

## **Addendum 1 - Vendor Question and Answers**

### **20RFP058 Translation, Interpretation, Transcription and Sign Language Services**

Please confirm the address to deliver the RFP response.

**Deliver Sealed Proposals to this address:**

**Austin ISD**  
**Contract & Procurement Services**  
**4000 South IH-35 Frontage Road**  
**4<sup>th</sup> Floor Reception Desk**  
**Austin, Texas 78704**

1. Will bids be accepted for partial service, i.e., only for the translation or the interpretation portion of this RFP? **Answer: Yes**
2. If this is an existing contract, who is the incumbent vendor and what were the rates charged on the previous contract? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
3. What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate? **Answer: The purpose of this RFP is to expand our pool of providers to meet the increasing demand for services.**
4. What is the expected volume of this contract? **Answer: The purpose of this RFP is to expand our pool of service providers.**
5. Is there any historical data for Translation and Interpretation Services? **Interpretation and ASL appointments would be parent/teacher meetings, concerts, plays, conferences. Translation would be flyers, student manuals, forms.**
6. Is this RFP open to out of state vendors? **Answer: Yes, out of state and international vendors are welcome to bid.**
7. Is this a multiple source award contract? **Answer: Yes, multiple awards**
8. Are you able to provide us with historic data of average monthly utilization for all service categories? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**

9. Who is your incumbent vendor under contract? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
10. What rates are you currently paying for all service categories? **Answer: See Number 9 above**
11. What is the average per minute monthly call volume for telephone interpretation? **Answer: Based on the few months we've been piloting this the average call can be anywhere from 2 to 38 minutes long (average of 13 minutes per call). The languages requested are; Arabic, Swahili, Pashto, French, Kinyarwanda, Somali, Farsi and Urdu.**
12. What percentage of monthly calls is for Spanish? **Answer: About 70%**
13. What is the average monthly word count for document translation? **Answer: 51,128**
14. What percentage of document translation is for Spanish? **Answer: About 85%**
15. What percentage of document translation is for other languages than Spanish, broken up into the top ten languages utilized? **Answer: About 15%**
16. In what file(s) format will your documents be submitted for translation? **Answer: txt, doc, docx, ppt, pptx, xls, xlsx.**
17. Would you accept and consider rates based on tier pricing based on volume? **Answer: Yes**
18. Do you possess samples of documents/forms that are most commonly submitted for translation and if so, would you be able to provide bidders with these sample documents? **Answer: No, we cannot provide samples.**
19. Will you accept proposals for one, or two, out of all service categories? **Answer: Yes**
20. Do you anticipate to award the contract to multiple vendors? **Answer: Yes**
21. Do you anticipate to award the contract to multiple vendors within the same service category? **Answer: Yes**
22. According to historic data, what are your top ten languages required for Onsite Interpretation? **Answer: Need for languages can vary widely depending on current and future populations. Therefore, vendors should submit proposals for the languages they reliably offer. Currently our top requested languages**

are; Spanish, Vietnamese, Arabic, Chinese (Simplified), Burmese, Nepali, Korean, Pashto and Swahili.

23. For Onsite ASL Interpretation, is there a requirement on certification level for a BEI or RID certification? **Answer: For information about interpreter certification, please visit the Texas Education Agency website at this link: <http://tea.texas.gov/index2.aspx?id=2147497729>**
24. Do you require interpreters and translators to be fingerprinted? If so, is it for in-person interpreters only or for video remote, over the phone interpreters, and translators as well?  
**Answer: All individuals having contact with students on a school district campus in Texas must submit a background check by fingerprint through the FACT Clearinghouse, a repository of the Texas Department of Public Safety (DPS) and the FBI fingerprint-based criminal history results. Only persons processed through Fingerprint Applicant Services of Texas (FAST) are eligible for FACT. FAST is a service of the DPS that provides the electronic capture and submission of fingerprints for a fingerprint background check. Once an individual is fingerprinted, the report can be accessible by all schools in the State of Texas. The cost of a background check and fingerprinting is paid by the firm offering services, not AISD.**
25. Do we have to submit a proposal for all services? **Answer: No**
26. Can you please provide the monthly volumes for written translation, spoken language interpretation (for on-site and OPI), transcription, and sign language (for on-site and VRI)?  
**Answer: The average call can be anywhere from 2 to 38 minutes long (average of 13 minutes per call). The languages requested are; Arabic, Swahili, Pashto, French, Kinyarwanda, Somali, Farsi and Urdu. Volume varies by department; for Translation and Interpretation Office one request can be between 2 to 8.5 hrs in length (average assignment is 2 hrs) with an average of 40 requests per month.**
27. Who is the current incumbent? What are their rates? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
28. Is there anything different you would like to see with this new contract? **Answer: The purpose of this RFP is to expand our pool of providers to meet the demand for services.**
29. We are not located in the Austin area and therefore cannot provide onsite services. May we still bid? **Answer: Yes.**

30. May we bid on just translation and Over-the-Phone Interpretation, and not the other requested services? **Answer: You do not have to bid on all types of services.**
31. What are your top requested languages for translation and telephonic interpretation?  
**Answer: Need for languages can vary widely depending on current and future populations. Therefore, vendors should submit proposals for the languages they reliably offer. Currently our top requested languages are; Spanish, Vietnamese, Arabic, Chinese (Simplified), Burmese, Nepali, Korean, Pashto and Swahili.**
32. What are the anticipated annual volumes for both translation and telephonic interpretation? **Answer: The average call can be anywhere from 2 to 38 minutes long (average of 13 minutes per call). The languages requested are; Arabic, Swahili, Pashto, French, Kinyarwanda, Somali, Farsi and Urdu. Volume varies by department; for Translation and Interpretation Office one request can be between 2 to 8.5 hrs in length (average assignment is 2 hrs) with an average of 40 requests per month.**
33. If you currently utilize vendors for translation and telephonic interpretation, what rates do you pay? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
34. Does the District have a preferred or required TM/CAT technology that must be used, or is the vendor free to choose the most appropriate technology?  
**Answer: Vendors are free to use CAT tools and TM of their choice.**
35. Who is/are the current provider(s) for in person interpreting, what are the hour rates charged per language, and what are the minimum appointment times billed by language? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
36. Please provide your annual usage breakdown for in-person interpreting? **Answer: Need for languages can vary widely depending on current and future populations. Therefore, vendors should submit proposals for the languages they reliably offer. Currently our top requested languages are; Spanish, Vietnamese, Arabic, Chinese (Simplified), Burmese, Nepali, Korean, Pashto and Swahili.**
37. Please provide the number of your own staff that is used for in-person spoken and ASL interpretation? **Answer: The district has about 4 team members that are**

**official interpreters. In addition individual schools might use Spanish speaking staff if the need for interpretation arises.**

38. How many ASL interpreting hours did you use last year? **Answer: 531**
39. How many request for assignments does the District request during the week and weekend? **Answer: We normally have about 15 requests during the week and 1 during the weekend.**
40. What percentage of your ASL interpreting assignments are last minute needs (less than 2 full business days' notice)? **Answer: We require that ASL requests are submitted 3 days before, but about 10% of requests are submitted within or less than 2 days before the event.**
41. How many in-person requests (actual number or percentage) were made with less than 1-hour notice in 2019? **Answer: We require that requests are submitted 5 days before, but about 10% of requests are submitted within or less than 2 days before the event. We rarely get requests to be fulfilled within the hour.**
42. It is industry standard for both sign language and spoken language interpreters to be secured a 2-hour minimum for on-site interpretation assignments. I do not see that in the RFP, would you consider adding this language? This minimum is to ensure interpreters are provided work with confidence and be compensated for the time they take out of their day to complete assignments. **Answer: Vendors are free to include the 2-hour minimum in their proposal.**
43. Can you please provide the estimated spend for Telephone Interpretation, Video Remote Interpretation, and On-Site Interpretation Services in previous year? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
44. For telephone-based and video-remote interpreting services, are you able to provide a breakdown by language? For example, 80% of the minutes were Spanish and 20% were all other languages. Answer: 100% of the video calls were for ASL. **Answer: The average phone call can be anywhere from 2 to 38 minutes long (average of 13 minutes per call). Spanish accounted for about 70% and the rest of the percentages varied and were split between Arabic, Swahili, Pashto, French, Kinyarwanda, Somali, Farsi and Urdu.**
45. How many minutes of telephone-based interpreting services were billed in the previous year? Answer: **Answer: We average about 5,000 minutes per month**

46. How many minutes of video remote interpreting services were billed in the previous year? **Answer: We started using video remote service this year. The average so far is about 30 minutes a month.**

How many hours of on-site interpretation service were billed in the previous year? **Answer: Over 500**

47. What was the translation spend in 2019? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
48. What is your volume for ASL? **Answer: Volume varies by department; for Translation and Interpretation Office one request can be between 2 to 8.5 hrs in length (average assignment is 2 hrs) with an average of 40 requests per month.**
49. Does the current vendor need to collect any information during the call? **Answer: Client name, date, time, language, interpreter's id, duration, caller phone number**
50. What challenges does the district faces with telephone interpretation, video remote interpretation, and on-site interpretation services? **Answer: The purpose of this RFP is to expand our pool of providers to meet the increasing demand for services.**
51. Can you please provide additional information on the time of the day when most of the calls are likely to take place based on the historic data from years prior? **Answer: Most OPIs happen during business hours 7:30 a.m. to 5:00 p.m. Although there are exceptions sometimes.**
52. Does the district have any issues using interactive voice response (IVR) with regards to OPI? **Answer: Not at this time**
53. Are there any additional requirements/skills that have not been mentioned already required from the interpreters? **Answer: Not at this time**
54. Do you require identical SLAs for OPI and VRI? **Answer: Not at this time**
55. Do you have any restrictions for VRI to OPI rollover? **Answer: Not at this time**
56. What type of lead time would we have before going live once we have been chosen as a provider? **Answer: We will start requesting services at the beginning of the new school year in September**

57. Will you require any custom reporting? **Answer: Client name, date, time, language, interpreter's id, duration, caller phone number**
58. Will you use your own equipment, or you might have a need to lease/purchase it from us? **Answer: It depends the equipment needed and available resources.**
59. What devices are you planning on using for VRI? **Answer: We currently use laptops**
60. Are there any penalties associated with not meeting established SLAs? **Answer: We have a 24hr cancelation policy.**
61. Does a vendor have to bid for all services, or can it bid one or two of the services? **Answer: You do not have to bid on all types of services.**
62. How much did the district spend last year in OPI, VRI, and/or OSI? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
63. Are there any specific requirements for ASL? **Answer: For information about interpreter certification, please visit the Texas Education Agency website at this link:<http://tea.texas.gov/index2.aspx?id=2147497729>**
64. How much lead time do you provide for OSI appointments? **Answer: We require that requests are submitted 5 days before, but about 10% of requests are submitted within or less than 2 days before the event.**
65. Are there any penalties for unfilled OSI assignments? **Answer: We do not penalize vendors for not having interpreters available for an assignment.**
66. Do we have to bid on all services or can we pick or choose? **Answer: You do not have to bid on all types of services.**
67. Are there internal stakeholders who would provide input or guidance on the Transcreation services? **Answer: For additional information, please email the contact person listed on the cover sheet of this RFP.**

68. Are there Translation Style Guides available? **Answer: We don't have Style guides available at the moment.**
69. Why is the district going out for bid? **Answer: The purpose of this RFP is to expand our pool of service providers**
70. Are we allowed to only bid for the above or must be bid for all services described in the solicitation? **Answer: You do not have to bid on all types of services.**
71. Rate of the incumbent? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
72. Is the Software Vendor Certification Form applicable for this bid? **Answer: The Software Vendor Certification form must be completed by vendors offering Video Remote Interpretation.**
73. Are exhibits A, B, C, and C.1 part of the Austin ISD Service Agreement for Preview? **Answer: The Austin ISD Service Agreement is for preview purposes only and is not to be submitted with your proposal.**
74. Are we required to complete exhibits A, B, C, and C.1 for this bid? **Answer: The Austin ISD Service Agreement is for preview purposes only and is not to be submitted with your proposal.**
75. Do you reimburse for mileage? **Answer: No, we do not reimburse vendors for travel.**
76. Who is your current provider? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services.**
77. Do you plan to purchase devices for remote services? **Answer: It will depend on the need, resources, demand and individual departments.**
78. Your requirement states that due to physical demand of sign language, in some case of extended service, two interpreters may be required. The industry standard is for ASL appointments exceeding 30 minutes. Is this the current practice in Austin ISD? **Answer: Yes**
79. Is Austin ISD currently using special equipment for OPI and VRI calls? **Answer: No**

80. Is the use of cell phones an accepted practice for ARDs and other meetings with multiple participants? **Answer: No**
81. Is the Software Vendor Certification Form specifically for on-site interpretation and video remote and translation? **Answer: The Software Vendor Certification form must be completed by vendors offering Video Remote Interpretation.**
82. Who is your current provider(s) of ASL onsite services? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
83. What are the current ASL onsite interpreting rates for your onsite provider(s)? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
84. How many ASL interpreting hours did you use last year? **Answer: 531.55**
85. If you have multiple locations, what is the usage by location? **Answer: We serve 130 schools and multiple departments and requests by locations vary. In a regular year we have about 50 schools/ departments that requests services about 6 times a year**
86. Do you currently use Video Remote Interpreting (VRI) for ASL? **Answer: Yes**
87. If so, who is your current VRI provider and what is the rate for service? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
88. Do you require specialty ASL interpreting services for Tactile, CDI or any other interpreting type? **Answer: For information about interpreter certification, please visit the Texas Education Agency website at this link:<http://tea.texas.gov/index2.aspx?id=2147497729>**
89. What percentage of your interpreting assignments are for last minute needs (less than 2 full business days' notice)? **Answer: We require that requests are submitted 5 days before, but about 10% of requests are submitted within or less than 2 days before the event.**
90. What is the average length of an interpreting assignment? **Answer: The average length of an interpretation is two hours.**

91. What budget annually do you expect for this work? **Answer: Amounts spent on an annual basis are driven by resources, demand and individual departments.**
92. Do you have any historical spending data for previous years? **Answer: AISD has procured services from approximately 10 vendors for a variety of Translation, Interpretation and Sign Language Services. Rates vary per vendor depending on language, what day, time and length of session, expertise and ranges from \$40.00/hr. to \$200.00/hr.**
93. Can you confirm current pricing numbers for each service? **Answer: See 93 above**
94. How many languages do you currently translate/interpret? **Answer: Need for languages can vary widely depending on current and future populations. Therefore, vendors should submit proposals for the languages they reliably offer. Currently our top requested languages are; Spanish, Vietnamese, Arabic, Chinese (Simplified), Burmese, Nepali, Korean, Pashto and Swahili.**
95. What languages do you need translated/interpreted? **Answer: Need for languages can vary widely depending on current and future populations. Therefore, vendors should submit proposals for the languages they reliably offer. Currently our top requested languages are; Spanish, Vietnamese, Arabic, Chinese (Simplified), Burmese, Nepali, Korean, Pashto and Swahili.**
96. How many minutes per month/year do you utilize over-the-phone and video-remote interpretation? **Answer: Minutes usage varies by month but we use a little over 5,000 per month for OPI and about 30 for video remote on an average month.**
97. Are you currently using any translation management systems? **Answer: We use SDL Studio**
98. What eLearning authoring tools are you currently using? **Answer: None**
99. Are there any pains you're currently experiencing in your processes? **Answer: No. Austin ISD is seeking to expand its pool of acceptable providers of Translation, Interpretation, Transcription and Sign Language services in a manner that will provide best value for the District.**
100. Do you have any internal reviewers for translation work? **Answer: Yes, we have an in house translation and interpretation team that reviews documents produced by vendors to ensure quality control.**
101. How many users typically request translation work? **Answer: We receive over 700 hundred requests from over 130 schools and departments a year.**
102. How many users typically request interpretation work? **Answer: 3-15 users and we receive over 300 hundred requests from different departments a year.**

103. Does the District have/leverage any translation memory? **Answer: We have a translation memory through SDL Trados that we use for translations completed in house, but we don't have a memory or software to share with vendors.**
104. How often, annually, do you need onsite interpretation? **Answer: We have about 350 requests for interpretation a year.**
105. Is it possible to bid for the translation part only or are you looking for a vendor who can provide you with all the services mentioned at once? **Answer: You do not have to bid on all types of services.**
106. Are Interviews / Presentations required to be in person or could they be remote? **Answer: If the need arises for presentations and interviews to be conducted they can be done remotely.**
107. Are companies from other states, outside Austin, Texas, able to participate as well? **Answer: Yes**
108. Section VI A 7 states: "Service providers and subcontractors must have appropriate background or investigative records check" Is this also required if we provide translation services only?  
**Answer: All individuals having contact with students on a school district campus in Texas must submit a background check by fingerprint through the FACT Clearinghouse, a repository of the Texas Department of Public Safety (DPS) and the FBI fingerprint-based criminal history results. Only persons processed through Fingerprint Applicant Services of Texas (FAST) are eligible for FACT. FAST is a service of the DPS that provides the electronic capture and submission of fingerprints for a fingerprint background check. Once an individual is fingerprinted, the report can be accessible by all schools in the State of Texas. The cost of background checks and fingerprinting is paid by the firm offering services, not AISD.**

For questions about the RFP and/or Vendor Questions & Answers please contact:

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