



February 24, 2023

Addendum #1 to RFP 3236 Translation Services

The City of Springfield is hereby amending the above mentioned RFP. The original document can be found on the City's website at www.springfield-or.gov (select CITY > Finance > Purchasing and Contracts then RFP# will be linked to the RFP/ITB page).

Question 1. Are partial bids accepted?

Answer 1. A proposer may submit a proposal to render specific services . However, proposers should provide a proposal based on the requirements outlined in the RFP and the City reserves the right to reject proposals determined to be incomplete.

Question 2. How will the work be apportioned among the awardees?

Answer 2. Per section IX of the RFP. The City has several potential customer departments. To assure that any ensuing Contracts will allow the City to fulfill current and future requirements, the City reserves the right to award Contracts to multiple proposers. The actual utilization of any Contract will be at the sole discretion of the City. The fact that the City may make multiple awards should be taken into consideration by each Proposer.

Question 3. What is the estimated value/budget of the contract?

Answer 3. To be determined.

Question 4. What is the Period of Performance?

Answer 4. The work is expected to begin in April 2023. Contract terms will be for a one-year period upon mutual agreement of the parties in writing, and this agreement may be extended for up to three years.

Question 5. Could you please share past usage statistics broken down by service and language?

Answer 5. Spanish will be the requested language.

Question 6. What is the name of the incumbent(s).

Answer 6. There are no incumbents as this is the first time the City has released a multi award solicitation for English to Spanish translation.

Question 7. Did the incumbent cover every single assignment successfully?

Answer 7. Not applicable based on answer provided to question 6.

Question 8. What challenges have you faced with similar scope of work from vendors you worked with?

Answer 8. Not applicable based on answer provided to question 6.

Question 9. 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?

Answer 9. Not applicable based on answer provided to question 6.

Question 10. Can we ask for a debriefing in case we are not awarded?

Answer 10. Yes, you may submit the request for asking for a debrief.

Question 11. In what formats are the documents to be translated? Are there InDesign files?

Answer 11. Most of the time the documents will be translated using Word. However, there may be times when other formats will be requested.

Question 12. What mathematical calculation will be used to evaluate pricing?

Answer 12. Per section II of the RFP, subsection 5 (Fee Proposal), proposers are asked to complete the rate table for evaluation.

Question 13. Can we modify the rate sheet to change the UOM, add languages, etc?

Answer 13. No, every proposer must complete the same rate table to allow for consistent measurement and comparison.

Question 14. Are translation into other languages needed too?

Answer 14. No, it will be only English to Spanish translation services needed.

Question 15. Will this be a new service provided to you, or is there an existing contract in place?

Answer 15. This will be a new service.

Question 16. Who is/are the current provider/s?

Answer 16. See answer to question 6.

Question 17. Have you experienced any difficulties with the current incumbent?

Answer 17. Not applicable based on answer provided to question 6.

Question 18. Where has the incumbent contractor been successful during the current contract?

Answer 18. Not applicable based on answer provided to question 6.

Question 19. What has the current vendor billed under this contract in the last 12 months and 24 months, if the data is available?

Answer 19. Not applicable based on answer provided to question 6.

Question 20. What rates are you currently paying for: translations, captions, subtitles, and any other service relevant to this proposal?

Answer 20. Not applicable based on answer provided to question 6.

Question 21. How does your agency currently organize their requests- do they all go through one team or is it decentralized?

Answer 21. Decentralized.

Question 22. How often do you need 2-hour turnaround deliveries? (daily, weekly, monthly, every few months)

Answer 22. To be determined.

Question 23. And when you request 2-hour turnaround deliveries, what services do you generally ask for?

Answer 23. To be determined.

Question 24. Section 2, Proposal Submission Requirements. Sub section 6, Additional Services. Are there any services additional to the services that you list in the 'fee proposal' section? Are there additional languages that you anticipate needing?

Answer 24. No, it will be only English to Spanish translation services needed.

Question 25. Sections 2, Proposal Submission Requirements. Subsection 4: Resumes: can you define what you mean by staff when you request resumes? Can we submit the proposal via email instead of mail?

Answer 25. Staff are those individuals who will be directly working on projects for the City. Per section VII of the RFP, email is not an acceptable submission format.

Question 26. Can we get the contact information of Nathan Bell to ask about the process to label some parts of the RFP confidential?

Answer 26. Nathan Bell, email: nbell@springfield-or.gov, phone: 541-726-2364.

Question 27. Whether companies from Outside USA can apply for this? (like, from India or Canada)

Answer 27. The requirement is any company submitting a proposal will conduct business in English, be available during the City's office hours of 8AM to 5PM, Monday through Friday, Pacific Standard Time.

This RFP is open to proposals from firms both inside and outside the State of Oregon. No firm will be disqualified based solely on being a non-resident proposer. However, the City makes no representations to potential proposers or contractors regarding tax liability, corporate responsibility, requirements to register with the State of Oregon, or any other regulatory compliance concern under state or federal law.

The City will not contract with any entity or individual that is listed as ineligible on the federal System for Award Management (SAM), nor with any entity or individual listed on the U.S. Office of Foreign Assets Control list of Specially Designated Nationals and Blocked Persons or listed on any other sanctions list maintained by the U.S. government.

Question 28. Whether we need to come over for meetings?

Answer 28. No, virtual presentations are allowed.

Question 29. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer 29. The requirement is any company submitting a proposal will conduct business in English, be available during the City's office hours of 8AM to 5PM, Monday through Friday, Pacific Standard Time.

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Question 30. Can we submit the proposals via email?

Answer 30. Per section VII of the RFP, email is not an acceptable submission format.

Question 31. I am preparing our RFP response and in regards to our fees, we don't have one standard set of fees, it really depends on the amount of work and the type of work and amount of work. For example, we provide a 20% discount when you are spending over \$100k with us. Do you have an idea of what the monthly amount of work will be and is there an opportunity for one company to win all of the work if they are able to provide service on all of the types of requests you have?

Answer 31. The City only had one-off translation service in the past, this is the first time for the City to soliciting proposals for a mutual agreements so the monthly amount of work will be unknown at this time.

Question 32. Is Spanish <> English the only language required under the scope of this proposal? Could you please list other languages that may be required?

Answer 32. Yes, Spanish to English is the only language required under the scope of this proposal.

Question 33. Are out of state vendors allowed to bid? If so, are any special permits or certifications required to bid on this solicitation?

Answer 33. The requirement is any company submitting a proposal will conduct business in English, be available during the City's office hours of 8AM to 5PM, Monday through Friday, Pacific Standard Time.

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Question 34. What is the anticipated volume for written translations annually? Can you provide historical data on your annual spend on Document Translation?

Answer 34. Data is not available. See answer to question 6.

Question 35. What is the expected turnaround for document translation?

Answer 35. For a 2-page document or less, a 3-business day turnaround time would be the expectation. For documents 3 to 10 pages, a 5-business day turnaround time would be the expectation. For documents 11 pages or more, the contractor and the project manager would agree upon a deliver date before starting the translation process.

Question 36. Who is the incumbent and what are their current fees?

Answer 36. See answer to question 6.

Question 37. Is there an incumbent vendor for these services? If so, what rates do they provide?

Answer 37. See answer to question 6.

Question 38. What is the expected volume of this contract?

Answer 38. The City only had one-off translation service in the past, this is the first time for the City to soliciting proposals for a mutual agreements so the expected volume of work will be unknown at this time.

Question 39. Is this a multiple source award contract?

Answer 39. Yes. Per section IX of the RFP. The City has several potential customer departments. To assure that any ensuing Contracts will allow the City to fulfill current and future requirements, the City reserves the right to award Contracts to multiple proposers.

Question 40. Does the City of Oregon want the cyber security liability coverage in the actual proposal?

Answer 40. No, the translation service does not require cybersecurity liability coverage in the actual proposal.

Question 41. Is the below requirement even if the firm proposing is a Certified MBE, Certified WOSB, Certified WBENC?

Signed Attachment #4 – Minority Women Emerging Small Business Form (MWESB) must be submitted by proposers.

Answer 41. Yes, the firm will need to sign and attach the MWESB Form (Attachment 4) provided in the additional attachment.

Question 42. Identify whether you qualify as resident bidder as described in ORS ORS279A.120 (1) (b) and if you are licensed to do business in the State of Oregon.

Answer 42. The requirement is any company submitting a proposal will conduct business in English, be available during the City's office hours of 8AM to 5PM, Monday through Friday, Pacific Standard Time.

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Question 43. Regarding below, does the City of Oregon request Web Development Services to code/upload associated or just the translation of content on the websites?

Contractors may also be required to handle translation and production of online content and websites (e.g. HTML5, HTML, CSS and Content Management Systems).

Answer 43. No, it would just be the translation of content on the websites only.

Question 44. I would like some clarification on the RFP "Translation Services RFP3236." The Fee Proposal only specifies document translation rates, however Section 3 (Experience with Similar Projects) asks us to detail our simultaneous interpretation experience. Will there be simultaneous interpreting required? Will you need access to interpreters, and if so, should we offer our rates for those services as well?

Answer 44. No, we only need translation services.

Question 45. If you do need interpreting, would that have to be in-person or could it be done remotely, such as via Zoom?

Answer 45. We do not need interpreting, only translation service.

Question 46. Do you have any kind of ballpark idea for how much work this contract will garner? Any estimate, whether in words, pages, or work hours, would be very helpful.

Answer 46. Data is not available. See answer to question 6.

Question 47. Would this lead to a limited-term contract (e.g. 1 year), or indefinite?

Answer 47. The work will begin in April 2023 for a one-year terms upon mutual agreement of the parties in writing, and this agreement may be extended for up to three years.

In the event that it is necessary to further amend, revise or supplement any part this RFP, additional addenda will be posted on the City's website at <http://www.springfield-or.gov> (select CITY > Finance > Purchasing and Contracts then RFP#XXX and name of project). As stated in the original solicitation, City will make a reasonable effort to provide the addenda to all Proposers who asked to be on the Interested Parties List. This addendum shall be considered part of the specification of the RFP. The City is not responsible for any explanation, clarification, interpretation or approval made or given in any manner except by written addenda issued by City.

ALL BIDDERS MUST ACKNOWLEDGE THIS ADDENDUM BY SIGNING AND DATING THIS DOCUMENT AND INCLUDING IT AS PART OF THEIR SUBMITTAL PACKAGE.

Signature

Date