances when it is needed.

Question: . What are the evaluation criteria and how much weight is given to pricing?

Response: Please refer to Form B: Cost Detail. It specifies the range we are willing to accept.

Question: . Should we submit our own rate structure?

Response: Please refer to Form B: Cost Detail. It specifies the range we are willing to accept.

Question: . What mathematical calculation will be used to evaluate pricing?

Response: Please refer to Form B: Cost Detail. It specifies the range we are willing to accept.

Question: . Do you allow out of state vendors? If so, what are the requirements at the time of submission?

Response: Yes, see checklist requirements page 44.

Question: . Will APS require any custom reporting?

Response: We require log sheets for work completed. See Contractors Manual for detail.

Question: . Are there any additional requirements/skills that have not been mentioned already required from the interpreters?

Response: The RFQ lists the skills we are looking for but if you have additional skills you want us to know about please list them.

Question: . Do you currently have any languages on staff or have in-house interpreters/translators?

Response: No.

Question: . Do you have samples of documents which needed to be translated?

Response: Newsletters, flyers, classroom newsletter, and district directives are common types of translations for rate per word translations.

Question: . How often are requests sent after normal business hours (8am-5pm Monday-Friday)?

Response: Rarely if ever.

Question: . What kind of turnaround times do you anticipate requesting during this contract?

Response: For everyday documents such as newsletters or parent letters we would like 1-2 day turnaround for Spanish and 3-5 day for other languages. Turnaround times for longer documents may vary.

Question: . Will you require Desktop Publishing services for any translation? If so, what percentage per month?

Response: Not usually, but please provide pricing. Formats mostly used are Microsoft suite (Word, PPT, Excel). Sometimes converted PDF files. Please provide DPT costs for rare instances when it is needed.

Question: . The rates that were provided in the RFQ, are those caps for each service? Can you please explain what the rates mean?

Response: Those are the range(s) we are willing to accept for specified work and certifications.

Question: . For interpretation, is it acceptable if only remote services are offered (none in-person)?

Response: Yes.

Question: . For translation per word, is ATA certification required or preferred? Does this apply to translators of all languages? Is ATA membership by language agencies acceptable?

Response: ATA is preferred for Spanish only and it would not apply to translators of all other languages. ATA membership by language agencies is acceptable.

Question: . There are specific price ranges stated for Spanish interpreting and translation. Are all bidders expected to remain within these ranges, or is this negotiable?

Response: The rates are set and not negotiable.

Question: . Under "Required Documentation," the RFQ requests a resume and certifications for the bidder. This and many of the criteria under "required documentation" seem geared towards a bid from an individual linguist. How is an agency expected to respond to this section? Is a summary of the profile of our linguists acceptable?

Response: If there will be specific linguists working on the contract please provide resumes/certifications for each linguist. If the linguists come from a large pool then individual resumes are not required, but please include a detailed description of the vetting process employed for all linguists in your organization.

Question: . Under “Required Documentation,” the RFQ states that court certification is required of all interpreters. If interpreters do not possess court certification, they will be subject to a language evaluation by APS. Have we understood this requirement correctly? Can these language evaluations be conducted remotely?

Response: Court certification is not required. If there are no certifications of any kind then yes, an evaluation may be conducted remotely.

Question: . Under “Required Documentation,” the RFQ states that court certification is required of all interpreters. If interpreters do not possess court certification, they will be subject to a language evaluation by APS. Have we understood this requirement correctly? Can these language evaluations be conducted remotely?

Response: Court certification is not required. If there are no certifications of any kind then yes, an evaluation may be conducted remotely.

Question: . The Evaluation Criteria seem geared toward an individual linguist as a bidder. How are agencies being evaluated?

Response: Agencies can apply and please see the Evaluation Criteria on page 33.

Question: . Is the district interested in seeing a proposal from a software/app company that can provide translation services?

Response: Not at this time.

Question: How much in person interpretation do you expect?

Response: 2-3 times a month, and mostly for after hour events such as PTO/PTA meetings.

Question: Do you need court certified interpreters for this opportunity?

Response: Different experience levels are need and being accepted for review.

Question: Are we required to bid on all services?

Response: No.

Question: What type of Spanish is needed?

Response: Standard Spanish.

Question: The RFQ states: "After the initial due date, this solicitation is an open-ended RFQ for all languages. Vendors may submit a response to this solicitation any anytime

the solicitation is open. This solicitation will remain open for submission of responses for all languages for a period of up to four (4) years from the issuance date."

What does this mean? Does this mean that vendors responding to the RFQ by the deadline may continue to submit updated lists of available languages, or does it mean that new vendors may respond to this RFQ at any time during the next 4 years?

Response: This RFQ will be open for new bids even after the closing date. That said if a bidder is not awarded a contract please wait one year to submit another proposal.

Question: Can we ask for a debriefing if we are not awarded?

Response: Yes.

Question: Can we sign electronically?

Response: Yes.

Question: Do you anticipated making a single or multiple award?

Response: The District is looking to award multiple suppliers.

Question: Is this strictly lowest bid

Response: No but where rates are stated those are not negotiable.

Question: Will you notify all participants?

Response: Yes, we will send out award and non-award letters.

ACKNOWLEDGE ADDENDUM WITH SUBMITTED PROPOSAL:
Addenda not signed and returned may consider the RFP non-responsive and may be rejected.

COMPANY/FIRM NAME

SIGNATURE

DATE

Last Name	First Name	Phone	E-Mail	Lang.	Area	Vender #	MA	Rate	Comments
911 Interp. - Liliana Montoya	911 Interpreters Inc			Various	1	27291	15530	\$.56/spa; \$.62/others	
Abbud - Garcia	Teresa			Spanish	1	39310	14734	\$32.00	
Albonico	Sergio			Spanish	1	38517	14792	\$37.00	
Alcazar	Pilar			Spanish	1	36006	14739	\$32.00	
Alexenko	Lioudmila			Russian	112	10136	14732	\$45 per hr / \$.20 per wd	
Antolino-Girona	Maria Prado			Spanish	2	22836	14731	\$0.13	
Avila	Maria			Spanish	1	18272	15566	\$35.00	
Baca	JD			Spanish	1	49662	18009	\$30.00	
Bellver	Maricarmen			Spanish	2	10337	14733	\$0.12	
Burrus	Neil			Spanish	1	49561	15994	\$35.00	
Chavez-Beltran	Cecilia			Spanish	1	40642	14738	\$32.00	
Cortes	Wanda			Spanish	1	42716	14742	\$32.00	
Duncan	Denise (Duncap LLC)			Spanish/French	1	34038	15842	\$37.00	
Foster	Sandra			Spanish	112	10308	14747	\$37.00 per hr / .10 per wd	
Garcia	Arturo Manuel			Spanish	1	48567	15849	\$37.00	
Galli	Maria Celia			Spanish	2	28671	14735	\$0.134	
Haverkamp	Isabel			Spanish	1	36005	15533	\$35.000	
Human Touch Translations	Eica Nagy				2	39053	14790	\$.13 /\$.16 per wd/0.19 per wd	
Human Touch Translations (PHONE Interpretation)	Erica Nagy			Various	1	39053	RFP# 20-010R MS	\$0.95/min spanish; \$1.40/others	
Indus	Farah Kamran			Various	2	45317	14789	\$.09/\$.15 /\$.28 per wd	
Rogers (previously Junchaya)	Kellye			Spanish	1	28879	14793	\$33.00	
Kanyinda	Honorine			Swahili, T-Shiluba, Lingala, French	112	32849	14809	\$31 per hr; \$.52 per min; \$.14 per wd	
Korsak Language Line	Tatyana KRYSTOPHER BRIGHTWELL			Spanish	1	39256	14811	\$32.00	
Lopez	Cynthia			Various	1	47462	15532	.64 span; .69 non spanish	
Mcwiti	Thomas			Spanish	1	45318	14941	\$28.00	
Monroy	Gerardo			Swahili	1	45389	14910	\$45.00	
NM Asian Family	Issa Bustria (Public Ally and Language Access Advocate); Huong Nguyen (Community Engagement Director)			Spanish	2	39052	14741	\$0.11	
Pham-Glchrist (VietEnglish Language Group)	Victoria			Various	112	43758	14746	\$45 per hr; \$60 pg	
Ramirez	Alma			Vietnamese	112	39699	14748	\$45 per hr; \$.17 per wd	
Ramirez (Rugamas Creative Solutions)	Jorge			Spanish	1	40635	14749	\$28.00	
Ramos	Luisa			Spanish	2	38519	14737	\$0.12	
Reynolds (Language Naturally)	Carolyn			Spanish	2	37085	14743	\$0.10	
Roman	Josefina			Spanish	2	39656	15534	\$30.00	
Schwab (The Translated Idea)	Anelly			Spanish	1	47527	15565	\$25.00	
Stanich	Yely			Spanish	2	34039	14745	\$0.10	
Tong	Cindy			Spanish	1	40745	14794	\$32.00	
Torres	Berenice			Vietnamese	112	32528	14750	\$32 per hr; \$.10 per wd	
United Voices for New Comer Rights				Spanish	1	49557	15993	\$35 per hr	
				Various	1/2	47863	15655	60/hr; 20 /wd	