



COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 902371

for

IN PLACE INTERPRETATION AND DOCUMENT TRANSLATION

Networking/Bidders Conference Held on November 13, 2023

This County of Alameda, General Services Agency (GSA), RFP Questions & Answers (Q&A) has been electronically issued to potential bidders via email. Email addresses used are those in the County's Small Local Emerging Business (SLEB) Vendor Database or other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate email address is noted and kept updated in the SLEB Vendor Database. This RFP Q&A will also be posted on the GSA Contracting Opportunities website located at [Alameda County Current Contracting Opportunities](#).



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**County of Alameda, General Services Agency – Procurement
RFP No. 902371, Questions & Answers**

Thank you for your participation and interest in the County of Alameda Request for Quotation (RFP) for IN PLACE INTERPRETATION AND DOCUMENT TRANSLATION.

All the questions are taken verbatim from written questions emailed by potential Bidders. The County of Alameda shall be noted as “County” in the answers to these questions. The Questions and Answers are the final stances of the County. Please consider this document in preparation for your bid

Questions and Answers:

Q1) 1. Evaluation Criteria:

- a. The RFP states that 500 points are available, however the chart below only adds up to 100 points total. Would the County please clarify how many points are available and what categories are they associated with?
 - i. Section H. Methodology notes that offerors will be scored based on “*Strength of Interpreter Pool – Number of locally qualified interpreters.*” However, Exhibit B item I.P. states that “Local Preferences: To the extent that any local preferences are prohibited by funding, SLEB and other local preferences and policies have already been or are waived.” Would the County please confirm whether it will allow vendors to be non-local but provide interpreters/translators to support the contract appropriately? If so, please describe any location constraints.
 - ii. Additionally, the bidder acceptance form item #8 requires bidders to confirm they are local to Alameda County. Would the County please confirm whether it will allow vendors to be non-local but provide interpreters/translators to support the contract appropriately? If so, please describe any location constraints.
- b. References: The County assign 5 points here. Would the County please clarify whether that is 5 points in total for all references, or 5 points per reference?
- c. The evaluation criteria states that “final stage of optional vendor interview, site visit, and reference checks.” Would the County please clarify what is meant by a “site visit”?
 - i. We understand that there is no local requirement for this solicitation. If our “local office” is out of state, would the County consider a virtual site visit?
- d. Would the County please clarify how it will score interviews and site visits and on what criteria those scores will be based?

A1) 1a. Please refer to section II. H. 6. Evaluation Scores on page 14: *Proposals will be evaluated and scored on the zero to five-point scale within each Evaluation Criteria below. Scores for all Evaluation Criteria (see the section below) will then be added, according to their assigned weight (below), to arrive at a weighted score for each proposal. A proposal with a higher-weight total will be deemed of higher quality than a proposal with a lesser-weighted total.*

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1ai. Vendors may be non-local. Bidders should be able to provide in-person translation services. Please see Addendum No. 3.

1aai. Vendors may be non-local. Please see Addendum No. 3.

1b. Five points total.

1ci. No site visit will occur as part of this procurement process. A site visit is being able to visit the actual site where services are provided as part of the evaluation for a procurement process.

1d. As stated in the RFP, a vendor interview may be used to revise/inform scores of the evaluation criteria.

Q2) Would the County please advise whether incumbent vendors' performance has been satisfactory?

A2) County is satisfied with the performance from the vendors.

Q3) Has the scope of the work changed between this contract and the previous/current contract? If so, how?

A3) Yes. Please review the current RFP and all addenda.

Q4) Would the County please describe its process for issuing Purchase Orders (e.g., will a PO be issued for each request for translation/interpretation services)? Will POs be competed among the awarded contractors?

A4) A Purchase Order will be issued to the selected vendor(s) who meet the needs of the clients served by the program. For a pool-awarded contract, each contractor will be assigned an individual PO.

Q5) Would the County clarify what is meant by "key personnel"? What is required of the key personnel?

A5) Key Personnel are the organization's personnel who will be in charge of the contract or the contact person(s) responsible for managing the contract. Please see Bid Response Packet Exhibit A page 8 KEY PERSONNEL for additional information.

Q6) Would the County please describe any requirements for transition timeline/schedule? For example, is the requirement for work to transition from incumbent contractors to new contractors within 90 days of contract award, or will work be transitioned on a Purchase Order basis?

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A6) Transition time is not needed.

Q7) The bid form states that the estimated annual quantities are 1,405 hours for all categories except on-demand ASL (1.405 minutes) and translation (106,300 words).

a. For the categories that state 1,405 hours for the annual quantities, may offerors assume each of these categories requires a full-time position?

i. If so, what is the rationale for the estimated annual hours of 1,405?

b. For the on-demand ASL quantity of 1,405 minutes, would the County please clarify that the anticipated annual quantity is truly less than 24 hours?

A7) Please see Addendum No. 3, REVISED BID FORM

Please reference Exhibit A Bid Response Packet Bid FORM instructions, which states:

The cost quoted must include all taxes (excluding sales and use tax) and all other charges, including travel expenses. The price quote will be the maximum cost the County will pay for the term of any contract resulting from this RFP.

Quantities listed on Alameda County EZSourcing Supplier Portal Excel Revised Bid Form are for example only; they are not to be construed as a commitment of the County to purchase that quantity. No minimum or maximum is guaranteed or implied. The cost quoted will be the price of the items identified, regardless of the quantity purchased.

COST SHALL BE SUBMITTED AS REQUESTED ON THIS EXCEL BID FORM. NO ALTERATIONS OR CHANGES OF ANY KIND ARE PERMITTED. Bid responses that do not comply will be subject to rejection in total.

Q8) Is this for an all new contract or a rebid of an expiring contract?

A8) This is a rebid of an expiring contract.

Q9) Who is the incumbent contractor if there is (or was) an existing contract, and what are (or were) the rates charged on the previous contract?

A9) The County uses multiple vendors to provide services to meet our clients' various needs and circumstances. Please submit a request for Public Records using the link provided: [Public Records Request - General Services Agency - Alameda County \(acgov.org\)](#)

Q10) Can you provide information on total contract revenue for previous years, and/or anticipated revenue for the new contract?

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A10) The current total contract amount is estimated at approximately \$7M.

Q11) What have been the biggest challenges for fulfilling these services, or what are the challenges that you anticipate?

Balancing the need for high-quality translations with budget constraints is an ongoing challenge for Behavioral Health, supporting non-profits and their needs

Q12) The cost form is very limited and cannot account for all pricing related to all of the requested services (i.e, Formatting, Desktop Publishing, 'Rush/Emergency' requests). Can bidders submit their own pricing chart to cover all services requested in the RFP?

A12) Please see Addendum No. 3, REVISED BID FORM, and the response to Q/A # 7 above.

Q13) While some Language Service Providers can support ASL, it is far less common to have the means to support the creation of Braille. Is the County willing to reconsider allowing bidders to provide a partial bid?

A13) No partial bids are acceptable. Bidders must submit all items on the REVISED Bid Form.

Q14) What is the estimated volume of work for Document Translations?

A14) Please see Exhibit A Bid Response Packet REVISED Bid Form Estimated Annual Quantities.

Q15) Would the County consider amending the bid form to allow the inclusion of court certified services (or a court certification fee expressed as a percentage)?

A15) No. The County is not revising the Bid Form to include those items. Please see Exhibit A Bid Response Packet Instructions, "The cost quoted must include all taxes (excluding sales and use tax) and all other charges, including travel expenses."

COST SHALL BE SUBMITTED AS REQUESTED ON THIS EXCEL BID FORM. NO ALTERATIONS OR CHANGES OF ANY KIND ARE PERMITTED. Bid responses that do not comply will be subject to rejection in total.

Q16) Audio equipment is required in the scope of work, however, the bid form does not allocate a field for audio equipment items, such as transmitters, receivers, microphones, booths, etc. are we able to propose a rate sheet for these services by adding an exception or will the County modify the bid form to allocate audio equipment?

A16) Please see the response to Q/A # 15 above.

Q17) Could you kindly clarify whether there are any local preference requirements related to checking the "local" box in item 8 of the bidder acceptance form (page 4 of 16 of bid response packet document)?

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- A17) No Local Preference. Please see Addendum No. 3. The contract is Federally funded; therefore, SLEB and local requirements are waived and not required.**
- Q18) Could you kindly confirm whether there are SLEB preferences or requirements for primes or subs?
- A18) The contract is Federally funded; therefore, SLEB and Local requirements are waived and not required.**
- Q19) Our business licence was issued by the City of Benicia. Are we still welcome to bid?
- A19) Vendors may submit bids even if their licenses are not issued in Alameda County. Please see Addendum No. 3.**
- Q20) Should Exhibit A, B, and the Bid Form be submitted separately from the proposal? The submission requirements request bidders to submit everything as a single PDF, but I'm unclear about the instructions for those specific components.
- A20) The County prefers one single PDF file except for the REVISED Bid Form. REVISED Bid Form should be uploaded separately and should be in the Excel format. The system can accommodate files up to 20MB in size. If you have technical issues in uploading in a single PDF file, the bidder can break it down into several files.**
- Q21) If the Bid Form spreadsheet is to be submitted separately, should it be returned as a PDF or as an Excel file?
- A21) Excel file.**
- Q22) Will a digital longhand signature be acceptable for the forms? (A JPG of a scanned signature placed in the documents)
- A22) Yes.**
- Q23) Does the entire Bid Response Packet (Exhibit A) need to be included in the proposal, or only the forms requiring signatures? (Shall bidders simply provide the information outlined in the rest of the bid packet, or are we required to include the original pages?)
- A23) The entire Bid Response Packet (Exhibit A) and additional documents should be submitted.**
- Q24) Will there be a recording of the Bidders Conference that we can access?
- A24) No.**
- Q25) Will all selected bidders be awarded all line items or might the County select certain bidders for certain line items? Or is that something that the County will decide based on proposals?

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A25) All selected bidders will be awarded all the items in Exhibit A Bid Response Packet REVISED BID FORM.

Q26) When is the anticipated award date and how will vendors be notified?

A26) Please see Calendar of Events page 2 of the RFP and review any Addendums that may be issued for updates.

Also, Please see page 19 of the RFP, Section J (NOTICE OF INTENT TO AWARD)

Q27) If there is a delay in posting the Q&A/Addenda, will an extension be offered?

A27) Yes.

Q28) What is the County's annual spend on Face-to-Face interpreting services? Can you distinguish between foreign language and ASL spend?

A28) The data are unavailable.

Q29) The Bid Form only provides a single line item for document translation. Across the language services industry, document translation is universally priced in language groups in order to offer customers the best value based on supply and demand. For example, Spanish is typically the lowest and languages of lesser diffusion are the highest with a lot of latitude in between. In addition, the Bid Form does not include fields for vendors to include terms, conditions, additional fees, and discounts. May vendors accompany the Bid Form with additional pricing information?

A29) The County is not revising the Bid Form for this requirement. Please see response to Q/A #7 and #15 above.

Q30) In the Bid Form, can the County confirm that Rows 8 (Face to Face) and 15 (Video Remote) are for foreign languages? If yes, can bidders add rows to account for different language groups and rates? At the very minimum, can a row be added to enable bidders to submit separate pricing for Spanish (in both the Face to Face and Video categories)?

A30) No. Please see the response to Q/A #7 and #15 above.

Q31) Will the pricing reflected in Row 15 (Remote Video) be inclusive of both on-demand and scheduled appointments? We see that Remote Video for ASL has separate line items for scheduled (Row 29) and on-demand (Row 36) and we were wondering if the same distinction should apply for foreign language Remote Video?

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- A31) Please see Addendum No. 3, REVISED BID FORM and please see the response to Q/A #7 and #15 above.**
- Q32) Bid From Field C43 identifies the UOM for Braille as "Hour", however, across the language industry, Braille is universally priced by the word. Can Field C43 be modified to reflect this, or can the County otherwise enable bidders to price this service out by the word?
- A32) Please see Addendum No. 3, REVISED BID FORM and the response to Q/A # 7 above.**
- Q33) The bid form lists "1,405" as the quantity alongside each service regardless of unit – can Alameda County confirm for which services this is quantity is accurate?
- A33) Please see Addendum No. 3, REVISED BID FORM and the response to Q/A #7 above.**
- Q34) Can Alameda County provide accurate estimates for the quantity of each service requested? For example, how many minutes of per month, quarter, or year of video remote interpreting for American Sign Language, etc.
- A34) No, the County can only provide estimates as the department requirement varies.**
- Q35) Can Alameda County provide data for the quantities of services used County-wide or per agency over the past year, in 2022, or for whichever period(s) data is available?
- A35) Data for the quantities by service used is unavailable. Estimated usage is provided in the revised bid form.**
- Q36) If data is not available, can Alameda County clarify whether the reporting requirements listed in Section F. DELIVERABLES / REPORTS are new to the contract?
- A36) Please see section F. DELIVERABLES/REPORTS on page 10 for new RFP requirements. Items 1 – 3 are not a new requirement.**
- Q37) Can Alameda County clarify whether it is soliciting quotes for telephonic (over-the-phone) interpreting?
- A37) Please refer to page 5 of the RFP, I.A Intent: *It is the intent of these specifications, terms, and conditions to describe Document Translation Services, In-Person (face-to-face), and/or remote video multilingual Interpretation Services for verbal languages as well as American Sign Language (ASL) and Certified Deaf Interpreters (CDI) Services being requested by the County. Quotes for telephonic (over-the-phone) interpreting are not solicited in this request.***
- Q38) Can Alameda County clarify what it means by "Interpretation (Braille Services)" as stated on the bid form?

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- A38)** Please see RFP section E. Specific Requirements, item q., column one (1), row six (6) (*Braille Materials*), page 10 of the RFP and item, which states: *“Contractor must translate written documents (braille materials) and submit within a week.”*
- Q39) Can Alameda County confirm that vendors are entitled to a minimum 2-hour interpreting charge for each face-to-face interpreting assignment, and a 1-hour minimum for each scheduled video remote interpreting assignment?
- A39)** **Industry standards for on-site interpreters are secured with a 2-hour minimum. Industry standards for scheduled telephonic and scheduled video remote interpreters are secured with a 30-minute minimum. Not secured for the On-Demand service.**
- Q40) To be considered for award, are bidders obligated to bid on all services listed in the bid form?
- A40)** **Yes.**
- Q41) Will bidders be considered if they are only capable of providing remote services, i.e. telephonic interpreting, video remote interpreting, written translation services?
- A41)** **No partial bids will be accepted. Bidders must bid on all line items.**
- Q42) Can Alameda County elaborate on how the County as a whole and/or individual County Agencies plan to manage their use of services across potentially up to 8 vendors? Will certain vendors be designated as primary vs. back-up, etc.?
- A42)** **Departments will contact and use vendors and services based on the client's needs, availability, and circumstances.**
- Q43) How many hours of interpreting services do you anticipate for American Sign Language?
- A43)** **Quantities listed on Alameda County EZSourcing Supplier Portal Excel Revised Bid Form are for example only; they are not to be construed as a commitment of the County to purchase that quantity. No minimum or maximum is guaranteed or implied. The cost quoted will be the price of the items identified, regardless of the quantity purchased.**

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VENDOR BID LIST

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This Vendor Bid List is being provided for informational purposes to assist bidders in contacting other businesses as needed to develop local small and emerging business subcontracting relationships to meet the [Small Local Emerging Business \(SLEB\) Program](#) requirement.

This RFP is being issued to all vendors on the Vendor Bid List; the following revised vendor bid list includes contact information for each vendor attendee at the Networking/Bidders Conferences.

Business Name	Contact Name	Contact Phone	Address	City	State	Email
Accent on Languages	Eduardo Martinez	510-655-9470	2718 Telegraph Avenue, Suite 104	Berkeley	CA	eduardo@accentonlanguages.com
Accurate Communication	Patrick Boursiquot	310-401-3998	555 W 5th Street	Los Angeles	CA	pat@accuratecommunication.net
Akorbi	Edward Cavazos	(214) 256-9222	6504 International Pkwy, Ste. 1500	Plano	TX	ecavazos@akorbi.com
AllWorld	Carlos Scandiffio					scandiffio@alcinc.com
Avantpage	Luis Miguel					luis@avantpage.com
Barbier International, Inc.	Daniel Sain	503-430-7710	10260 SW Greenburg Road	Portland	OR	RFP@barbierintl.com
Benoit	Ita Elizalde					ielizalde@benoitinc.com
Cal Interpreting & Translations, Inc.	Dawna Zike	(408) 334-5237	2501 W Burbank Blvd.	Burbank	CA	pm@calinterpreting.com
Excel Interpreting, LLC	Koy Saephan	916-412-4555	1804 Tribute Road, Suite 210	Sacramento	CA	Koy@excelinterpreting.com
EXP	sampath goolla	415-602-9081	451 Montgomery Street Suite 300	SF	CA	sampath.goola@exp.com
Geneva Worldwide	Anna Neophytou					anna@genevaworldwide.com
Geneva Worldwide	Louis Lesce					LLesce@genevaworldwide.com
Global Interpreting Network Inc	Hector Fuentes	(573) 337-0451	28546 Constellation Road	Valencia	CA	hfuentes@globalinterpreting.com
Global Interpreting Network Inc	Jane Robideau	(573) 337-0451	28546 Constellation Road	Valencia	CA	jrobideau@globalinterpreting.com
Guidepost Solutions	Liz Jordan-Wettstein	(510) 695-0600	180 Grand Avenue	Oakland	CA	businessdevelopment-oak@guidepostsolutions.com
Hanna Interpreting Services LLC	Tom Elias	(619) 930-9490	10783 Jamacha Blvd ste 8	Spring Valley	CA	tom@hannais.com
Interactive Resources, Inc.	Andrew Butt	(510) 520-6451	117 Park Place	Richmond	CA	andrew.butt@intres.com
International Contact	Carla Itzkowich	510-836-1180	2820 Adeline Steet, Suite 1	Berkeley	CA	carla@intlcontact.com
International Contact	Norma Armon	510-836-1180	2820 Adeline Steet, Suite 1	Berkeley	CA	norma@intlcontact.com
International Translation Company	Letizia Florez	(857) 329-3378	70 Warren Street	Boston	CA	letizia@itctranslation.net
International Translation Company	Shamso Ahmed	(617) 989-3939	70 Warren Street	Boston	CA	shamso@itctranslation.net
Interpreters Unlimited	Shamus Sayed					Shamus.sayed@iugroup.com
Language Line Services, Inc.	Rick Cummings	888-898-1471	1 Lower Regsedale Drive, Bldg 2	Monterey	CA	rcummings@languageline.com
Language Network	Caroline Calderaro	(949) 733-2446	5225 Canyon Crest Dr, Bldg 200, Ste 254	Riverside	CA	caroline@languagenetworkusa.com

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Business Name	Contact Name	Contact Phone	Address	City	State	Email
Language Network	Jordan Evans	(949) 627-4794	5225 Canyon Crest Dr, Ste 254	Riverside	CA	jordan@languagenetworkusa.com
Language People	Michael Erickson					merickson@languagepeople.com
Language World Services	Anelica Mendoza	916-333-5247	7220 Fair Oaks Blvd, Suite D	Carmichael	CA	amendoza@languageworld.com
Language World	Lisa Spagnoli					lisa@languageworldservices.com
Languages Translation Services	Daniel Shamebo Sabore					dshamebo@languages-translation.info
						dshamebo@yahoo.com
Lazar & Associates	Jamie Goldesnon	310-453-3302	1516 S. Bundy Drive, Suite 311	Los Angeles	CA	jamie@lazar.com
RussTech	Dr. Marilyn Young					mjyoung@russtechinc.com
Schreiber Translations, Inc.	Stephanie Pratt	301-424-7737 ext 128	51 Monroe Street, Suite 101	Rockville	MD	spettit@schreibernet.com
SeeWriteHear	Tracy McCarty	480-285-5001	7303 East Warll Drive, Suite 100	Scottsdale	AZ	tracy.mccarty@seewritehear.com
Universe Technical Translation	Nicole Krasnov	(832) 997-0095	9225 Katy Freeway	Houston	TX	nicole@universe.us
Universe Technical Translation	Soad Sefriou	(713) 827-8800	9225 Katy Freeway	Houston	TX	soad@universe.us
Afaf Translations, LLC	Afaf Steiert	510-684-4586	15655 Liberty Street	San Leandro	CA	afaf@afaftranslations.com
Wagner, Madelyne	Madelyne Wagner		1455 Frazee Rd Ste 500	San Diego	CA	madelyne@nativeinterpreting.com
207 Interpreters LLC	Benoit J Akoa		178 Deering Dr	Buxton, ME 04093-6557	CA	benoit@207interprete
Barrera & Associates Construction, Inc.	David Guzman	(510) 614-7385	9929 Pearmain Street	OAKLAND	CA	David@barrereainc.net
Cayuse Civil Services	Kelly McCurdy	(231) 920-7900	72632 Coyote Rd	Pendleton	OR	kelly.mccurdy@cayusecivilservices.com
Cayuse Civil Services	Stephany Glenn	(540) 623-0581	72632 Coyote Rd	Pendleton	OR	Stephany.glenn@cayusecivilservices.com
Flix Translation Group LLC	Sofia Culotta	(305) 290-2080	2222 Ponce de Leon Blvd, Suite 300	Miami	FL	sofia.culotta@flixtranslations.com
Focus Language International Inc.	Ana Canjura	(800) 374-5444	14450 Park Ave Suite 100	Victorville	CA	acanjura@focusinterpreting.com
Interpreting and Consulting Services, Inc	Sara Cardinale	(916) 241-5170	836B Southampton Rd 353	Benicia	CA	icsinterpreting@gmail.com
MasterWorld Services, Inc	Elena Kassab	(281) 589-0810				bids@masterword.com
Schreiber Translations, Inc	Tatiana Saah	(301) 424-7737	51 Monroe Street, Suite 101	Rockville	MD	Businessdevelopment@schreibernet.com