

**ON-DEMAND INTERPRETATION AND TRANSLATION SERVICES MASTER AGREEMENT
QUESTIONS ANSWERS**

#	Questions- Advertising	Answers
1	Can we advertise among agencies?	Refer to 8.36 (Publicity) of the Sample Master Agreement.
2	Can awardees provide ISD with marketing materials to promote services to users?	Refer to 8.36 (Publicity) of the Sample Master Agreement.

#	Question- In-Person ASL to VRI ASL	Answers
1	If an on-site ASL interpreter is not available, are you amenable to a remote ASL Interpreter	ASL is covered under VRI Services. It will be at the Authorized Department's discretion to choose ASL Services via in-person or VRI.
2	Regarding in-person ASL services, if no interpreter is available for onsite, are you amenable to remote services instead? Would that be allowed?	ASL is covered under VRI Services. It will be at the Authorized Department's discretion to choose ASL Services via in-person or VRI.

#	Questions- CBE Utilization	Answers
1	Is there a quantifiable incentive for CBE participation?	No, however, the County encourages CBE participation/partnerships.

#	Questions- Language Interpretation Services Master Agreement (LISMA)	Answers
1	How much was spent in FY 2022 under the previous agreement?	In Calendar Year 2022, \$3,893,276.07 was spent for Over the Phone services (County Fiscal Year is July through June).
2	Could you please share statistics broken down by service and language for the last FY under the previous agreement?	Information is not available.
3	What challenges have you faced with similar scope of work from vendors you worked with?	Information is not available.
4	Who is your current provider(s) of ASL onsite services?	Information is not available.
5	What are the current ASL onsite interpreting rates for your onsite provider(s)?	Information is not available.
6	How many ASL interpreting hours did you use last year	Information is not available.
7	Who is your current ASL VRI provider and what is the rate	Refer to Sheet 2
8	Who is your current incumbent?	Refer to Sheet 2
9	What are you currently paying for the services?	Refer to Sheet 2
10	What challenges have you faced with similar scope of work from vendors you worked with?	Information is not available.
11	Could you please share past usage statistics broken down by service and language?	Information is not available.
12	What is the percentage of VRI/OPI services in comparison to those on-site	Information is not available.
13	Who is the incumbent vendor and what were the rates charged on the previous contract?	Refer to Sheet 2

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14	Could the County provide the annual revenue for the previous contract year, or what is the anticipated annual revenue (or volume in # of words for translation, # of minutes/hours for interpretation, etc.) for the new contract?	Information is not available.
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#	Questions- Misc.	Answers
1	On the vendor conference call, it was mentioned that certain business gaps are driving this RFSQ. Can the county please elaborate as to what types of requests the participating departments are having trouble filling via the current vendor pool? What departments are expressing these needs?	Refer to Board of Supervisors March 7, 2023 meeting - Board Motion (link: https://file.lacounty.gov/SDSInter/bos/supdocs/178489.pdf)
2	What are some of the challenges you encountered on the previous contract?	Refer to Board of Supervisors March 7, 2023 meeting - Board Motion (link: https://file.lacounty.gov/SDSInter/bos/supdocs/178489.pdf)

#	Question- Over the Phone/Call Center	Answer
1	Could you elaborate on the OPI qualification of a minimum of one centralized call center with the US? Are you looking to route all calls through a call center?	Refer to Paragraph 3.0 (Vendor's Minimum Qualifications) of the RFSQ.
2	will the county consider to use the app to access the OPI or VRI services without a call center (with a toll-free services number)?	Refer to Paragraph 3.0 (Vendor's Minimum Qualifications) of the RFSQ.

#	Questions- Rates	Answers
1	So the prices we submit are not ceiling rates? They are final rates	Refer to Paragraph 8.1.3.1 (Price Sheets) of the RFSQ and 5.0 (Contract Rate/Fee) of the Sample Master Agreement.
2	Will pricing be a factor to select from the pool of awarded vendors?	Refer to Paragraph 3.0 (Work) and 5.0 (Contract Rate/Fee) of the Sample Master Agreement.
3	Can you please expand the transcription pricing request to include audio quality, number of speakers and final format time code required? The audio quality can vary greatly if the speakers are in a quiet room speaking to one other person vs speaking at a loud event and/or in coded language through undercover wires or cellphone wire taps, for example. Five minutes of transcription for very quiet audio with only one person can take 1-2 hours to transcribe, but 5 minutes of coded language in a very loud location can take 8-15+ hours. And the number of speakers only makes that more time consuming. Transcriptions for wire taps or undercover wires really should be priced in a completely different way than 1-1 interrogations for example or simple quiet interviews. Also, the final delivery format matters greatly. If the client needs time code for example every 15 seconds vs every 30 seconds or every 60 seconds, also affects how long it can to format these documents.	The Authorized Department will describe the level of services required in the Service Request.
4	Will pricing be a factor used by the customer departments when choosing among the list of awardees?	Pricing will not be the only factor in selection of Qualified Contractor; Authorized Departments will be encouraged to use best efforts to evenly select from the pool of Qualified Contractors to perform work being requested.
5	Is it a requirement that the proposed pricing remain fixed for the potential 9.5-year term without any price increases	Refer to Paragraph 8.1.3.1 (Price Sheets) of the RFSQ and 5.0 (Contract Rate/Fee) of the Sample Master Agreement.
6	What is the contract amount?	Refer to Paragraph 5.0 (Contract Rate/Fee) of the Sample Master Agreement.

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7	Over the Phone and Video Remote Interpretation Services Price Sheet - Can we breakdown the prices per languages for Spoken, Sign or any other categories?	Refer to Appendix B Form 9 (Price Sheets).
8	Document Translation Price Sheet - Can we breakdown the prices per languages for Spanish, other languages, or any other categories?	Information is not available.
9	Document Translation Price Sheet - You have no quantities in your type of request. Any of these requests can have 250 words or 100,000+ words. Please specify a number of words so we can provide an accurate rate.	Information is not available.
10	Document Translation Price Sheet – On this page you have a note regarding On-Demand interpretation and Translation. Interpretation and Translation are 2 different services we provide. How would you like us to quote the On-Demand services for interpretation?	On-Demand Interpretation and Translation Services is the title of this RFSQ/Master Agreement/Services. It is included in every price sheet.
11	Document Translation Price Sheet – When you say On-Demand Translation – are you referring to the requests you are sending via email as an emergency?	On-Demand Interpretation and Translation Services is the title of this RFSQ/Master Agreement/Services. It is included in every price sheet.
12	Is LA County asking for one price to cover all languages for written translation?	Refer to Appendix B Form 9 (Price Sheets).
13	It is the industry standard to have different prices for different languages for Written Translation. Can vendors submit different prices for individual languages?	Refer to Appendix B Form 9 (Price Sheets).
14	It is the industry standard to have a minimum charge for written translation requests. Can vendors include our minimum charge as part of our cost submission?	Refer to Appendix B Form 9 (Price Sheets).
15	Is LA County asking for vendors to submit one per word price to cover translation and formatting charges?	Refer to Appendix B Form 9 (Price Sheets).
16	It is the industry standard to price separately for formatting/desktop publishing, since not all documents require the same level of formatting effort. Can vendors include our hourly rate for desktop publishing/formatting as part of our cost submission?	Refer to Appendix B Form 9 (Price Sheets).
17	Can the pricing form be modified? We need to be able to provide different per-word rates for each language or group the languages into similar cost categories. If we charge the same for Urgent Spanish as Urgent Japanese (for example), then the county will be wasting a lot of money.	No, refer to Appendix B Form 9 (Price Sheets).

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18	Can the pricing form be modified? Many of these services requested such as transcription, voice-over, and subtitling are typically quoted on a per project basis as there are many variables to factor into account: quality of audio, language requested, source assets received, amount of post-engineering required. Therefore, it is not possible to suggest a flat rate for each service that will certainly accommodate all requests. Can these be quoted on an as-needed basis using the hourly and per word fees established elsewhere in the contract (then quotes will include number of hours and number of words within scope)?	No, refer to Appendix B Form 9 (Price Sheets).
19	Can the pricing form be modified? For voice-over in particular, urgent service (24 hours) is not available and depending upon talent/studio availability, expedited service may not be available. Would the county still want to see pricing for these categories?	No, refer to Appendix B Form 9 (Price Sheets).
20	What is the use case where alternative pricing may come into play?	No, the rates will be fully-burdened fixed rates.
21	For In-Person ASL and Oral Interpretation: Can the pricing form be modified to include IRS mileage rate reimbursement as a separate charge as well as Parking / tolls charges, if applicable?	Please refer to Paragraph 5.0 (Contract Rate/Fee) of the Sample Contract.

#	Questions- Recording	Answer
1	Will this recording be available for later viewing?	Yes, it will be sent to all that attended the Teleconference.

#	Questions- Rotation	Answer
1	So the ISD will only allow users to request service from the ISD-provided vendor as dictated by the rotation?	Authorized Departments will be encouraged to use best efforts to evenly select from the pool of Qualified Contractors to perform work being requested.
2	Is the rotation based on a daily, weekly, monthly basis? How does that apply to OPI or VRI services?	Authorized Departments will be encouraged to use best efforts to evenly select from the pool of Qualified Contractors to perform work being requested.
3	How will the work be apportioned among the multiple awardees?	Authorized Departments will be encouraged to use best efforts to evenly select from the pool of Qualified Contractors to perform work being requested.
4	How will the work be distributed on an equitable rotation basis among the awarded Over-the-Phone and Video Remote Interpretation vendors?	Authorized Departments will be encouraged to use best efforts to evenly select from the pool of Qualified Contractors to perform work being requested.

#	Questions- Statement of Qualifications	Answers
1	A vendor's SOQ submission must be submitted by 25 May, but then vendors can add categories of services afterward?	This is an open solicitation. The first day to submit Statement of Qualifications is May 25, 2023. Refer to Paragraph 8.4 (Master Agreement Contractors Applying for Additional On-Demand Interpretation and Translation Service Category(ies) of the RFSQ.
2	Are partial bids accepted?	Refer to Paragraph 2.4 (Master Agreement Process) of the RFSQ.
3	What are the evaluation criteria and how much weight is given to pricing?	Refer to Paragraph 8 (SOQ Review/Selection/Qualification Process) of the RFSQ
4	What mathematical calculation will be used to evaluate pricing?	Refer to Paragraph 8 (SOQ Review/Selection/Qualification Process) of the RFSQ
5	Can we apply for VRI ASL only?	Refer to 2.1 (Scope of Work) of the RFSQ.

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6	Can we include all Categories in one RFP Response Packet, or do we need to create one Response for each Category?	Refer to Paragraph 7 (Statement of Qualification Requirements) of the RFSQ
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#	Questions- Training	Answers
1	Will there be opportunities to conduct onboardings with different user groups to ensure that style guides/glossaries/workflows are properly aligned?	Refer to the RFSQ, each SOW: OPI Sections 2.6 & 4.2.4, VRI Sections 2.6 & 4.2.5, Doc Translations Sections 2.16 & 4.2.4, In-Person ASL Sections 2.13 & 4.2.4, In-Person Oral Interpretation Sections 2.13 & 4.2.4, and Misc. Sections 2.26 & 4.2.4
2	Will we have the option of scheduling webinars to demo solutions and provide Q&A to business users?	Refer to the RFSQ, each SOW: OPI Sections 2.6 & 4.2.4, VRI Sections 2.6 & 4.2.5, Doc Translations Sections 2.16 & 4.2.4, In-Person ASL Sections 2.13 & 4.2.4, In-Person Oral Interpretation Sections 2.13 & 4.2.4, and Misc. Sections 2.26 & 4.2.4

#	Questions- Translation	Answer
1	Is it known what file formats will be in scope for translation?	Refer to 2.0 (Service Requests and Specific Work Requirements) of the Statement of Work for Document Translation.
2	For transcription is this English>English, or for foreign language?	Refer to 1.3 (Target Language(s) - Languages for Interpretation and Translation Services) of the Statement of Work for Miscellaneous Interpretation and Translation Services.
3	What is a “miscellaneous translation”, and how is it different than any other translation request?	Refer to 1.0 (Scope of Work) of the Statement of Work for Miscellaneous Interpretation and Translation Services.
4	For written translation services, with formatting/desktop publishing (DTP) in graphic design programs such as Adobe InDesign, Quark Xpress, MS Publisher be required?	The Authorized Department will describe the formatting/publishing needs required in the Service Request.
5	What are the most requested languages for translation and/or interpretation?	Information is not available.
6	I do not understand why "3.6 Vendor must have an administrative office, or administrative satellite office, located in Los Angeles County." is relevant for Document Translation is it is a remote service.	This is not a question.
7	Do we need to have an administrative office, or administrative satellite office, located in Los Angeles County for remote services (e.g., Document Translation Services – Category 3)?	Yes, refer to 3.0 (Vendor's Minimum Qualifications) or the RFSQ.
8	Re Section 3.6 – Given the nature of remote nature of translation work, will the County allow contractors with offices outside the County limits to bid on Category 3, Translation.	Refer to 3.0 (Vendor's Minimum Qualifications) or the RFSQ.

#	Questions- Vendors	Answers
1	How many vendors does the county plan to award? what is the anticipated budget amount	Refer to Paragraph 2.1 (Scope of Work) of the RFSQ and Paragraph 3.0 (Work) and 5.0 (Contract Rate/Fee) of the Sample Master Agreement.

#	Questions- Web Portal	Answers
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1	Will all the awardees have access to the web portal? What will be the selection process for the responded vendors?	Refer to 3.0 (Vendor's Minimum Qualifications) or the RFSQ.
2	Does the web portal have to be on our website or can we offer a separate FTP portal? Do LA County users have the ability to access FTP servers?	Refer to 3.0 (Vendor's Minimum Qualifications) or the RFSQ.
3	For the web portal, can LA County users access a secure FTP site using an FTP Client app or software package such as CuteFTP?	Refer to 3.0 (Vendor's Minimum Qualifications) or the RFSQ.
4	On the web portal, does the reporting feature have to be on demand? i.e. generated automatically by the portal at the request of the client.	Refer to 3.0 (Vendor's Minimum Qualifications) or the RFSQ.
5	Would LA County accept usage reports that are not auto generated by the portal but rather submitted by our Project Manager upon request?	Refer to 3.0 (Vendor's Minimum Qualifications) or the RFSQ.

#	Questions- Workflow	Answers
1	Will all vendors be expected to submit quotes for each task order and then the agencies will select?	Refer to Paragraph 3.0 (Work) of the Sample Master Agreement and Paragraph 2.0 (Service Requests and Specific Work Requirements) for each Statement of Work.
2	Which phone line will be served by the OPI interpreters? If there are multiple lines, please indicate just one for reference	Question is unclear. Refer to the Over the Phone (OTP) Statement of Work.
3	Do you require specialty ASL interpreting services for Legal, Medical, Tactile, CDI or any other interpreting type?	Refer to the VRI and In-Person ASL Statement of Works.
4	What percentage of your ASL interpreting assignments are for last minute needs (less than 2 full business days' notice)?	Information is not available.
5	What is the average length of an ASL onsite interpreting assignment	Information is not available.
6	Will you provide any equipment for Simultaneous	Refer to 6.0 (Materials and Equipment) of the Statement of Work for Miscellaneous Interpretation and Translation Services.
7	How many words are needed to be translated per language	Information is not available.
8	What is the breakdown of languages needed to be translated/interpreted/transcribed	Information is not available.
9	How many last-minute appointments do you have	Information is not available.
10	What is the breakdown for scheduled and last-minute appointments	Information is not available.
11	How will the transcriptions be delivered to you	The Authorized Department User would provide that information on the Service Request.
12	In the Master Agreement one of the languages required is Spanish Sign Language, which country does this refer to (Latin America, Spain, etc.)?	Mexico
13	Will interpretation equipment (e.g., dual-headset phones, iPads/tablets, etc.) be required for any interpretation assignments, to include OPI and VRI?	Authorized Department will need to provide their own interpretation equipment to use these services.
14	What is Client's cancellation policy for interpretation assignments, or should offerors provide their own cancellation policies?	Refer to Paragraph 2.7 of both Statement of Work for In-Person Interpretation Services (Oral and Sign Language).
15	Re section 3.4 - Will the County please clarify the County's understanding of what a centralized calling center consists of?	As defined in Section 3.4 (Additional qualifications apply to Category 1) of the RFSQ - centralized calling center within the United States, with uninterruptible power supply, a toll-free access phone number, and fully redundant backup capabilities
16	Could the County please confirm that on-shore and off-shore interpreters can be utilized to fulfill OPI and VRI interpretation requests?	Yes, provided that Vendor meets requirement in Section 3.4 (Additional qualifications apply to Category 1) of the RFSQ.

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17	Re Appendix D, Section 4.2 pg 123 – Regarding the individual training requirements, will the County accept the vendor’s certification of the linguist’s completion of corporate training that adheres to the County’s requirements?	Refer to Training Requirements outlined in each SOW.
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SHEET 2 - LISMA QUALIFIED CONTRACTORS

CONTRACTOR	CATEGORY A Spanish Only	CATEGORY B Core Languages	CATEGORY C Medical/Mental Health Interpretation	CATEGORY D VRI ASL, SSSL (Mx), Trilingual Interpretation	CATEGORY E VRI ASL, SSSL (Mx), Trilingual Medical/Mental Health Interpretation
Language Line Services, Inc.	\$0.70	\$0.70	\$0.77	\$1.50 (ASL only)	\$1.50 (ASL only)
TransPerfect Translations International, Inc.	\$0.92	\$0.98	\$0.98	\$3.00 (ASL only)	\$3.00 (ASL only)
WorldWide Interpreters, Inc.	\$0.49	\$0.56	\$0.99	\$2.95	\$3.20
Avaza Language Services Corp.	\$0.64	\$0.64	\$0.69	N/A	N/A
Telelanguage, Inc.	\$0.69	\$0.92	\$0.69 (Spanish) \$0.92 (all other languages)	N/A	N/A
Language Select/United Language Group	\$0.69	\$0.79	\$0.69 (Spanish) \$0.79 (all other languages)	\$250 p/h 3Hr min / full day 6Hrs	N/A