

**Translation/Interpretation/American Sign Language  
Request for Vendors (RFV)  
Questions and Answers V2  
Updated and Posted: June 1, 2023**

- 1. Proposer Question:** Normally we contract 2 interpreters for meetings that go over 1 hour, not 2. Is that a term that can be modified to follow industry standards? This would help avoid cognitive fatigue.

**Response:**

Applicants should indicate in Section D. Fee/Service Rate Schedule in Appendix D. Application Cover Page the number of interpreters their organization allocates and associated pricing when projects include meetings lasting two hours.

- 2. Proposer Question:** As an agency we work with numerous translators and interpreters. Do we need to list all of them? That would be multiple people in multiple languages.

**Response:**

Agencies working with more than 20 translators and/or 20 interpreters, have the option to summarize the qualifications represented by their pool of those individuals who provide services to the agency in the Experience and Qualifications section of VIII. Required Documents.

- 3. Proposer Question:** Also, what type/size ISO booth do you need? Is an enclosed table top booth sufficient?

**Response:**

Projects are determined on an as-needed basis and will be issued through task orders, including any equipment required to complete the task order. Currently, we do not have a projection of ISO booths and/or table top booths needs. An indication of booths accessible to you/your organization and associated pricing should be referenced in Section D. Fee/Service Rate Schedule in Appendix D. Application Cover Page in your application.

- 4. Proposer Question:** It would be most helpful if you could provide some idea of the expected spend for written translation and separately for interpretation services during the next three years. A historic spend for these two broad categories for 2022 and 2023 YTD (if available) would also be very useful.

**Response:**

First 5 LA contracted approximately \$104,000 for translation and interpretation services for fiscal year 2022-23. First 5 LA anticipates budgeting \$385,000 for translation and interpretation services for fiscal year 2023-24. Spending for fiscal year 2023-24 will be based

**COMMISSIONERS**

|                               |                    |                  |
|-------------------------------|--------------------|------------------|
| Los Angeles County Supervisor | Judy Abdo          | Summer McBride   |
| Holly J. Mitchell             | Robert Byrd, Psy.D | Maricela Ramirez |
| <i>Chair</i>                  | Astrid Heger, M.D. | Carol Sigala     |
| Brandon Nichols               | Yvette Martinez    |                  |
| <i>Vice Chair</i>             |                    |                  |

**EX OFFICIO MEMBERS**

|   |
|---|
| Barbara Ferrer, Ph.D.,<br>M.P.H., M.Ed. |
| Jacquelyn McCroskey, DSW                |
| Deanne Tilton                           |

**EXECUTIVE DIRECTOR**

|                      |
|----------------------|
| Karla Pleitez Howell |
|----------------------|

**EXECUTIVE VICE PRESIDENT**

|                |
|----------------|
| John A. Wagner |
|----------------|

**A PUBLIC ENTITY**

on First 5 LA's business needs and will be issued through a task order as those business needs arise.

- 5. Proposer Question:** I'm interested in applying for this opportunity however I don't see where it specifies on the grant amount for this project? Or do we come up with our own budget?

**Response:**

There is no specified grant amount for this Request for Vendors.

Acceptance into the Qualified Vendor List (QVL) does not guarantee work with First 5 LA. For those who are accepted into the QVL, work will be solicited based on First 5 LA's as-needed basis. Staff will select a vendor from the QVL based on First 5 LA's business needs and will issue a Task Order to the selected vendor. The selected vendor and First 5 LA staff will negotiate a Task Order identifying the scope of work and final budget before work can begin using the rates negotiated by the parties upon entry into the QVL.

The Application Cover Page (Appendix D) subsection D. Fee/Service Rate Schedule requests that applicants:

Please attach a fee/service rate sheet for each language, service you are anticipating providing services for. Please identify all identifiable costs including, but not limited to:

- i. Written Translation: translation rate per word, page or hour, overtime rates, reimbursable items, miscellaneous costs, rush jobs rates, etc., and any variations that First 5 LA could expect for specific projects, if applicable, required for the performance of the contract resulting from this RFV.
- ii. Oral Interpretation (including ASL): typical staffing rates, video remote (VRI), specialty services, pre-recorded (PRI), video captioning, over-the-phone (OPI), cancellation fees, interpreting equipment (including but not limited to isolation booths, headsets, and transmitters), including a travel budget (Mileage will be reimbursed at a rate of \$0.625 per mile in accordance to First 5 LA policy).

- 6. Proposer Question:** Is it acceptable if I attach another document to the cost narrative?

**Response:**

For the Application Cover Page, subsection D. Fee/Service Rate Schedule requests that applicants, **please attach a fee/service rate sheet for each language**, service you are anticipating providing services for. Please identify all identifiable costs including, but not limited to:

- i. Written Translation: translation rate per word, page or hour, overtime rates, reimbursable items, miscellaneous costs, rush jobs rates, etc., and any variations that First 5 LA could expect for specific projects, if applicable, required for the performance of the contract resulting from this RFV.
- ii. Oral Interpretation (including ASL): typical staffing rates, video remote (VRI), specialty services, pre-recorded (PRI), video captioning, over-the-phone (OPI), cancellation fees, interpreting equipment (including but not limited to isolation booths, headsets, and transmitters), including a travel budget (Mileage will be reimbursed at a rate of \$0.625 per mile in accordance to First 5 LA policy).

7. **Proposer Question:** Do you already have a budget for this 12-period or do you currently have a incumbent and can you share their rates with us?

**Response:**

Currently, First 5 LA does not have a single incumbent for translation and interpretation services; various contracts have project-specific needs for which specific services have been procured.

This Qualified Vendor List endeavors to centralize this procurement process to support the translation and interpretation needs of the organization.

The QVL will serve as a source of pre-qualified vendors who may be asked to provide support in one or more of the following areas: Translation, Interpretation and American Sign Language (ASL).

Vendor(s) may be selected for work based on project need, rotation, and/or solicitation by email. The selected vendor and First 5 LA staff will negotiate a Task Order identifying the scope of work and final budget before work can begin using the rates negotiated by the parties upon entry into the QVL.

First 5 LA anticipates budgeting \$385,000 for translation and interpretation services for fiscal year 2023-24. Spending for fiscal year 2023-24 will be based on First 5 LA's business needs and will be issued through a task order as those business needs arise.

8. **Proposer Question:** Do you already know the expected volume for each language and category? For example, in words or projects.

**Response:**

Projects will be determined on an as-needed basis and will be issued through task orders. We do not have a projection of the expected volume per language or category.

9. **Proposer Question:** For the Experience & Qualifications Narrative, it says "Qualifications should demonstrate experience relevant to each of the language services being offered," I wanted to confirm that "language services" means types of services, such as interpretation and translation, and not languages.

**Response:** The language service(s) being offered per language include written translation and/or oral interpretation with cultural nuance.

10. **Proposer Question:** For the Cover Page "Appendix D", there is a key personnel area. Do we put the names of the interpreters who will be providing the language services? Or should this be the key personnel who will be handling requests and coordinating them? We normally gather the names of the interpreters after we have reached out to our network of professional interpreters and confirmed their availability for the specific requests.

**Response:** Please see response to question 2.

**11. Proposer Question:** Can we request 2 interpreters for languages if the meeting is past one (1) hour as opposed to two (2) hours as stated on the RFV?

**Response:** Please see the response to question 1.

**12. Proposer Question: Are partial bids accepted?**

**Response:** Please review Section VIII. Required Documents for the documents required for submission to be considered for this RFV for each of the required documents. Proposal submissions will be evaluated based on the review tool listed as Appendix B identified in section VII. Selection Process: Only complete bids will be reviewed for acceptance into the Qualified Vendor List.

**13. Proposer Question: How will the work be apportioned?**

**Response:** Please see response to question 5.

**14. Proposer Question: What is the estimated value/budget of the contract?**

**Response:** Please see response to question 7.

**15. Proposer Question: What is the Period of Performance?**

**Response:** Please see response to question 7.

**16. Proposer Question: Could you please share past usage statistics broken down by service and language?**

**Response:** Please see response to question 8.

**17. Proposer Question: How much did First 5 LA spend on each requested service during the last FY?**

**Response:** Please see response to question 4.

**18. Proposer Question: What is the name of the incumbent(s) and their contract number(s)?**

**Response:** Currently, First 5 LA does not have a single incumbent for translation and interpretation services; various contracts have project-specific needs for which specific services have been procured.

The following vendors have been actively contracted on an as-needed basis for translation and interpretation services:

- TLC Interpreting and Translation Services, Inc. (Contract No. 10360, 09302)
- Lex Lingua Court Interpreters, Inc. (Contract No. 10351, 09333)

- Guzman Translation and Interpreting (Contract No. 09012)
- Inline Translation Services, Inc. (Contract No. 09094)

**19. Proposer Question: Did the incumbent cover every single assignment successfully?**

**Response:** Currently, First 5 LA does not have a single incumbent for translation and interpretation services; various contracts have project-specific needs for which specific services have been procured.

**20. Proposer Question: What challenges have you faced with similar scope of work from vendors you worked with?**

**Response:** Currently, First 5 LA does not have a single incumbent for translation and interpretation services; various contracts have project-specific needs for which specific services have been procured. This Qualified Vendor List endeavors to centralize this procurement process to support the translation and interpretation needs of the organization. As such, First 5 LA does not have any reported historical challenges since this is the first time it is endeavoring in this effort.

**21. Proposer 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:** Currently, First 5 LA does not have a single incumbent for translation and interpretation services; various contracts have project-specific needs for which specific services have been procured. This Qualified Vendor List endeavors to centralize this procurement process to support the translation and interpretation needs of the organization. As such, there is no standard rate for the services requested in this RFV. During fiscal year 2022-23, First 5 LA contracted approximately \$104,000 in translation and interpretation services.

**22. Proposer Question: If there is no incumbent, please describe how you are obtaining interpretation and translation services up to now and what you are paying for the service.**

**Response:** Previously, First 5 LA procured translation and interpretation services on an as-needed basis, and contracted approximately \$104,000 during fiscal year 2022-23. This RFV will establish a Qualified Vendor List of pre-qualified vendors.

For this Qualified Vendor List (QVL), Vendor(s) may be selected for work based on project need, rotation, and/or solicitation by email. The selected vendor and First 5 LA staff will negotiate a Task Order identifying the scope of work and final budget before work can begin using the rates negotiated by the parties upon entry into the QVL. Acceptance into the QVL does not guarantee work with First 5 LA.

First 5 LA anticipates budgeting \$385,000 for translation and interpretation services for fiscal year 2023-24. Spending for fiscal year 2023-24 will be based on First 5 LA's business needs and will be issued through a task order as those business needs arise.

**23. Proposer Question: Can we ask for a debriefing in case we are not awarded?**

**Response:** Declined applicants will be informed of their option to request a feedback session.

**24. Proposer Question: Is consecutive interpreting needed too?**

**Response:** Under Section IV, Scope of Work, interpretation vendors must be able to provide dual-language capabilities, cultural nuance interpretation and simultaneous interpretation.

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

**Response:** Technical needs for each project will be determined on an as-needed basis and will be issued through task orders. See Section VIII, Item E, to indicate media formats you have experience with for providing service, such as text documents/materials, recorded audio, video subtitling/dubbing and transcripts.

**26. Proposer Question: Is ADA remediation ever required?**

**Response:** First 5 LA is seeking applicants via this Request for Vendors to support First 5 LA's written translation, oral interpretation with cultural nuance, and American Sign Language (ASL) needs. The work supports improving language accessibility to members of the public with limited English proficiency, and language access services for subgroups in the deaf and hard-of-hearing community served by First 5 LA.

**27. Proposer Question: What is the average length of an interpreting assignment?**

**Response:** Projects will be determined on an as-needed basis and will be issued through task orders. We do not have a projection of the expected length per language or category.

**28. Proposer Question: What is the average length of a document needing translation?**

**Response:** Projects will be determined on an as-needed basis and will be issued through task orders. We do not have a projection of the expected length per language or category.

**29. Proposer Question: Where would face-to-face interpreting assignments take place?**

**Response:** Issued task orders will be within the state of California on an as-needed basis.

**30. Proposer Question: What mathematical calculation will be used to evaluate pricing considering each vendor may supply its own rates structure?**

**Response:** Please review Section VII. Selection Process: for the review tool listed as Appendix B which indicates that assessment of vendor pricing will be conducted based on review of rates commensurate with the requested Experience and Qualifications Narrative as required by in Section VIII. Required Documents.

**31. Proposer Question: If an on-site ASL interpreter is not available, are you amenable to a remote ASL Interpreter?**

**Response:** Projects are determined on an as-needed basis and will be issued through task orders, including any equipment required to complete the task order. Currently, we do not have a projection of remote ASL interpreter needs. An indication of remote ASL interpreter equipment accessible to you/your organization and associated pricing should be referenced in Section D. Fee/Service Rate Schedule in Appendix D. Application Cover Page in your application.

**32. Proposer Question: Will travel expenses and other direct costs be reimbursed?**

**Response:** Reference Section D and E for mileage that will be reimbursed at a rate of \$0.625 per mile in accordance to First 5 LA policy, and for fee/service rate schedule for written translation and oral interpretation (including ASL).

**33. Proposer Question: Do we need to provide resumes of key personnel (company employees such as project managers) or resumes of linguists (independent contractors)?**

**Response:** Under Section VIII Required Documents, Experience and Qualifications Narrative: Applicants should provide a resume, curriculum vitae, or statement of firm or subcontractor qualifications outlining any professional certification, relevant work, education, publications, prior projects, etc. of the proposed individual(s) who will be providing services. Qualifications should demonstrate experience relevant to each of the language services being offered by the Applicant submitted on the Application Cover Page (Appendix D). (No Page Limitation, but do not embed hyperlinks)

**34. Proposer Question: Will translation into Braille be needed?**

**Response:** See response to Question 26.