



**ADDENDUM #1
Commissioners' Office
Community and Sign Language Interpreters (remote and in-person)
SOQ # 7277-21**

November 9, 2021

The attached addendum supersedes the original Information and Specifications regarding SOQ # 7277-21 where it adds to, deletes from, clarifies or otherwise modifies. All other conditions and any previous addendums shall remain unchanged.

Please note: Due to COVID-19, BIDS will only be accepted electronically by emailing purchasing@bouldercounty.org.

CURRENT INTERPRETER:

1. Question: Who is currently providing these services to Boulder County and what are the rates and terms?

ANSWER: Boulder County purchasing has never formally requested procurement for this service, therefore we cannot provide current rates and terms.

2. Question: Does the County currently have an agency/individual providing these services?

ANSWER: See answer to Question #1.

3. Question: Who are the current incumbents?

ANSWER: See answer to Question #1.

4. Question: What is the contract number of the current incumbent(s)?

ANSWER: See answer to Question #1.

5. Question: Does the County have interpreters on staff? If so, how many and for what languages?

ANSWER: Boulder County does not have full time staff interpreters.

6. Question: If the County has staff interpreters, are they also certified? If so, what certifications do your staff interpreters possess?

ANSWER: Boulder County does not have full time staff interpreters.

7. Question: Who is your current provider(s) of ASL onsite services?

ANSWER: Boulder County does not have a current onsite service provider for ASL.

8. Question: Who is the current incumbent contractor? What are the incumbent contractor's hourly rates?

ANSWER: See answer to Question #1.

9. Question: What is the incumbent's VRI rate, if any? Is this the first contract that notes VRI services?

ANSWER: See answer to Question #1.

10. Question: What is the past contract ID?

ANSWER: See answer to Question #1.

SAMPLES:

11. Question: What is meant by "please provide samples of your work with your proposal"? Are you asking for samples of documents that have been translated? Video/audio recordings of meetings with an interpreter providing services? Other than public events, most interpretation (medical, social services) is done in confidential settings and thus not allowed to be recorded and used for promotional purposes.

ANSWER: Boulder County would like to review any public meetings for which the applicant has recordings available, otherwise will consider qualifications, certifications, or recommendations.

12. Question: Are there any specific documents/certification you would need not specified in the SOQ?

ANSWER: Boulder County is not requiring specific documents/certifications at this time.

13. Question: The checklist states that our must include a sample of relevant work in written or video (link) form. Could you please elaborate?

ANSWER: Boulder County would like to review any public meetings for which the applicant has recordings available, otherwise will consider qualifications, certifications, or recommendations.

14. Question: Page 9, Due to confidentiality and copyright concerns for real samples of service provided, would Boulder County consider accepting additional references or providing Boulder County materials for a short sample of relevant work to be created by the Proposer?

ANSWER: Boulder County would like to review any public meetings for which the applicant has recordings available, otherwise will consider qualifications, certifications, or recommendations. A sample of relevant work created by applicant will also be accepted.

CURRENT USAGE:

15. Question: Please provide usage statistics for the past 12 months. How often were services needed remotely? How often were services needed in person? How often was written translation needed? Please provide a breakdown among languages.

ANSWER: Boulder County has not tracked usage of interpretation services to date. We are expecting but cannot guarantee the need for services for several meetings a month during the calendar year.

16. Question: What is the historical need for Sign Language Interpreter(s) throughout the County? That is, historically, how many hours per week (on average) has the County required ASL interpreting services?

ANSWER: Boulder County has not tracked usage of interpretation services to date. We are expecting but cannot guarantee the need for services for several meetings a month during the calendar year.

17. Question: Historically, what are the County's requirements for in-person vs.

remote interpreting? What percentage is in-person, and what percentage is video/remote?

ANSWER: In-person versus virtual interpretation needs have not been quantified to date.

18. Question: How many vendors does the County currently utilize and how is the work distributed amongst them.

ANSWER: See answer to Question #1.

19. Question: What was the monthly average amount of interpretation services requested for each language in hours for 2019 and/or 2020?

ANSWER: See answer to Question #1.

20. Question: How many ASL interpreting hours did you use last year?

ANSWER: ASL interpretation needs have not been quantified to date.

21. Question: If you have multiple locations, what is the usage by location?

ANSWER: Interpretation by location have not been quantified to date. Needs are anticipated primarily for Boulder, Longmont, or sometimes other county locations or (infrequently) unincorporated Boulder.

22. Question: Though this contract is on an "as needed" basis, in years past, what were the weekly, monthly, or yearly averages of services supplied for on-site? Averages of last-minute requests in the previous contract year?

ANSWER: Boulder County has not tracked usage of interpretation services to date. We are expecting but cannot guarantee the need for services for several meetings a month during the calendar year. Emergency need for interpretation work is rare.

23. Question: What is your current need and averages for supplying special interpreting services for the following modes of communication: Is the County open to further advice with these specifications that may require a team of two interpreters for the support of effectively providing communication?

ANSWER: Boulder County has accommodated the need for more than one interpreter based on the length of meetings. The county is open to recommendations to optimize interpretation for the benefit of our residents.

24. Question: What is the current fulfillment rate of interpretation?

ANSWER: Boulder County has not tracked usage of interpretation services to date.

CERTIFICATION:

25. Question: Do you have a preferred vendor certification?

ANSWER: No.

26. Question: Are there any specific documents/certification you would need not specified in the SOQ?

ANSWER: No.

RATES:

27. Question: What are the current incumbent rates for each language?

ANSWER: Boulder County purchasing has never formally requested procurement for this service, therefore we cannot provide current rates and terms.

28. Question: What are the current ASL onsite interpreting rates for your onsite provider(s)?

ANSWER: Boulder County purchasing has never formally requested procurement for this service, therefore we cannot provide current rates and terms.

BID DETAILS:

29. Question: Will this bid be awarded to multiple vendors? If so, how will the work be distributed?

ANSWER: Ideally this contract will be awarded to multiple vendors—how the work will be divided among vendors will be determined at a later date.

30. Question: Is this bid open to individuals/single member LLC interpreters? (Interpreters who have incorporated themselves but do not have staff or a roster of multiple interpreters).

ANSWER: Boulder County will accept bids from all interested parties.

31. Question: Is this bid open to out of state vendors?

ANSWER: Boulder County will accept bids from all interested parties.

32. Question: What factors will determine if this is a single or multiple award?

ANSWER: Ideally this contract will be awarded to multiple vendors. It will depend on how many proposals meet our requirements.

33. Question: If this is multiple-award, what is the maximum number of vendors it will be awarded to? Are multiple vendors typically considered for large events requiring large quantities of on-site interpreters?

ANSWER: Ideally this contract will be awarded to multiple vendors. It will depend on how many proposals meet our requirements. Yes, the county will consider multiple vendors at large events to fulfill the interpretation needs.

BENEFITS:

34. Question: Will on-site interpreters be required to purchase a parking pass? What are the parking fees, if any?

ANSWER: Most county buildings do not require parking passes, however in the event that paid parking is required the vendor will be reimbursed or supplied a pass.

35. Question: After being awarded, will there be any type of annual review between the awarded vendor and the County?

ANSWER: No annual review will be provided, but regular feedback will be part of the relationship with the vendor.

SCHEDULING:

36. Question: Are video remote interpreting/over the phone interpreting appointments requested on-demand, pre-scheduled, or both? Can you provide an estimated breakdown of each for 2019 and/or 2020? (Example: 50% on-demand, 50% pre-scheduled).

ANSWER: Most Boulder County interpretation needs will be pre-scheduled with an occasional on-demand need for emergency services. Boulder County purchasing has never formally requested procurement for this service, therefore we cannot provide current breakdown of needs.

37. Question: It is industry standard that on-site interpreters are secured with a 2 hour minimum for each assignment. I do not see that in the SOQ, would you consider adding it?

ANSWER: Yes—that can be included in the final contract.

38. Question: For American Sign Language (ASL) interpreters, it is industry standard that assignments longer than 1.5 hours of non-stop ASL discourse require a team of interpreters. This is to ensure ASL interpreters avoid a Repetitive Stress Injury (RSI). I do not see this language in the SOQ, would you consider adding it?

ANSWER: Yes—that can be included in the final contract.

39. Question: What percentage of your interpreting assignments are for last minute needs (less than 2 full business days' notice)?

ANSWER: Most Boulder County interpretation needs will be pre-scheduled with an occasional on-demand need for emergency services. Boulder County purchasing has never formally requested procurement for this service, therefore we cannot provide current breakdown of needs.

40. Question: What is the average length of an interpreting assignment?

ANSWER: Most Boulder County meetings requiring interpretation have been on average 2 hours long.

41. Question: How many minutes of interpretation (price is determined on volume) are anticipated per month?

ANSWER: Boulder County has not tracked usage of interpretation services to date. We are expecting but cannot guarantee the need for services for several meetings 2-3 hour meetings a month during the calendar year.

42. Question: What percentage of these interactions would be on demand?
Scheduled?

ANSWER: Most Boulder County interpretation needs will be pre-scheduled with an occasional on-demand need for emergency services. Boulder County purchasing has never formally requested procurement for this service, therefore we cannot provide current breakdown of needs.

43. Question: For on-demand interpretation what time frame to connect would be acceptable?

ANSWER: On-demand interpretation could mean emergency response for the county, so response time will depend on the need. Vendors who cannot commit to on-demand can still apply for scheduled interpretation opportunities.

44. Question: Is there a need for interpretation services on weekends? Holidays?

ANSWER: Boulder County may require interpretation on evenings and weekends for regular meetings. Holiday interpretation needs may only be required in case of emergencies.

45. Question: What percentage of annual requests are expected to be VRI and what percentage of requests are expected to be on-site requests?

ANSWER: Boulder County purchasing has never formally requested procurement for this service, therefore we cannot provide current rates and terms. Throughout the pandemic, most meeting have been conducted virtually, but we anticipate in-person meetings in the future.

46. Question: How often are last-minute/ Emergency services requested, or on average, its frequency in the past? What are the current incumbents' Emergency rates?

ANSWER: We can't determine an average for last-minute/emergency services. Boulder County purchasing has never formally requested procurement for this service, therefore we cannot provide current rates and terms.

MISCELLANEOUS:

47. Question: What languages has the agency found most difficult to fulfill?

ANSWER: We have not yet determined all of our language needs or the gaps for interpretation.

48. Question: Are there any challenges you would like this new contract to address?

ANSWER: Boulder County would like to engage interpreters who are available, consistent, reliable and provide high quality interpretation services.

49. Question: Other than Spanish are you aware of any other specific languages you will need?

ANSWER: We would like to engage ASL interpreters and may have future needs for additional languages beyond Spanish.

50. Question: Do the interpreters need to be familiar with HIPAA guidelines?

ANSWER: No.

51. Question: Are there additional sign language needs beyond English<>ASL?

ANSWER: Not at this time.

52. Question: What were some of the challenges, if any, that the previously awarded vendor faced while supplying this need?

ANSWER: N/A.

53. Question: Are there any preference incentives for small, minority, women-owned, or disabled veteran-owned businesses at this time? If so, what is the percentage to note?

ANSWER: Boulder County reaches out to minority/women-owned/disabled-veteran-owned businesses through our procurement process. There is no associated percentage.

STAFFING:

54. Question: In the SOQ checklist it requires: Information on the relevant experience of key personnel. Could you please elaborate on the information required and who it pertains to.

ANSWER: Generally, vendors of Boulder County will provide bios or the skill sets of the leadership and/or staff who will work on our services.

55. Question: Page 9, In the "Submittal Section" the first item on the checklist suggests that the name and address of subcontractors should be included in the proposal package, does this include all independent contractors? Many language agencies subcontract the services of independent/freelance interpreters and the list could be quite extensive.

ANSWER: No.

56. Question: In the SOQ checklist it requires: Information on the relevant experience of key personnel. Could you please elaborate on the information required and who it pertains to?

ANSWER: Generally, vendors of Boulder County will provide bios or the skill sets of the leadership and/or staff who will work on our services.

ASL SPECIFIC:

57. Question: Do you currently use Video Remote Interpreting (VRI) for ASL?

ANSWER: Yes—the county will have a need for ASL interpretation on Zoom and Microsoft Teams.

58. Question: If so, who is your current ASL VRI provider and what is the rate?

ANSWER: Boulder County purchasing has never formally requested procurement for this service, therefore we cannot provide current rates and terms.

59. Question: Do you require specialty ASL interpreting services for Legal, Medical, Tactile, CDI or any other interpreting type?

ANSWER: We do not require specialty services at this time.

60. Question: Are there any additional needs for Certified Deaf Interpreters (CDIs)? CDIs are Deaf and work alongside Hearing ASL interpreters to break down the language barrier further for those deaf consumers who may have limited language or other disabilities that hinder their comprehension.

ANSWER: Unknown at this time.

TECHNOLOGY:

61. Question: What type of technology is available for these services (mobile, desktop, landlines, etc.?)

ANSWER: Boulder County will not provide software/hardware for interpretation vendors. Vendor will be expected to provide their own equipment.

BILLING:

62. Question: Can we bill services to a credit card or Paypal account?

ANSWER: Boulder County will require an invoice which the county will pay by check or credit card.

Submittal Instructions:

Submittals are due at the email box only, listed below, for time and date recording on or before **2:00 p.m. Mountain Time on Monday, November 15, 2021.**

Please note that email responses to this solicitation are limited to a maximum of 50MB capacity.

NO ZIP FILES OR LINKS TO EXTERNAL SITES WILL BE ACCEPTED. THIS INCLUDES GOOGLE DOCS AND SIMILAR SITES. ALL SUBMITTALS MUST BE RECEIVED AS AN ATTACHMENT (E.G. PDF, WORD, EXCEL).

Electronic submittals must be received in the email box listed below. Submittals sent to any other box will NOT be forwarded or accepted. This email box is only accessed on the due date of your questions or proposals. Please use the Delivery Receipt option to verify receipt of your email. It is the sole responsibility of the proposer to ensure their documents are received before the deadline specified above. Boulder County does not accept responsibility under any circumstance for delayed or failed email or mailed submittals.

Email purchasing@bouldercounty.org; identified as **SOQ # 7277-21** in the subject line.

All proposals must be received and time and date recorded at the purchasing email by the above due date and time. Sole responsibility rests with the Offeror to see that their proposal is received on time at the stated location(s). Any proposal received after due date and time will be returned to the bidder. No exceptions will be made.

The Board of County Commissioners reserve the right to reject any and all proposals, to waive any informalities or irregularities therein, and to accept the proposal that, in the opinion of the Board, is in the best interest of the Board and of the County of Boulder, State of Colorado.



**RECEIPT OF LETTER
ACKNOWLEDGMENT**

November 9, 2021

Dear Vendor:

This is an acknowledgment of receipt of Addendum #1 for SOQ #7277-21, Community and Sign Language Interpreters (remote and in-person).

In an effort to keep you informed, we would appreciate your acknowledgment of receipt of the preceding addendum. Please sign this acknowledgment and email it back to purchasing@bouldercounty.org as soon as possible. If you have any questions, or problems with transmittal, please call us at 303-441-3525. This is also an acknowledgement that the vendor understands that due to COVID-19, **BIDS will only be accepted electronically by emailing purchasing@bouldercounty.org.**

Thank you for your cooperation in this matter. This information is time and date sensitive; an immediate response is requested.

Sincerely,

Boulder County Purchasing

Signed by: _____ Date: _____

Name of Company _____

End of Document