



**Q1. Whether companies from Outside USA can apply for this?
(like, from India or Canada)**

R1. Yes, the procurement is open to vendors nationwide. Vendors are required to register with the Secretary of State, prior to execution of a contract.

Q2. Whether we need to come over there for meetings?

R2. This would be determined by the Department.

**Q3. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)**

R3. The vendor would need a office location in the USA to offer services for Interpreter Translation Services and be accessible to our department's 67 counties.

Q4. Can we submit the proposals via email?

R4. No.

Q5. Section 2, Para 2.10 Trade Secrets. Will notating "This section considered Company Trade Secret" in the footer of the appropriate indexed on tabbed sections of our proposal, identified in the Table of Contents, suffice as a separation?

R5. Yes.

**Q6. 1. Page 6 Section 1.0 PROJECT OVERVIEW:
Can we bid for written translation services only?**

R6. Yes.

Q7. Page 6 Section 1.1 ELIGIBLE ENTITIES:

We are a Small, Women-owned, and Minority-owned business certified by the State of Virginia. Are we able to participate as well?

R7. Yes, the procurement is open to all vendors, there is no preference given to a vendor. Since you are certified in Virginia, please make sure that you register with the Secretary of State's office in Alabama prior to execution of a contract.

Q8. Page 12 Section 2.12 DISCUSSION/NEGOTIATION AND/OR ORAL PRESENTATION/PRODUCT DEMONSTRATION: If oral presentations are requested, can we schedule them remotely?



R8. Yes.

Q9. Is there an incumbent for this contract? If there is, can you tell us who the incumbent is? Can you share the rates they are currently being charged?

R9. Yes, the vendors are Foreign Language Services, Lingua Link Language Solutions, M & N Language Services and Universe Technical Translation, Inc.

Vendors can make a public request for information by submitting requests via email, vicki.robinson@dhr.alabama.gov. Reference procurement number/title and specify the vendor.

Q10. What is the estimated volume in words and/or pages for this solicitation? Could you provide historical information of written translation services utilization per language?

R10. This information is not available.

Q11.

Can a vendor bid only on?

- a. Select services (i.e., written translations services and/or telephone interpreter services, but not face-to-face interpreter services)?**
- b. Select languages (instead of all languages)?**

R11. a. Yes.

b. Yes.

Q12. . Would the list of interpreters (mentioned in Section 3.5) need to include linguists who are only providing written translation services?

R12. Yes.

Q13. For the Cost Proposal, why would such confidential budget items be required? Would the data in a completed Appendix F be subject to public requests for information? Can vendors provide their per word, per minute, and/or per hour rates in lieu of that data?

R13. Vendors are required to use the forms provided by the procurement. Furthermore, vendors may include a narrative itemizing and justifying proposed cost. Yes, information would be subject to public requests. Yes.

Q14. 1) Section 2, Para 2.10 Trade Secrets. Will notating "This section considered Company Trade Secret" in the footer of the appropriate indexed on tabbed sections of our proposal, identified in the Table of Contents, suffice as a separation?



R14. Yes.

Q15. Our Service Description, (3.0 with all its subparagraphs up to and including 3.26 Quality Assurance) will describe in detail FLS' proprietary processes; Section 4.2.5.1.4, Staff Resumes, 4.2.1.5 Staff Performance Evaluations and Training will also contain company proprietary information. We consider all these parts of our proposal as Company Trade Secrets. Will DHR agree with these designations?

R15. Yes.

Q16. The Cost Proposal sheets detail company proprietary information; please explain how and where (what page or section) we should provide pricing of interpreting, translation, travel costs and phone interpreting in Appendix F, Cost Proposal Form.

R16. Vendors are required to use the forms provided by the procurement. Furthermore, vendors may include a narrative itemizing and justifying proposed cost.

Q17.4) Section 3, page 14, para 3. The solicitations state "interpreters/translators must be employees of the contracting agency". Section 1.73, page 8, refers to listing all subcontractors in the proposal. As do the majority of language services providers, due to the numerous languages requested, the short duration of each assignment, and, in this case, providing services in all 67 counties, may we respectfully request that both employees and contractors, be used to fulfill the contract, as long as they are qualified?

R17. Yes.

Q18. 5) Section 3.3, page 14, Cancellations. Please confirm that a cancellation made in less than 24 hours by DHR is billable by the contractor; if cancellation occurs more than 24 hours prior to the appointment, the contractor may not bill for the appointment.

R18. Yes.

Q19. Section 4.2, page 19, Proposal Format. We understand the need for labeled tabs. Please provide further instruction on what is considered "bolded sections and subsections" needing tabs. All of the subsections in both ASL and FL solicitations are bolded. May we consider the Evaluation Criteria Section, page 25 (FL) and page 24 (ASL), which include Vendor Qualifying Information (7 subsections), Method of Providing Services (5 subsections) and Cost Proposal, as the 3 major sections and 13 subsections, for each Proposal, plus the Appendices (Forms) as the sections needing identifying tabs?



R19. Yes.

Q20. Section 4.2.5.2, page 21, Vendor Financial Stability. As a Small Business, we have not been required to do a formal audit and thus do not have auditor letters or "audited" financials. Our CPA firm assures us that submitting a Financial Compilation of the three years, to include a balance sheet, income statement, and retained earnings will provide DHR an adequate picture of our finances. Will this be permissible?

R20. No, A vendor can provide bank statements on bank letterhead for the years requested in the RFP.

Q21. Section 5.0, Cost Proposal. (and 1.8.3, Cost Proposal Forms, page 9). May our Cost Proposal be provided as a part of our proposal document, tabbed, or should it be provided as a separate entity, apart from our Technical Proposal? If this is the case, we note the Cost Proposal Forms are Appendices F & G, and thus would also be separated out?

R21. The cost proposal can be provided as part of the proposal document, labeled and tabbed.

Q22. In Solicitation RFP 2021-100-01, Interpreter Translation Services, we note that Appendix A, Standard Terms and Conditions, are not included, but referred to in the title of Appendix A & B. However, they are in RFP 2021-100-02. May we assume they are the same for both?

R22. Yes.