



**DISTRICT OF COLUMBIA DEPARTMENT OF MENTAL HEALTH
CONTRACTS AND PROCUREMENT SERVICES**

**609 H STREET, NE 4TH FLOOR, WASHINGTON, DC 20002
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September 14, 2012

AMENDMENT ONE (1) for REQUEST FOR PROPOSALS (RFP) NO. RM-012-RFP-110-BY2-DJW for INTERPRETING, SIGN LANGUAGE AND TRANSLATION SERVICES

TO ALL PROSPECTIVE OFFERORS:

The above referenced Request for Proposals (RFP) is hereby amended as follows:

PART 1 - Questions from Offerors Answers from the Program

PART 11 - Administrative Revisions and Additions to the Solicitation

PART I

Question Number	RFP Section	Question
1.	N/A	Is this a new Contract? If not, who is the incumbent vendor for these services? What are their respective rates?
DMH RESPONSE: The Contract Award resulting from this RFP solicitation shall be a new Contract.		
Question Number	RFP Section	Question
2.	N/A	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?
DMH RESPONSE: There have been relatively few challenges in obtaining services in the past and DMH does not perceive any critical challenges futuristically. The selected vendor, however, must be able and prepared to meet the demands of the Terms and Conditions of the Contract while providing quality interpreters for the consumer/agency.		
Question Number	RFP Section	Question
3.	N/A	Is this RFP open to out of state vendors?
DMH RESPONSE: This RFP solicitation is open to the general public which includes out of state of vendors.		

Question Number	RFP Section	Question
4.	F.2.2	The DMH states an emergency rate will be honored if a request is made 3 business days in advance of the specific date. Industry standard is 48 hours or two business days. Will the DMH consider consistency between last minute request rates and last minute cancelation rates as 48 hours being the time requirement?
DMH RESPONSE: DMH shall amend the solicitation in Part II of this Amendment One (1) to comply with the 48-hour industry standard.		
Question Number	RFP Section	Question
5.	N/A	Please clarify what is meant by “Certification from a recognized education accredited institution.” And which personnel (sign language interpreters, foreign language interpreters, and translators) must be certified?
DMH RESPONSE: Although there are a few recognized certifying institutions, the Registry for Interpreters of the Deaf (RID), is one of the leading professional organization for ASL interpreters, providing a certification nationwide or a similar certifying body. Although there is no recognized certification of foreign language interpreters, the Vendor providing the services much ensure quality language interpreters are provided to DMH.		
Question Number	RFP Section	Question
6.	F.2.1	F.2.1 – “Offeror shall provide translation services and print material.” This service is upon request for vital documents and other material the agency wishes to have translated.
DMH RESPONSE: This service as stated in F.2.1 must be made available as part of the Contract to be awarded resulting from this RFP solicitation.		
Question Number	RFP Section	Question.
7.	N/A	What printed materials will require translation?
DMH RESPONSE: Printed materials that shall require translation shall be identified in advance whenever practical and possible.		
Question Number	RFP Section	Question
8.	N/A	What is the estimated amount of translation work? (number of words?)
DMH RESPONSE: Please use the table located in Part II (Administrative Revisions and Additions to the Solicitation) to determine the estimated amount of Translation work.		
Question Number	RFP Section	Question
9.	N/A	What format will be required? Will this work require Desktop Publishing? Word is the preferred format for these documents?
DMH RESPONSE: Microsoft Word is the required format for these documents.		

Question Number	RFP Section	Question
10.	N/A	Where will the translation work be performed?
DMH RESPONSE: The vendor can forward all translated documents electronically to DMH.		
Question Number	RFP Section	Question
11.	N/A	Are certified interpreters only required for all ASL interpretation sessions?
DMH RESPONSE: Certified interpreters are required for all ASL interpretation sessions; however, DMH requires that the Vendor awarded this Contract ensures that all other interpreters are qualified to provide culturally competent interpreting services.		
Question Number	RFP Section	Question
12.	N/A	What is the expected volume of this contract? Is there any historical data?
DMH RESPONSE: There is no historical data that we can share at this time.		
Question Number	RFP Section	Question
13.	N/A	Section J references several additional documents/attachments, are all of these required with the proposal response? If not which ones particularly?
DMH RESPONSE: DMH requires that all identified documents to be submitted at the same time that the RFP submission is due.		
Question Number	RFP Section	Question
14.	N/A	Does being registered/certified as a Small/Minority/Disadvantaged Business Enterprise in another state qualify the vendor for the preference points outlined in Section M? Or must the vendor be registered as such in Washington, D.C.?
DMH RESPONSE: The company must be registered in D.C. to be eligible to be certified and receive Preference Points. The Department of Small and Local Business Development (DSLBD) supports the development, economic growth, and retention of <u>District-based businesses</u> , and promotes economic development throughout the District's commercial districts.		
Question Number	RFP Section	Question
15.	L.2	Are there any page limits to the Technical or Pricing Criteria?
DMH RESPONSE: Please refer to Section L.2 of the RFP solicitation.		

Question Number	RFP Section	Question
16.	F.2.2	States time will be counted as “business days”
<p>DMH RESPONSE: In the area of Printed Translation, time shall be counted from Monday to Friday. In the area of Language Services, time shall be counted from Monday to Friday however, Language Services may be required on Saturday and Sunday.</p>		
Question Number	RFP Section	Question
17.	N/A	States time counted in days will include Saturdays, Sundays and holidays. Please clarify if notification of services required or cancelled will include Saturdays, Sundays and Holidays.
<p>DMH RESPONSE: Cancellation shall be completed on Monday through Friday for any scheduled service regardless of the date scheduled. For example, if a service is scheduled on a Saturday, it would be cancelled by Wednesday evening to avoid any billing action.</p>		
Question Number	RFP Section	Question
18.	N/A	Should the pricing and technical information be in separate binders? Or is one binder with dividers’ acceptable?
<p>DMH RESPONSE: The Technical Proposal and the Price Proposal should be in separate binders.</p>		
Question Number	RFP Section	Question
19.	N/A	Is there a requirement for personnel documentation? i.e., resumes, test scores, certifications, or professional licenses?
<p>DMH RESPONSE: The Vendor providing the Language Services must provide Certified Staff. These documents must be made available to DMH if requested for example in cases related to complaints or other service-related issues.</p>		
Question Number	RFP Section	Question
20.	N/A	Does the DMH require interpreters to hold a tactile certification? There is no official certification for this type of sign language interpreting.
<p>DMH RESPONSE: If there is no certification for the type of Language Interpreting, the Vendor providing the service must utilize industry standards in order to provide quality services to DMH.</p>		
Question Number	RFP Section	Question
21.	N/A	Will the DMH consider 48-hour last minute cancelation window in accordance with the industry standard for sign language professionals? The 24-hour cancelation window requires payment to the interpreters regardless of the scheduled job being confirmed or canceled.
<p>DMH RESPONSE: DMH shall amend the solicitation in Part II of this Amendment One (1) to comply with the 48-hour industry standard.</p>		

Question Number	RFP Section	Question
22.	N/A	Can you confirm that any vendor participating in the RFP process must bid on ALL or NONE of the actual services to include, Translation, Onsite Interpretation and Sign Language Interpretation (ASL American Sign Language), PSE (Pidgin Signed English), MCE (Manually Coded English), SIT (Sign Language Transliteration), Tactile or Deaf-Blind Interpretation/Transliteration, and Oral Interpretation)?
DMH RESPONSE: The vendor must Bid on All services or None.		
Question Number	RFP Section	Question
23.	N/A	Can you confirm what the expected spend/budget is for this project?
DMH RESPONSE: In order to maintain full and open competition with transparency, along with protecting the integrity of the RFP process the requested information is not available.		
Question Number	RFP Section	Question
24.	N/A	Will the DMH consider mileage reimbursement at the current GSA price for any work outside of the DC metropolitan area?
DMH RESPONSE: DMH shall honor mileage reimbursement at the GSA currently established published rate for any work outside of the District.		
Question Number	RFP Section	Question
25.	N/A	Is this bid an all inclusive bid or can I bid solely on the Sign Language Portion?
DMH RESPONSE: The Vendor must provide a response to all facets of this solicitation for all services.		
Question Number	RFP Section	Question
26.	N/A	Is there an incumbent vendor for these services?
DMH RESPONSE: A Freedom of Information Act request shall have to be made to obtain this information.		
Question Number	RFP Section	Question
27.	N/A	If yes, who is the vendor and what was the total award price?
DMH RESPONSE: A Freedom of Information Act request shall have to be made to obtain this information.		

PART II

Administrative Revisions and Additions to the Solicitation

The above referenced Request for Proposals (RFP) is hereby amended as follows:

- 1) **SECTION C.8 – LANGUAGE SHALL BE REVISED TO READ:
“THE OFFEROR SHALL BE PAID FOR A MINIMUM OF TWO (2) HOURS IF THE ASSIGNMENT IS CANCELLED WITH LESS THAN 48-HOUR NOTICE.”**
- 2) **THE FOLLOWING TABLE HAS BEEN ADDED TO THE RFP TO ESTIMATE THE AMOUNT OF TRANSLATION WORK.**

Language	Quantity (pages)	Rate per word	Price
Amharic	300		
Chinese	300		
French	100		
Korean	100		
Spanish	500		
Vietnamese	300		
Total			

ALL OTHER TERMS AND CONDITIONS OF THE REQUEST FOR PROPOSAL (RFP) SHALL REMAIN UNCHANGED.

Only one copy of this amendment is being sent to prospective Offerors. Offerors shall sign below and attach a signed copy of this amendment to each Proposal to be submitted to the place specified for receipt of Proposals. Proposals shall be mailed or delivered in accordance with the instructions provided in the original RFP. In the event your Proposal has been previously deposited with the Department of Mental Health, Contracts and Procurement Administration (DMH/CPA), submit this signed Amendment in a sealed envelope, identified on the outside by the RFP number and submission date. This signed Amendment must be received by the DMH/CPA on or before **Tuesday September 25, 2012 at 2:00 PM EST** the date and time for closing. **Failure to acknowledge receipt of Amendment One (1) for Solicitation Number RM-012-RFP-110-BY2-DJW may be cause for rejection of any Proposal submitted in response to the subject RFP.**

Signed:

Samuel J. Feinberg, CPPO, CPPB
Director, Contracts and Procurement
Agency Chief Contracting Officer

Date

Amendment Number One (1) is hereby acknowledged and is considered a part of the Proposal **RM-012-RFP-110-BY2-DJW**

Signature of Authorized Representative

Date

Title of Authorized Representative

Print or Type Name of Offeror