



**MISSOULA COUNTY
REQUEST FOR PROPOSAL ADDENDUM**

RFP NAME: Proposal for Language Interpretation and Translation Services
DUE DATE: 09/30/2024 at 5:00 PM

ADDENDUM NUMBER: 9-2024-1A

To All Offerors:

Attached are written questions received in response to this RFP. These questions, along with the County's response, become an official amendment to this RFP.

All other terms of the subject "Request for Proposal" remain as previously stated.

Acknowledgment of Addendum:

The offeror for this solicitation must acknowledge receipt of this addendum. This page must be submitted at the same time as the proposal or the proposal may be disqualified from further consideration.

I acknowledge receipt of Addendum No. 9-2024-1A.

Signed: _____

Company Name: _____

Date: _____

2024 Language Access Request for Proposals Vendor Questions

Questions:

1. Do we necessarily need to be registered to do business with the Montana Secretary of State by the submission date or can we make a statement declaring we are obliged to be registered upon contract award?
 - a. A declaration of intent to register to do business with the Montana Secretary of State is sufficient. However, in order for a “foreign” corporation to do business with a political subdivision in the state, it must register with the state. If a contract is awarded and the vendor does not register with the state, the contract shall be voidable pursuant to [Montana Code Annotated 35-14-1502](#). Registration with the Montana Secretary of State is \$70, and forms can be found on their [website](#).
2. Who are your current service providers?
 - a. Some of our departments are using Language Line or Language Link on an as needed basis.
3. What are your current rates for in-person, over-the-phone and/or through an app interpretation services? (Please provide full and detailed information.)
 - a. Current rates range from \$0.573 per minute to \$1.10 per minute for over-the-phone and/or through an app foreign language services.
4. How many hours of in person interpretation services do you use on a monthly basis?
 - a. Past usage of in person interpretation services has been minimal and not obtained through a vendor. However, as we implement a language access policy and plan, we anticipate usage to increase. There is not way for us to estimate what usage will be at this time.
5. How many minutes of remote ASL and hours of in person ASL services do you use on a monthly basis?
 - a. Past usage of ASL interpretation has been minimal. However, as we implement a language access policy and plan, we anticipate usage to increase. There is no way for us to estimate what usage will be like.
6. How many minutes of remote foreign interpretation services do you use on a monthly basis?
 - a. We can only give estimates based on the departments who currently utilize interpretation and translation services, which is a small fraction of Missoula County departments. Currently, the five departments that regularly utilize interpretation services use about 400 hours per year. Please keep in mind, Missoula County has more than 40 departments and language interpretation service needs will vary greatly by department. As we implement a language access policy and plan, we anticipate usage to increase.
7. What is the anticipated contract value?

- a. Because of the nature of these services, which are only used as needed and can be difficult to predict, we do not currently have an anticipated contract value. Please see the answer for question 6 for usage estimates.
- 8. Are vendors allowed to bid solely for written translation services (excluding telephone, video, and/or on-site interpretation), and whether this preference could affect our chances in the contract award process.
 - a. While we would prefer to use one vendor for both interpretation and translation services, we will allow bids for written translation services only. However, we are likely to select a vendor that could provide both.
- 9. Do you have an estimated annual volume for document translation requests only?
 - a. We do not have an accurate estimate of document translation requests as most departments have not made requests. This would also be highly dependent on the department. The best estimate we can provide is between 0 and 20 documents per department.
- 10. Are you open to vendors only bidding on select services? For example, bidding on everything except for on-site interpreting services?
 - a. While we prefer to use one vendor for all services, we will allow bids that do not include all services. However, we are likely to select a vendor that can provide all services requested.
- 11. What is the expected monthly or annual volume for over-the-phone interpretation (OPI) and remote interpreting services?
 - a. Please see answer to question number 6.
- 12. Both sections 2. Firm Experience and 6. References are asking for similar information, including client contact. Is it acceptable to provide the same examples/contacts in both sections?
 - a. Yes, the same examples/contacts can be used in both sections.
- 13. As a private company, we do not disclose audited financial statements. Would provision of unaudited financial statements or some other proof of financial stability satisfy this requirement?
 - a. The RFP states a preference for audited financial statements, but if you don't wish to submit those, we do accept unaudited statements. Please keep in mind that unaudited financial statements carry less weight, and we recognize we may not be able to determine the financial health of your organization as confidently as with audited statements. It is also important to remember that as a local government, all contracts and procurement documents are considered public documents per state law.
- 14. What is your language mix for over-the-phone (OPI) services (for example: 60% Spanish, 20% Arabic, etc.)? This breakdown is really helpful for us to provide the most competitive pricing possible.
 - a. Please see answer to question number 6. We do not have an accurate estimate of language mix. Please see the Required Language Table in Section 3, part C of the RFP for most common languages in our community.

15. What is your language mix for spoken languages for video remote interpreting (VRI) services (for example: 80% Spanish, 10% Arabic, etc.)? This breakdown is really helpful for us to provide you with the most competitive pricing possible.
 - a. Please see answer to question 6. We do not have an accurate estimate of language mix. Please see the Required Language Table in Section 3, part C of the RFP for most common languages in our community.
16. For OPI and VRI services, is it permissible to provide one rate for Spanish and one rate for non-Spanish languages?
 - a. Yes
17. Is it acceptable to provide select relevant attachments, such as a list of all available languages for interpreting services?
 - a. Yes
18. Will Missoula County allow for vendors to submit for partial bids that include over-the-phone, video interpretation and translation only?
 - a. Please see answer to question 10.
19. Is there an incumbent to these services? If so, what are their rates?
 - a. Please see answers to questions 2 and 3.
20. If there is not incumbent how has Missoula County been handling their language requirements?
 - a. Not applicable
21. Must remote services (Over the Phone interpretation, Virtual Remote, and Translation) be performed within the US?
 - a. No, services are not required to be performed within the US.
22. Will Missoula County be selecting one vendor, or will this be a multi-vendor award?
 - a. Missoula County intends to select one vendor, but a multi-vendor award may be necessary to meet all of our needs.
23. Will preference be provided to a vendor that can provide all services?
 - a. Please see answer to question 10.
24. Can Missoula County provide a breakdown of usage or budget for each service for each language (i.e. amount of Spanish in person interpretation, over the phone interpretation, document translation request per month/year)?
 - a. Please see answers to question 6, 7 and 10.