To: Hatticia Reynolds  
Bid & Bond Room

From: Jamie L. Rhee  
Chief Procurement Officer

Subject: Addendum Advertisement Request  
RFP for Foreign Language Interpretation, Translation Services and Related Services and Solutions

Specification No: 125096  
Requisition No: 91050  
User Department: OEMC and Various Using Departments

Attached hereto is an Addendum advertisement request for a proposal for the above referenced project. Submissions will be opened after allowing a minimum period of 12 days for advertising. The advertisement date is April 7, 2015. The Proposal due date is April 20, 2015 at 4:00p.m., Central Time.

Originated By:  
Lisa Clark  
Contract Negotiator

Reviewed By:  
John D. O'Brien  
Deputy Procurement Officer

cc: File (Specification No. 125096)
LEGAL ADVERTISEMENT April 7, 2015
CITY OF CHICAGO
DEPARTMENT OF PROCUREMENT SERVICES
Sealed Proposals will be received by the City of Chicago, on the date and time, stated for those
specific Proposals listed below, in the Bid & Bond, Room 103, City Hall, 121 North LaSalle
Street, Chicago, Illinois 60602, 312-744-9773. Proposals will be received for the following:
NOTICE OF ADDENDUM: Addendum #6 will be emailed to all bidders on the Bid Opportunity
Take-Out List.
DESCRIPTION: RFP for Foreign Language Interpretation, Translation Services and Related
Services and Solutions
BID DOCUMENT CAN BE DOWNLOADED AND PRINTED FROM URL ADDRESS:
www.cityofchicago.org/bids
SPECIFICATION NO: Spec # 125096
ORIGINAL BID/PROPOSAL OPENING DATE: January 15, 2015
REVISED BID/PROPOSAL OPENING DATE: April 20, 2015
TIME: 4:00 p.m., Central Time
CONTACT: Lisa Clark, Contract Negotiator
Email: lisa.clark@cityofchicago.org
April 7, 2015

Addendum No. 6

To

REQUEST FOR PROPOSAL ("RFP")

For

FOREIGN LANGUAGE INTERPRETATION, TRANSLATION SERVICES AND RELATED SERVICES AND SOLUTIONS

SPECIFICATION NO. 125096

For which Proposals are scheduled to be received no later than 4:00 p.m., Central Time on April 20, 2015 (pursuant to the Request for Proposal advertised November 26, 2014 and Addendum No. 5 advertised March 26, 2015) in the Department of Procurement Services, Bid & Bond Room (Room 103 of City Hall).

Respondent must acknowledge receipt of this Addendum No. 6 in its Proposal AND complete and return the attached Acknowledgment by email to lisa.clark@cityofchicago.org  Attn: Lisa Clark, Contract Negotiator

This document contains:

I. Modifications to the RFP
II. Answers to Questions for Clarification of RFP
III. Addendum Receipt Acknowledgment

The information contained in this Addendum No.6 is incorporated by reference into the original Request for Proposal (RFP) issued on November 26, 2014.
April 7, 2015

ADDENDUM NO. 6

FOR

REQUEST FOR PROPOSAL (RFP)

FOR

FOREIGN LANGUAGE INTERPRETATION, TRANSLATION SERVICES AND RELATED SERVICES AND SOLUTIONS

SPECIFICATION NO. 125096

For which Proposals are due in the Department of Procurement Services, Bid & Bond Room, Room 103, City Hall, 121 N. LaSalle Street, Chicago, Illinois 60602, at 4:00 p.m., Central Time, April 20, 2015.

The following revisions/changes will be incorporated in the above-referenced Request for Proposal. All other provisions and requirements as originally set forth remain in full force and are binding.

RESPONDENT SHOULD ACKNOWLEDGE RECEIPT OF THIS ADDENDUM IN THE COVER LETTER SUBMITTED WITH YOUR PROPOSAL.

SECTION I: Modifications to the RFP

Revision/Description

1. Section 5.2 Deadline and Procedure for Submitting Proposals, item 4, is deleted in its entirety and replaced with the following: "The City is requesting 1 hardcopy original of the entire proposal, 2 additional hardcopies of the entire proposal, 10 complete electronic copies of the entire proposal on USB Drives or CD-ROMs and 2 copies of the pricing in Excel on USB Drives or CD-ROM. The original documents must be clearly marked as "ORIGINAL", and must bear the original signature of an authorized corporate agent on all documents requiring a signature. Copies must be exact duplicates of the ORIGINAL. Respondent must enclose all documents in sealed envelopes or boxes."

2. Section 6.1 Format of Proposals, 4th sentence in paragraph 1, is deleted in its entirety and replaced with the following: "The City is requesting 1 hardcopy original of the entire proposal, 2 additional hardcopies of the entire proposal, 10 complete electronic copies of the entire proposal on USB Drive or CD-ROM and 2 copies of the pricing in Excel on USB Drives or CD-ROM."
3. Section 6.2.3 E. Interpreter Licensing Requirements and Exhibit 1 Scope of Services, E. Interpreter Licensing Requirements, on page 15 of the RFP are deleted in their entirety and replaced with the following: “Respondents are to include the quality level of their interpreters and translators with their Proposal. Please provide your methodology for providing qualified interpreters and translators”.

4. Section 6.2.7. Itemized Cost Proposal is deleted in its entirety and replaced with the following text:

The Respondent must provide pricing in the format and content as outlined in the Revised Exhibit 2, Schedule of Compensation, Attachment B. Itemized Cost Proposal per Addendum No. 6 in order for the Respondent’s Proposal to be considered responsive to this section. Proposals that fail to include this cost proposal information in Revised Exhibit 2, Schedule of Compensation, Attachment B, Itemized Cost Proposal per Addendum No. 6 will be rejected as incomplete and deemed non-responsive. The City of Chicago and Participating Public Agencies will evaluate a combined cost proposal for both local and national award.

The Respondent is responsible for disclosing any charges or fees that the city would incur with Respondent, before, during, and after the implementation as Other Costs.

All costs must, at a minimum, be provided as requested in the Revised Exhibit 2, Schedule of Compensation, Attachment B. Itemized Cost Proposal per Addendum No. 6. For purposes of comparing costs among Respondents, respondent must not deviate from the cost tables outlines in the Revised Exhibit 2, Schedule of Compensation, Attachment B. Itemized Cost Proposal per Addendum No. 6. The City reserves the right to negotiate a final fixed prices, terms and conditions with selected Respondent(s).

In preparing its cost proposal, Respondent should be mindful of all City wage requirements including, but not limited to, Mayoral Executive Order 2014-1.

5. Exhibit 1, Scope of Services, 3. City of Chicago Requirements, Bullet point 2, last sentence, the bold text is deleted in its entirety and replaced with the following: “and OEMC and the DFSS Domestic Violence Hotline must receive a 30 second connect time. The remaining City departments require a 60 second connect time.”

6. Exhibit 1, Scope of Services, Section 3. City of Chicago Requirements, 4th bullet point on page 28 of the RFP regarding audio recording is deleted in its entirety from the RFP.

7. Exhibit 1, Scope of Services, Section 3. City of Chicago Requirements, Equipment Requirements is deleted in its entirety and replaced with the following: “The Respondent must be equipped to provide and maintain redundant telephone system equipment, fully capable of all the functionality of its primary equipment at its operator’s center and a secondary offsite communications facility. The redundant system must be capable of immediate access in the event of a failure of the primary system. All telephone equipment used and operated by the Respondent must feature back-up electrical power protection so to avoid any system failure due to electrical power failures or outages. OEMC requires all calls to be stored and recorded for a minimum of 30 days.”
8. Exhibit 1, Scope of Services, 3. City of Chicago Requirements, Various Translation Services, on page 30 of the RFP, first sentence of the first paragraph is amended to read, "The Respondent must have the ability to provide expert translation staff and services to any participating City Department(s) on an as needed basis."

9. Exhibit 1, Scope of Services, 4. General Scope, Translator and Interpreter Qualifications (Individuals) on page 31 of the RFP, 6th bullet point is deleted in its entirety and replaced with the following: "The Respondent shall utilize interpreters who are able to provide simultaneous interpretation when requested by Participating Public Agencies."

10. Exhibit 1, Scope of Services, 4. General Scope, Billing of On Site Interpretation Services on page 33 of the RFP, the 3rd sentence is deleted in its entirety and is amended to read, "If the assignment is for an identified timeframe that is greater than two (2) hours, the billing will proceed in 30 minute billing increments for face to face interpretation."

11. Exhibit 1, Scope of Services, 4. General Scope, Billing of Onsite Interpretation Services, the last paragraph is deleted in its entirety and is replaced with: "If the Contractor must utilize the services of a translator who must travel in order to provide the services, the Contractor shall provide the name of the interpreter and interpreter’s business address which serves as his/her base of operations. The information will be used for verification of mileage charges and appropriateness of onsite interpreter assignments. The Contractor should clearly indicate this information as “Proprietary” to avoid disclosure of confidential information."

12. Exhibit 1, Scope of Services, Expedited Translation Services, on page 35 of the RFP, the first paragraph is deleted in its entirety and replaced with the following: "The Contractor shall provide expedited written translation services when requested by Participating Public Agency. Expedited written document translation shall be continuously available for Core languages. Expedited written translation documents shall be completed within one (1) calendar day from the day the Participating Public Agency sends the source language electronically or two (2) calendar days from the day Participating Public Agency sends the source language via overnight delivery such as U.S. Mail, UPS, FedEx, etc. to the Contractor for up to ten (10) pages of target language translation. One additional day shall be permitted for each additional 10 pages, or portion thereof, of target language translation."

13. Exhibit 1, Scope of Services, Video Remote Interpreting, on page 36 of the RFP is amended to add a 4th bullet point that states "The City of Chicago will require connection to the internet."

14. Exhibit 1, Scope of Services, City of Chicago Historical Usage From 2012 chart, Total Minutes column is amended to read, "231,292."

15. Exhibit 2, Schedule of Compensation Itemized Cost Proposal, is deleted in its entirety and replaced with Revised Exhibit 2, Schedule of Compensation, Attachment B, Itemized Cost Proposal attached to this Addendum No. 6.

16. Section 6.2.10 Economic Disclosure Statement and Affidavit ("EDS") and Appendix A on page 19 of the RFP, and Exhibit 6, Online City of Chicago Economic Disclosure Statement and Affidavit and Appendix A (EDS) Instructions and Attachment A, Online EDS
Acknowledgement are amended to add the following: The Respondent must go to the online EDS application and print a new Appendix B, Building Code Scofflaw/Problem Landlord Certification which must be completed and posted as an attachment to the Applicant's online EDS for purposes of determining compliance with revisions to the City's Building Code Ordinance."

17. Section 6.2.3. D. Business License/Authority to do Business in Illinois, page 15 of the RFP is deleted in its entirety and replaced with the following: "If Respondent is not currently "doing business" in Illinois at the time of submission, it is not required to show corporate good standing in Illinois with the proposal; Respondent should so indicate, and provide evidence of good standing for its state of organization, and primary state of operation, if different. Corporate good standing in Illinois will be required for award of any contract."

SECTION II: Answers to Questions for Clarification of RFP

Please see attached listing of questions and answers regarding this RFP.
CITY OF CHICAGO - DEPARTMENT OF PROCUREMENT SERVICES

April 7, 2015

Addendum No. 6

to

REQUEST FOR PROPOSAL ("RFP")

for

FOREIGN LANGUAGE INTERPRETATION, TRANSLATION SERVICES AND RELATED
SERVICES AND SOLUTIONS

Specification No. 125096

Consisting of Sections I – III including this Acknowledgment.

SECTION III. ADDENDUM RECEIPT ACKNOWLEDGMENT

I hereby acknowledge receipt of Addendum No.6 to the RFP named above and further state that I
am authorized to execute this Acknowledgment on behalf of the company listed below.

Signature of Authorized Individual

Title

Name of Authorized Individual (Type or Print)

Company Name

Business Telephone Number

Complete and Return this Acknowledgment by email to: lisa.clark@cityofchicago.org
Attn: Lisa Clark, Contract Negotiator
The City received over 210 questions pertaining to this Specification. The City consolidated the frequently asked or duplicate questions below.

- Questions related to the incumbent supplier and their rates. The current vendor is Language Line Services, Inc. The City of Chicago Contract (PO) number is 28387. The vendor’s rates are contained within that document and may be downloaded from the City’s website: https://webapps1.cityofchicago.org/VCSearchWeb/org/cityofchicago/vcsearch/controller/contracts/search.do#searchResults#searchResults

- Questions related to historical usage/projected usage of the services requested in the RFP. The only City of Chicago historical usage available is listed in Addendum No. 6, Attachment A, Over the Phone Historical Data, Office of Emergency Management and Communications 311 and 911 Centers. Attachment A in this Addendum No. 6 replaces the City of Chicago Historical Usage From 2012 chart on page 37-38 of the RFP. Historical usage for all other services is not available.

- Questions related to certifications for interpreters and translators. The City has revised this requirement to state that the Respondent must provide their methodology for providing qualified interpreters and translators as part of their RFP Proposal. See Revision 3 in Section I of this Addendum.

- Questions raised in regards to revenue/dollars spent in previous years. Dollars spent on current City of Chicago PO 28387 may be viewed on the City’s website:
  
  https://webapps1.cityofchicago.org/VCSearchWeb/org/cityofchicago/vcsearch/controller/payments/begin.do?agencyId=city

- Questions raised in regards to whether Respondents may bid only 1 service listed in the RFP. The Respondent must be able to provide ALL services listed in the RFP.

- Questions raised in regards to the biggest challenge the City has with its current vendor. There is a shortage of over the phone interpreters in the industry. The amount of over the phone interpreters is not always enough to fulfill the need. On weekends and after hours it is especially difficult to get interpreters.

- Questions related to how many telephone units/dual headsets will be required. The City of Chicago estimates 15 units will be required. This is not a guarantee and this may vary depending on the City’s needs.
• Questions relating to multiple awards. The City intends to award 1 contract locally as well as one contract nationally.

• Questions relating to translation pricing per language instead of pricing for Spanish and pricing for non-Spanish. Vendors stated rare languages can have costs significantly higher than common languages. Exhibit 2 Schedule of Compensation, Itemized Cost Proposal has been revised per Attachment B of this Addendum. The pricing structure has been revised. See Revision 15 in Section I of this Addendum.

• Questions regarding providing resumes for all linguists and interpreters. The City is asking that Respondents provide resumes for key personnel only. You do not have to provide resumes for all linguists and interpreters.

• Questions regarding anticipated award date. The City seeks to have the new contract awarded by 4th quarter of 2015, but subject to change depending upon the length of time required for proposal evaluation and subsequent contract negotiations with the Selected Respondent.
Q1. In section 6.2.5-C on page 17, there is a request for multiple resumes and associates references for each key personnel for each major activity area. Since we employ the industry standard of using independent contractors nationwide, we run all management from our corporate headquarters. Is information from this team sufficient?
A1. Yes.

Q2. What is the expected volume of this contract.
A2. See page 6 of the RFP document titled “Estimated Volume”.

Q3. Will in-person/on-site interpreting be required only during normal business hours, or is 24/7 availability required? If 24/7 availability is required, what percentage of on-site/in-person interpreting requests are made during non-business hours?
A3. See page 28 of the RFP, paragraph 2 bullet point 1.

Q4. What is the typical lead time for making in-person/on-site interpretation requests?
A4. See answer to Question 3.

Q5. Does the City require “consecutive” or “simultaneous” modes of interpreting (or both) for in person/on-site interpretation?
A5. The City has revised the RFP to remove consecutive interpreting as a requirement. See Revision No. 9 in Section I of this Addendum. Respondent may, if it offers consecutive interpreting, price this service for Participating Public Agencies in Exhibit 2 under Related Services and Solutions.

Q6. For simultaneous/conference interpreting events (if required), will interpreting equipment (such as booths, transmitters, headsets/receivers, etc.) be provided by the City or will they need to be supplied by the Contractor?
A6. Contractor should supply all equipment.

Q7. The “Telephone Equipment Requirements” section specifies that the services must be provided via “dual-handset analog telephone equipment,” which has become an outdated form of technology in the telephonic interpretation industry. Would the City of Chicago consider 24/7/365 toll-free number access for such services? Schreiber Translations, Inc. 51 Monroe Street, Suite 101 Rockville, MD 20850 T: 301.424.7737 F: 301.424.2336 translation@schreibernet.com www.schreibernet.com
A7. Chicago Department of Aviation (CDA) requires the dual headsets so that our customer relations personnel can assist customers who require translation in person. The City will not consider 24/7/365 toll-free number access.
Q8. What mechanism exists for the contractor to resubmit pricing if additional contract years are granted?
A8. The City has revised Exhibit 2, Schedule of Compensation, Itemized Cost Proposal to include pricing for the option years. See Revision 4 in Section I of this Addendum.

Q9. Does the City of Chicago have a preference for Chicago or Illinois-based vendors?
A9. No.

Q10. In the interests of environmental conservation, can proposal responses be submitted by email?
A10. No.

Q11. Exhibit 1, 3: “and City/airport staff must receive access to an interpreter within 30 seconds of connection of telephone calls”. Typically, connect time begins when the client identifies the language they need. Would you amend this to read, “must receive a 30 second connect time”?
A11. Yes. The City has amended this Section to state that the OEMC and DFSS Domestic Violence Hotline must receive a 30 second connect time. The remaining City departments require a 60 second connect time. See Revision 5 in Section I of this Addendum.

Q12. Exhibit 1, 3: “and City/airport staff must receive access to an interpreter within 30 seconds of connection of telephone calls”: is this for the top languages or all languages? Is this 100% of the time of 80% of the time? It is industry standard to connect calls within 60 seconds. The contractor suggests amending this statement to read “60 seconds”.
A12. The City amends this requirement to state that the Office of Emergency Management and Communications must receive access to an interpreter within 30 seconds of connection of telephone calls. The Department of Family and Support Services requires a 30 second connect time to its Domestic Violence Hotline. Victims are often in volatile situations and need to be connected ASAP for safety reasons. The remaining City Departments will require a 60 second connect time. See Revision 5 in Section I of this Addendum.

Q13. Exhibit 1, 3 Equipment Requirements: “all calls must be stored for a minimum of 30 days”: why do you wish to record all calls? What is the purpose of storing them for 30 days?
A13. The Office of Emergency Management and Communications is mandated by the State of Illinois to store and record all calls for a minimum of 30 days.

Q14. Exhibit 1, 3 Equipment Requirements: How many calls do you wish to record? The contractor does not recommend recording all calls for reasons of privacy protection.
A14. The OEMC requires all calls to be recorded and stored for 30 days. See Revision 7 in Section I of this Addendum.
Q15. Exhibit A, Telephone Equipment Requirements: “respondent shall repair or replace equipment within 24 hours at no cost to the city”. The contractor rents telephone equipment or sells it to clients. The contractor can only be obligated to replace equipment if it is rented to the city.

A15. The City intends to rent telephone equipment under this contract.

Q16. Exhibit 1, 4, Translator and Interpreter Qualifications: there seems to be confusion here between bullet point 1 “translators utilized from a foreign country are not acceptable unless the potential translator was raised within the U.S. or has spent significant recent time in this country” and bullet 10, “the respondent shall utilize interpreters who are United States citizens or legal residents of the United States”. Why is it acceptable for translators to be non-US citizens but interpreters not? What the City of Chicago’s goal in limiting the citizenship/resident status of interpreters to the United States?

A16. Bullet point 1 applies to interpreters. See Revision 9 in Section I of this Addendum. Essentially, translators and interpreters utilized from a foreign country are not acceptable unless the potential translator or interpreter was raised within the U.S. or has spent significant recent time in the country.

Q17. Exhibit 1, 4, Translator and Interpreter Qualifications: “the respondent shall utilize interpreters who are able to provide consecutive and simultaneous interpretation”. These modes of interpretation are completely different and an interpreter who might be able to provide consecutive might not be able to provide simultaneous. Simultaneous interpretation is priced differently and normally requires the assistance of equipment. It is recommended that the City amends this section.

A17. See answer to Question 5.

Q18. Exhibit 1, 4, Translator and Interpreter Qualifications: “the respondent shall ensure that a single translator is used”. Do you require translation by a native speaker, editing by a second native speaker, and QA? How many levels of review do you require?

A18. The City does not require translation by a native speaker. Regarding the question of levels of review please see Section 6.2.5 A. of the RFP.

Q19. Exhibit 1, 4, Billing of Onsite Interpretation Services: “if the assignment is for an identified timeframe that is greater than two (2) hours, the billing will proceed at 1/10th of an hour”. Industry standard is 30 minute billing increments for Face-to-Face interpretation. The contractor suggests amending this to align with industry standard.

A19. The City has amended the RFP to align with industry standard. See Revision 10 in Section I of this Addendum.

Q20. Exhibit 1, 4, Billing of Onsite Interpretation Services: “the contractor shall provide the name of the interpreter and the interpreter’s home or business address which serves as
his/her base of operations”. This is against the contractor’s policy for reasons of confidentiality. The contractor suggests amending this section as it creates undue burden and administrative work on both parties.

A20. The City will require the business address to remain as a requirement but has deleted the requirement to provide home addresses. See Revision 11 in Section I of this Addendum.

Q21. Exhibit 2: Telephone Interpretation: will you require third party calls? If so, the contractor suggests adding a line item for third party calls.

A21. No. The City will not require 3rd party calls. The Respondent may, if it offers 3rd party calls, price this service to Participating Public Agencies in Exhibit 2 under Related Services and Solutions.

Q22. Exhibit 2, Telephone Interpretation equipment; can the city put a line item for purchase and one for rental?

A22. No.

Q23. Exhibit 1, Video Remote Interpretation: does the city have the capacity to handle the IT infrastructure needed for a secure VRI connection? In addition to a camera and speaker phone on your computer or laptop you need to have connection to the internet. The contractor suggests adding this stipulation.

A23. The Chicago Department of Aviation (CDA) does have this capability. The City added a statement that a need for connection to the internet is required. See Revision 13 in Section 1 of this Addendum.

Q24. What type of files are you dealing with currently?

A24. The City deals with Word and PDF documents.

Q25. How much internal time is spent preparing files for localization?

A25. This is outsourced to a graphic designer.

Q26. Do you use internal resources, outsource or is it a combination?

A26. The City of Chicago’s current vendor is Language Line Services, Inc. The Po is 28387 and can be downloaded from the City’s website.

Q27. Do you currently use TM (Translation Memory)?

A27. No.

Q28. Are you using any localization technology currently? If so, what system(s)?

A28. No.
Q29. Are you satisfied with the performance of your current system?
A29. Yes.

Q30. How many units or divisions contribute content?
A30. The will be a Citywide Contract. Any City Department may utilize this contract.

Q31. How often does the content change?
A31. Depends Upon Requirements.

Q32. How are updates managed?
A32. There is not enough detail for the City to answer this question.

Q33. Do you currently use a CMS (Content Management System)? If yes: What CMS are you using?
A33. No.

Q34. Do you have localizable content stored in a database?
A34. No.

Q35. Do you have an internal content review process once translations are completed?
A35. Not at the present time.

Q36. Would you prefer an installed or hosted solution?
A36. Hosted.

Q37. Do you have to involve internal IT resources in your current workflows?
A37. No.

Q38. Do you have an established budget to purchase new localization technology?
A38. No.

Q39. How many firms were invited to respond to this RFP and please name them?
A39. This was an open solicitation advertised in the Chicago Sun Times and posted on the City's website at www.cityofchicago.org/bids. This solicitation was also advertised nationally on Onvia as well as MERX in Canada and was posted at www.uscommunities.org/solicitations.

Q40. Must the authorization to conduct business be 'in hand' prior to the submission deadline for Spec. 125096?
A40. If Respondent is not currently “doing business” in Illinois at time of submission, it is not required to show corporate good standing in Illinois with the proposal; Respondent should so indicate, and provide evidence of good standing for its state of organization,
and primary state of operation, if different, Corporate good standing in Illinois will be required for award of any contract. See Revision 17 in Section I of this Addendum.

**Q41.**  P. 13 - 6.2.3. A. COMPANY PROFILE INFORMATION
If Respondent has prime contractor/subcontractor relationship instead, this information regarding role, involvement and experience is also required for any subcontractor that is proposed to provide significant portion of the work.

Do translators and interpreters with contractor agreements fall under the "subcontractor" status for the purpose of this proposal?

**A41.** Yes, they are subcontractors. However, for purposes of the company profile information section only, you may provide general information regarding the organization of services subcontracted to individual translators and interpreters, including the approximate number of such independent contractors, without listing each individual person. You must provide information regarding all other subcontractors proposed to perform significant portions of the work, and must disclose all subcontractors upon request.

**Q42.**  P. 15 - 6.2.3. C. CAPACITY TO PERFORM CITY PROJECT
Identify what percentage of Services will be performed utilizing your own workforce. What percentage of the work will be subcontracted?

Do translators and interpreters with contractor agreements fall under the "subcontractor" status for the purpose of this proposal?

**A42.** Yes.

**Q43.**  P. 17 - 6.2.5. C. 2) STAFFING PLAN
Provide an assessment of staffing needs for each major activity area by job title and function. Respondent should identify each primary team member working on staff with Respondent, as well as those working on staff with Respondent, as well as those working in a subcontracting capacity.

a. Do translators and interpreters with contractor agreements fall under the "subcontractor" status for the purpose of this proposal?

b. If the staffing plan changes or primary team members working on project change, does the Respondent need to notify the Issuer and if so, in what time frame?

**A43.** a.) Yes,
b.) Yes. The City must be notified in writing. See Exhibit 9, City of Chicago’s Sample Professional Services Agreement, Section 4.7.2, Key Personnel.

Q44. P. 18 - 6.2.5. C. 4) TELEPHONE EQUIPMENT:
The respondent must be equipped to provide and maintain redundant telephone system equipment, fully capable of all the functionality of its primary equipment and its operator’s center and a secondary offsite communications facility. The redundant system must be available for immediate access in the event of a failure of the primary system.

All calls must be stored for a minimum of 30 days.

a. Does this section addressing communication facilities refer to equipment used to take request for in-person interpretation and translation or does it refer to over-the-phone and/or video remote interpretation equipment?

b. Do calls used take in-person interpretation and translation requests from the Issuer need to be recorded and stored for a minimum of 30 days?

A44. a.) This section refers to over-the-phone/video remote interpretation and translation.

b.) See answer to Question 13.

Q45. P.29 - EQUIPMENT REQUIREMENTS
The Respondent must be equipped to provide and maintain redundant telephone system equipment, fully capable of all the functionality of its primary equipment at its operator’s center and a secondary offsite communications facility. The redundant system must be capable of immediate access in the event of a failure of the primary system. All telephone equipment used and operated by the Respondent must feature back-up electrical power protection so to avoid any system failure due to electrical power failures or outages. All calls must be stored for a minimum of 30 days. The recording of the call itself must be stored.

a. Does this section addressing communication facilities refer to equipment used to take request for in-person, interpretation and translation, or does it refer to over-the-phone and/or video remote interpretation equipment?

b. Do calls used take in-person interpretation and translation requests from the Issuer need to be recorded and stored for a minimum of 30 days?
A45. See answer to Question 44.

Q46. P. 31 – GENERAL SCOPE
p. 31 - Procedure Manual: The Respondent shall provide a manual and/or training, as requested, to Participating Public Agency employees on how to use the services of the Respondent. The training will, at a minimum, include hard copy documentation and/or web-based documentation of processes and procedures. The documentation will also include processes and procedures for obtaining customer service/technical assistance and for complaint resolution.

   a. What more specifically should be included in the Client Training and Procedure Manual?

   b. How should this manual be distributed to Public Agency employees?

A46. a.) Refer to Exhibit 1, 4. General Scope, Page 31 “Procedural Manual” of the RFP.
b.) The manual should be distributed electronically.

Q47. P. 31 - CONSECUTIVE & SIMULTANEOUS INTERPRETATION
The Respondent shall utilize interpreters who are able to provide consecutive interpretation and simultaneous interpretation when requested by Participating Public Agencies.

The Respondent shall ensure that a single translator is used to complete each document to ensure continuity and consistency in terminology, syntax, and style.

   a. Will separate requests for consecutive interpretation and simultaneous interpretation be made or should all interpreters be qualified in both?

   b. Is the Issuer referring to QC/QA process or to editing when addressing using a single translator to complete each document?

A47. a.) See answer to Question 5.
b.) The requirement states that the City requests a single translator to ensure continuity and consistency in terminology, syntax and style.

Q48. P. 34 - WRITTEN TRANSLATION SERVICES
Completed orders should be returned electronically, preferably by email, to the address specified in the request. If the resulting document is too large to be transmitted via email
or in a compressed format, documents will be accepted on a Read/Write CD or DVD or a flash drive.

Would secure FTP be an acceptable mode of electronic transfer of files?

**A48.** The City would accept secure FTP or Drop Box type transmission of documents as long as instructions were included.

**Q49.** P. 41- COMPANY PROFILE INFORMATION

Submit a completed company profile information sheet for prime, each joint venture partner and subcontractor(s), as applicable.

Do translators and interpreters with contractor agreements fall under the “subcontractor” status for the purpose of this proposal?

**A49.** Yes, they are subcontractors. See answer to Question 41.

**Q50.** P. 93 - B. ADDITIONAL REQUIREMENTS

Contractor must require all Subcontractors to provide the insurance required herein, or Contractor may provide the coverages for Subcontractors. All Subcontractors are subject to the same insurance requirements of Contractor unless otherwise specified in this Agreement.

Do translators and interpreters with contractor agreements fall under the “subcontractor” status for the purpose of this proposal?

**A50.** Yes, they are subcontractors. See answer to Question 41.

**Q51.** If the core languages for any of the services change due to demographic climate, will the scope of work be modified to reflect the change and will the Contractor be expected to provide services in the new core languages?

**A51.** The scope of work will not be modified. The Contractor will be expected to provide services in the new core languages.

**Q52.** In the case of document translation - for how long should Respondent keep the translated documents stored for record retention?

**A52.** 30 days.
Q53. Who is the incumbent ASL provider?
   A53. Deaf Communications by Innovations, LLC.

Q54. Regarding Exhibit 1, Scope of Services, 3. City of Chicago Requirements, "Telephone Equipment Requirements" and "Invoicing and Delivery":

   Question: As dual handset phones can easily be purchased by the City directly from distributors at a one-time cost that would be less than a monthly lease over a three – six year contract, and the standard practice is that all phone equipment installation and maintenance should be under each City Department’s IT management, can the referenced requirements be deleted? Further, as this is a U.S. Communities cooperative contract open to small government entities, it is almost impossible for a bidder to predict potential net losses from Purchasing Entities that would make very few calls relative to the possible cost of free replacement phones over a three to six year period. The prudent bidder, therefore, must factor in a higher per minute charge than they would otherwise. This, again, means that the City will be paying extra to cover the bidder’s risks. If City Departments want to use dual handset phones they should buy, install and maintain them just as they would any other phone equipment. There is no compelling justification for asking a language services company to act as a telecommunications equipment distributor/installer/repair shop.

   A54. The requirements regarding leasing the dual handsets will not be deleted from the RFP document. The City does not wish to buy dual handsets.

Q55. Exhibit 2, Pricing - Written Translation Services, page 47
   RFP states, "Define and provide any costs for any expedited onsite interpretation services offered by Respondent." We assume this should say "...expedited written translation services..." instead. Please confirm or correct.

   A55. That is correct it has been revised to read “expedited written translation services.” Exhibit 2, Schedule of Compensation, Itemized Cost Proposal has been revised. See Revision 4 in Section I of this Addendum.

Q56. General, page 98+
   Can the City provide the RFP documents, or at least the Exhibits in MS Word format so that they can be more efficiently filled in and executed?

   A56. No.

Q57. Exhibit 1 Historical Usage 2012
   The RFP’s historical usage states that the percentage of Spanish minutes represents 88.1% of the total volume, according to the first row of the table on page 37. However, we calculated that the percentage of Spanish minutes actually represents 63.4%, a
percentage that we determined by dividing 203,678 (Spanish minutes) by 321,292 (total # of minutes). Can the City please clarify?

A57. The total minutes should read 231,292 which would give a 88.1% for Spanish. See Revision 14 in Section I of this Addendum.

Q58. 6.2.9, page 19
If the offeror is a publicly traded company, will the City accept an online link to its audited financials given these are voluminous documents.
A58. The City will accept one complete set of financial statements on CD-ROM or USB drive instead of multiple hardcopies if voluminous for the period requested, but will not accept a web link. Respondents are required to provide required financial statements in sufficient detail for the City to assess its financial condition as part of their proposed submission.

Q59. 7.2.A, page 21
Can the City provide the respective weighting for the evaluation criteria of the proposal?
A59. The City considers all evaluation criteria in the RFP as important and will weigh the criterion as part of its numeric evaluation, but will not include the weights in the RFP.

Q60. 7.2.D, page 22
“One of the participating City Departments (Department of Family Support Services, “DFSS”) will be utilizing federal funds for these services and the grant declares specific requirements and flat rate charges to include any travel expenses. The maximum compensation for DFSS is $25.00 per transaction per day. Please clarify what the $25 per transaction per day is. Is this labor or travel expenses?
A60. The $25 per diem covers labor and travel expenses.

Q61. 7.2.D, page 22
Can the City clarify what the word “transaction” means? Please note that this appears to differ from standard federal travel expense procedures, which usually require usage of recommended GSA per diem and lodging amounts.
A61. See answer to Question 60.

Q62. Exhibit 1: 2.B, page 27
The definition of onsite interpreter appears to include translation. Please clarify if the City intends for the face to face interpreter to also perform written translation services while on site.
A62. The City of Chicago does not require written translation to be performed on site.
Q63. Section 3.6, page 28+
Security badges and vehicle permits. Offeror assumes that these costs may be included in the proposed bill rates. Please confirm. Please also confirm when the City anticipates these requirements to be necessary.

A63. These requirements would be required if the City needed onsite services at the Office of Emergency Management and Communications (OEMC) and/or at the Chicago Department of Aviation (CDA).

Q64. Various Translation Services, page 31
First paragraph, first sentence. "The Respondent must have the ability to provide expert translation staff and services to any participating City Department(s) interpreters on an as needed basis." We assume "interpreters" should be deleted from this sentence; if not, please clarify the meaning/intent of this statement.

A64. The City will delete "interpreters". See Revision 8 in Section I of this Addendum.

Q65. Translator and Interpreter Qualifications (Individuals), page 31-32
The RFP seems to use the terms Interpreter and Translator interchangeably. Should we assume that basic requirements are the same for both functions? Example: "The Respondent shall utilize interpreters who are United States citizens or legal residents of the United States"; we assume this citizenship/residency requirement extends to linguists who perform written translation under this contract. Please confirm or correct this general understanding.

A65. Yes basic requirements apply to both Interpreters and Translators. See answer to Question 16.

Q66. Exhibit 10: Is the Grant for this program fully funded?
A66. Yes.

Q67. Exhibit 10: If the Grant is fully funded, what is the total amount approved?
A67. That information is not available at this time.

Q68. Exhibit 10: Can the City provide further clarification on how the Grant will be used to govern the language services program?
A68. The Grant provides Chicago Department of Family and Support Services (DFSS) with funding.

Q69. Can the City extend the due date one week until January 23, 2015 in order to have sufficient time to receive answers to questions and provide proper proposal?
A69. Addendum No 5 was advertised March 26, 2015 which postponed the proposal due date to April 20, 2015.
Q70. SOW, page 33
If an interpreter has to work more than 8 hours they determine if only one interpreter will serve at that appt. is there any room for recommendations by the chosen vendor to send a secondary interpreter as some settings and interpreting sessions can be tasking such as ASL and legal? As a matter of fact many of the interpreters would require a second interpreter to ensure quality service.
A70. Yes. The Contractor may send a secondary interpreter.

Q71. SOW, page 34
Cancellation policy states that the City will pay the 2 hr min if the appt is cancelled in less than 2 hours. There are industry standards that vary by type of interpretation and which represent best practices to ensure interpreters are willing to work, prioritize assignments. Is the City willing to consider alternative cancellation terms for interpretation services so we can ensure interpreters prioritize City assignments?
A71. No. The cancellation policy stated in the RFP document will remain.

Q72. Will responses to questions be posted shortly?
A72. Responses will be addressed via formal addendum and will be advertised in the Chicago Sun Times as well as posted to the City’s website as soon as possible.

Q73. What is the benefit to Chicago of issuing this RFP with US Communities?
A73. The intent of the RFP is to provide pricing that is most advantageous to the City and Participating Public Agencies.

Q74. Do Interpreters fall under “subcontractor “status-most are subcontractors of company, most full time employees.
A74. Yes, they are subcontractors. See answer to Question 41.

Q75. Will phone attendees be listed on prebid posting?
A75. Yes.

Q76. Request for audited financial statements, but than can be cost prohibitive. Other options?
A76. See answer to Question 58.

Q77. To clarify, no preference for local (City or State) businesses?
A77. Correct. No preference for local (City or State) businesses.
Q78. When will simultaneous interpretation be required?
A78. The Chicago Department of Family and Support Services (DFSS) will always require simultaneous interpretation.

Q79. Will the City sign a non-disclosure for financial information?
A79. No. The City will make a determination of what information can be released on a case by case basis pursuant to the Freedom of Information Act.

Q80. I would like to know if English to Canadian French Translation services are required?
A80. The City cannot guarantee that this would be a future requirement. The City would expect the selected Respondent to be able to translate English to Canadian French if required.

Q81. Can the City please explain how the contract will be serviced if both a National and a Local award is made to separate vendors? For example: Will each City language services user have the choice of which vendor they want to utilize? Will work be competed?
A81. No. The City of Chicago will utilize the local contract award.

Q82. Will the City allow proposal responses to cross reference sections?
A82. Please refer to Section 6.2, Required Contents of Proposal in the RFP and follow the instructions. Proposals must be clear, concise and organized in a way for the City to clearly know what submittals apply to each section of the RFP. Responses should be tabbed consistent with the format and content requirements of the RFP.

Q83. Exhibit 1 Section 4; Bullet 3- Can the City of Chicago please clarify what service(s) need to be outlined in the user manuals (Interpretation (Over the phone), Face to Face Interpretation, Translation)?
A83. See answer to Question 46.

Q84. Exhibit 1 - Section 3 Bullets 2 and 3- Can the City clarify that the solution requested on page 28 of the RFP is that a non-English speaking person has the ability to directly call an interpreter without the presence of a City agent?
A84. Yes that is correct. Refer to Exhibit 1, Section 3 bullets 2 and 3.

Q85. Exhibit 1 - Section 3 Bullets 2 and 3- Given that the role of professional interpreters is exclusively to facilitate a three-way conversation, it would be impossible for an interpreter to independently answer the questions of the non-English speaking person without the guidance/knowledge of a City agent. Can the City clarify what the expectation would be of the interpreter in this scenario, as requested on page 28 of the RFP?
A85. The role of the interpreter is only to facilitate a three-way conversation. There is no expectation of the interpreter to be able to answer any questions without the guidance of a trained customer service agent of the airports.

Q86. Can the City provide what percentage of the overall program is telephone and what percentage is face to face interpretations?
A86. The majority would be telephone.

Q87. In what situations would simultaneous interpretation be a requirement? (pg 32)
A87. See answer to Question 78.

Q88. For our references, are Chicago references allowed (from the City itself)?
A88. Yes. Refer to Section 6.2.3B in the RFP.

Q89. Section 6.1, pg 12. Do you require 10 USB drives with electronic copies of the response on each, or 10 copies on 1 USB? Same question for the Pricing/Cost Proposal in excel, 2 USB drives with one copy on each or 1 USB with 2 copies?
A89. Refer to Revisions 1 and 2 in Section I of this Addendum.

Q90. Do you reimburse mileage, and if so, at what rate?
A90. See Exhibit 9, City of Chicago’s Sample Professional Services Agreement, Section 4.13, Reimbursement for Travel.

Q91. Do you pay for travel time? Is travel time included in the minimum time (i.e. 2 hrs)?
A91. See answer to Question 90.

Q92. How many hours per month for onsite by language?
A92. This information is not available.

Q93. What % of assignments occurs between 8am-5pm, M-F (normal business hours)?
A93. This information is not available.

Q94. What % of assignments are scheduled at least 2 days in advance? At least 1 day in advance?
A94. This information is not available.

Q95. What is the typical length of an assignment?
A95. The City estimates the length of an assignment to be between zero and 2 hours. That is not a guarantee and the number of hours needed may be longer than 2 hours depending on the complexity of the assignment.
Q96. What does the City like most about the incumbent vendors?
A96. This information is not relevant to responding to this RFP.

Q97. Where can we find a list of current U.S. Communities members nationwide? This is not easily accessible via the U.S. Communities website. Please provide, if possible.
A97. This information is available on the U.S. Communities website at www.uscommunities.org. Additional information can be provided at time of award.

Q98. We have downloaded the incumbent contract from the City of Chicago website as directed. However this contract only covers telephonic and translation services. Is there an incumbent for in-person interpreting? If so, please provide the in-person interpreting incumbent's name and rates?
A98. In-person interpretation services have been provided by grant-funded providers under a delegate agency agreement. PO 29269 was for translation assistance via phone call or in-person services. A copy of the contract can be downloaded at https://webapps1.cityofchicago.org/VCSearchWeb/org/cityofchicago/vcsearch/controller/contracts/search.do#searchResults#searchResults.

Q99. On page 10 of the RFP, Number 4, when we submit our proposal, is the pricing information and technical proposal to be kept completely separate? Or is it one hard copy to originals of the entire proposal (cost and technical) packaged together, 10 USB drives, just the technical portion, and then 2 USB drives just the pricing, for a total of 12 USB drives?
A99. The City is requesting 1 hardcopy original of the entire proposal, 2 additional hardcopies of the entire proposal, 10 complete electronic copies of the entire proposal on USB Drive or CD-ROM and 2 copies of the pricing in Excel on USB Drives or CD-ROM. See Revision 1 and 2 in Section I of this Addendum.

Q100. On page 34 of the RFP, for written translation services, the RFP states we must be able to accept source documents via fax or hard copy mail. Recreation of documents that are not sent in original file format takes a significant amount of time. Can the specification be amended to allow additional time where dead text documents are received?
A100. The City prefers to send files electronically whenever possible and would likely only send source documents via fax or hard copy in an emergency where electronic transmission isn’t possible.

Q101. On page 35 of the RFP, for expedited written translation services, is that one calendar day or one business day?
A101. Calendar day. The RFP has been amended to calendar day per Revision 12 in Section I of this Addendum.

Q102. On page 43 of the RFP, on-site interpretation pricing: we can submit pricing that will be appropriate within the City of Chicago, but we have a concern for U.S. Communities members outside of the City. On-site interpreting pricing of necessity varies by location — interpreter resources vary depending on the community, the language, and the location in the U.S. There is no accurate, competitive pricing that could be applied nationwide. Would you consider adding a price sheet by region nationally, in addition to the price sheet for services performed within the City of Chicago?

A102. The intent of the RFP is to provide pricing that is most advantageous to the City and Participating Public Agencies. Respondents may propose national pricing on a national, regional, zone or other basis that is in the best interest of Participating Public Agencies.

Q103. The RFP document makes reference to voice-overs and audio recordings (page 28 in regards to the City’s IVR), but there is no line item for this on the price proposal forms. Are you requesting voice-overs gratis?

A103. The City does not require voice-overs and audio recordings. This has been deleted from the RFP. See Revision 6 in Section I of this Addendum.

Q104. To clarify we will need 1 hard copy original of the entire RFP submission, 2 hard copies of just the pricing section, 10 USB drives containing searchable copies of the entire RFP, 2 USB drives with only the Pricing/Cost sections in Excel.

A104. See answer to Question 99.

Q105. How are the Chicago and national language services respectively to be funded?

A105. The City of Chicago contract will be funded with both Corporate and Grant money.

Q106. Is the national service a mirror image of the one set forth for Chicago?

A106. Yes. The scope of services is the same for both the local and national award.

Q107. Will the US Communities Purchasing Alliance release most recent usage data for all services requested in this RFP?

A107. There is no current U.S. Communities contract for these types of services so this information is unknown.

Q108. Page 8, 3rd paragraph states “Contractor acting as an individual, partnership, corporation or other legal entity, is of professional status, licensed to perform in the State of Illinois and licensed for all applicable professional discipline(s) ...
Please clarify what type of licensing is required for companies that are located outside of Illinois and do not contract any of its services to any second party.

A108. Licensing and filing requirements will vary for each company depending upon the nature of your business. Respondent is responsible for contacting the State of Illinois or other applicable local government agencies to obtain more information pertinent to their company and provide evidence of required licensing as part of your proposal submission. The City expects Respondents to provide requested information with their proposal submission.

Q109. Section 6.2.1 Cover Letter (iii) states "...and authority to do business in Illinois with the most recent documents filed with and obtained from the Secretary of State." Please clarify for vendors responding to all services requested but are not physically located in the State of Illinois. Can we simply respond to questions regarding licensing and certifications that all necessary licenses will be obtained if awarded the contract? Will this be an acceptable response?

A109. See answer to Question 108. Also, the City's online Economic Disclosure Statement (EDS) will require responses to these questions and certain certifications. A Certificate of Filing and completion of acknowledgements are required as part of your proposal submission.

Q110. 6.2.3 A. Company Profile 1st paragraph
If the company is a Limited Liability Company, do all participants need to be identified and their ownership percentages. Can a response stating that this information will be provided if an award has been made be acceptable? Please clarify.

A110. City ordinance requires full disclosure of ownership through all layers of ownership of the EDS Applicant in excess of 7.5%. Submission of an Online EDS Certificate of Filing is required at the time of proposal submission.

Q111. 6.2.3 A. Company Profile 4th paragraph- If Respondent is a joint venture, attach a copy of the joint venture agreement signed by an authorized officer of each joint venture partner...If the respondent is not a joint venture can this section be simply bypassed by stating that the respondent is not a joint venture?

A111. Yes.

Q112. 6.2.3 D. Business License/Authority to do Business in Illinois
Please clarify this section as it pertains to a comprehensive response for all services requested for companies that do not have a physical address in Illinois.

A112. See answer to Question 108.
Q113. 6.2.5 Implementation and Management Plan, 1) “Staffing levels of each organizational unit should be estimated.” Please clarify what is meant by the statement above- “Staffing levels of each organizational unit should be estimated.”

A113. The City must understand the team structure of all firms (joint venture partners, if any, subcontractors) or other organizations providing staffing and estimated levels of staff for various resources required to meet the service delivery requirements outlined in this RFP.

Q114. 6.2.10 Economic Disclosure Statement and Affidavit (“EDS”) and Appendix A. Please clarify what is required in this section as it pertains to Attachment A. Does each partner need to complete Attachment A or will 1 notarized copy of Attachment A and a certificate of filing for each partner suffice?

A114. The Respondent is to abide by the instructions listed in Exhibit 6, Online City of Chicago Economic Disclosure Statement and Affidavit (EDS). The Respondent who is the prime contractor and EDS Applicant must submit a Certificate of Filing certificate and a completed and notarized Attachment A, Online EDS Acknowledgement with their submittal.

Q115. Considering there is no advantage assigned to this RFP for any MBE/WBE businesses, does Schedule C-1 and D-1 need to be completed and included in the response for this RFP? What if the respondent is a MBE certified business? Should Schedule C-1 and D-1 be completed?

A115. The City of Chicago encourages use of MBE/WBE vendors whenever possible. This RFP has no stated MBE/WBE participation goals. Refer to Section 6.2, Required Contents of Proposal, item 6.2.8, Minority and Women Business Enterprise Commitment. Respondents may voluntarily choose to subcontract or partner with City of Chicago or Cook County certified MBE/WBE firms as part of their team, but an MBE/WBE plan is not required for proposal evaluation purposes. The MBE/WBE Special Conditions and Schedules were included in the RFP in the event the Respondent chooses to utilize MBE/WBE firms. If the Respondent is an MBE/WBE prime contractor, they can submit a copy of their current City of Chicago or Cook County certification letter.

Q116. Page 10, 5.2 Deadline and Procedures for Submitting Proposals, number 4: “Respondent must submit 1 hardcopy original, 2 additional hardcopies and 10 electronic copies (USB drive)...” at the time of the pre-conference meeting, I understood that it is acceptable to submit 10 electronic copies in a CD or USB drive, please clarify. Also, please clarify whether the 10 electronic copies refer to 10 CD’s or USB drives or 10 copies of the documents included in one CD?
A116. See answer to Question 99.

**Q117.** Page 19, 6.2.9, Financial Statements: Quintana, Inc. is an MBE/WBE certified company, therefore our financials have been submitted to the City of Chicago, for certification. Since, Quintana has already submitted its financials to the City of Chicago, Department of Procurement Services are we still required to submit Quintana's financial information for the purpose of this RFP?

A117. Yes. To be responsive to this requirement, Respondent must submit requested financial statements at the time of proposal submission.

**Q118.** List of Vendors (in-person or over the telephone): Please provide the list of all the vendors who attended the pre-conference (i.e. company name, telephone number and the name of the person(s), who attended the pre-conference.

A118. This information is available on the City's website.

**Q119.** At the time of the pre-conference meeting it was stated that all Questions and Answers would be posted as soon as possible. Please let me know if a posting date for Q&A has been identified.

A119. This Addendum No. 6 addresses the questions that were submitted to the City by the December 17, 2014 deadline at 4:00p.m., Central Time.

**Q120.** At the time of the meeting, we were informed that the Bid Bond Room is moving downstairs, please provide the details as to where the bid bond room will be located.

A120. The new location as of January 5, 2015 is 121 N. LaSalle Street Room 103, City Hall, Chicago, IL 60602
The City received over 210 questions pertaining to this Specification. The City consolidated the frequently asked or duplicate questions below.

- Questions related to the incumbent supplier and their rates. The current vendor is Language Line Services, Inc. The City of Chicago Contract (PO) number is 28387. The vendor’s rates are contained within that document and may be downloaded from the City’s website: https://webapps1.cityofchicago.org/VCSearchWeb/org/cityofchicago/vcsearch/controll/contracts/search.do#searchResults#searchResults

- Questions related to historical usage/projected usage of the services requested in the RFP. The only City of Chicago historical usage available is listed in Addendum No. 6, Attachment A, Over the Phone Historical Data, Office of Emergency Management and Communications 311 and 911 Centers. Attachment A in this Addendum No. 6 replaces the City of Chicago Historical Usage From 2012 chart on page 37-38 of the RFP. Historical usage for all other services is not available.

- Questions related to certifications for interpreters and translators. The City has revised this requirement to state that the Respondent must provide their methodology for providing qualified interpreters and translators as part of their RFP Proposal. See Revision 3 in Section I of this Addendum.

- Questions raised in regards to revenue/dollars spent in previous years. Dollars spent on current City of Chicago PO 28387 may be viewed on the City’s website:
  https://webapps1.cityofchicago.org/VCSearchWeb/org/cityofchicago/vcsearch/controll/payers/begin.do?agencyId=city

- Questions raised in regards to whether Respondents may bid only 1 service listed in the RFP. The Respondent must be able to provide ALL services listed in the RFP.

- Questions raised in regards to the biggest challenge the City has with its current vendor. There is a shortage of over the phone interpreters in the industry. The amount of over the phone interpreters is not always enough to fulfill the need. On weekends and after hours it is especially difficult to get interpreters.

- Questions related to how many telephone units/dual headsets will be required. The City of Chicago estimates 15 units will be required. This is not a guarantee and this may vary depending on the City’s needs.
• Questions relating to multiple awards. The City intends to award 1 contract locally as well as one contract nationally.

• Questions relating to translation pricing per language instead of pricing for Spanish and pricing for non-Spanish. Vendors stated rare languages can have costs significantly higher than common languages. Exhibit 2 Schedule of Compensation, Itemized Cost Proposal has been revised per Attachment B of this Addendum. The pricing structure has been revised. See Revision 15 in Section I of this Addendum.

• Questions regarding providing resumes for all linguists and interpreters. The City is asking that Respondents provide resumes for key personnel only. You do not have to provide resumes for all linguists and interpreters.

• Questions regarding anticipated award date. The City seeks to have the new contract awarded by 4th quarter of 2015, but subject to change depending upon the length of time required for proposal evaluation and subsequent contract negotiations with the Selected Respondent.
ATTACHMENT A

OVER THE PHONE HISTORICAL DATA

OFFICE OF EMERGENCY MANAGEMENT AND
COMMUNICATIONS

311 AND 911 CENTERS
## 911 Office of Emergency Mgmt & Comm - 906022

1/1/2012 thru 12/31/2012

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LLS Proprietary - Use pursuant to Company Instructions
## 911 Office of Emergency Mgmt & Comm - 906022
1/1/2012 thru 12/31/2012

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01/01/2014 thru 08/31/2014

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# OEMC 311 - 106019
01/01/2013 thru 12/31/2013

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LLS Proprietary - Use pursuant to Company Instructions
### 911 Office of Emergency Mgmt & Comm - 906022
01/01/2014 thru 06/30/2014

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<td><strong>24415</strong></td>
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### OEMC 311 - 106019
**01/01/2014 thru 08/31/2014**

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Lang Count: 41 63151 9038 7.0 18.5
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<th>Pct of Total Minutes</th>
<th>Avg Interp Connect Time</th>
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<tr>
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<td>63151</td>
<td>9038</td>
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<td>18.5</td>
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</table>

LLS Proprietary - Use pursuant to Company Instructions
ADDENDUM NO. 6: ATTACHMENT B

SPECIFICATION NO. 125096

RFP FOR FOREIGN LANGUAGE INTERPRETATION, TRANSLATION SERVICES AND RELATED SERVICES AND SOLUTIONS

Revised Exhibit 2 Schedule of Compensation, Itemized Cost Proposal Per Addendum No. 6,
Specification No. 125096
ADDENDUM NO. 6: ATTACHMENT B

SPECIFICATION NO. 125096

RFP FOR FOREIGN LANGUAGE INTERPRETATION, TRANSLATION SERVICES AND RELATED SERVICES AND SOLUTIONS

Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
REVISED EXHIBIT 2
SCHEDULE OF COMPENSATION
ATTACHMENT B
ITEMIZED COST PROPOSAL
**TELEPHONE INTERPRETATION SERVICES**

The Respondent shall provide a per minute rate for telephone interpretation services 24 hours per day, 7 days per week, 365 days per year for both core and non-core languages.

<table>
<thead>
<tr>
<th>DESCRIPTION OF SERVICES</th>
<th>CORE LANGUAGES</th>
<th>NON-CORE LANGUAGE CONTINUOUSLY AVAILABLE</th>
<th>NON-CORE LANGUAGE NOT CONTINUOUSLY AVAILABLE</th>
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</thead>
<tbody>
<tr>
<td>PER MINUTE RATE <em><strong>SPANISH ONLY</strong></em></td>
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<tr>
<td>PER MINUTE RATE (ALL LANGUAGES EXCEPT SPANISH)</td>
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<td></td>
</tr>
</tbody>
</table>

Minimum Core Languages to be provided:

Spanish, Chinese (Mandarin and Cantonese), French, Japanese, Korean, Russian, Vietnamese, Armenian, Cambodian, German, Haitian Creole, Italian, Polish, Portuguese, Farsi, Tagalog, Thai, Arabic, and Urdu.

List any additional Core Languages Respondent will provide:

---

Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
TELEPHONE INTERPRETATION SERVICES

List the Non-Core Languages the Respondent will provide and indicate, by checking the appropriate box, if the language will be continuously available. Continuously available means available 24 hours per day, 7 days per week.

<table>
<thead>
<tr>
<th>Continuously Available</th>
<th>Not Continuously Available</th>
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</tbody>
</table>

Use additional space as necessary.

Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
TELEPHONE INTERPRETATION EQUIPMENT

The Respondent shall furnish telephone and related equipment, including the maintenance of such equipment.

Respondent may price by region, zone or other categorization.

Monthly rate  

Yearly rate  

Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
ONSITE INTERPRETATION SERVICES

The Respondent shall provide an hourly rate for on-site interpretation services provided during standard operating hours (Monday through Friday, 8:00 am to 5:00 pm local time) and non-standard operating hours for both core and non-core languages.

Local time is defined as the local time at the Participating Public Agency. Continuously available means available 24 hours per day, 7 days per week.

<table>
<thead>
<tr>
<th>DESCRIPTION OF SERVICES</th>
<th>CORE LANGUAGES</th>
<th>NON-CORE LANGUAGES</th>
<th>NON-CORE LANGUAGES</th>
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<td>HOURLY RATE</td>
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</tbody>
</table>

Define and provide any costs for any expedited onsite interpretation services offered by Respondent:


Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
ONSITE INTERPRETATION SERVICES

Minimum Core Languages to be provided:

Spanish, Chinese (Mandarin and Cantonese), French, Japanese, Korean, Russian, Vietnamese, Armenian, Cambodian, German, Haitian Creole, Italian, Polish, Portuguese, Farsi, Tagalog, Thai, Arabic, and Urdu.

List any additional Core Languages Respondent will provide:

____________________________________
____________________________________
____________________________________
____________________________________
ONSITE INTERPRETATION SERVICES

List the Non-Core Languages the Respondent will provide and indicate, by checking the appropriate box, if the language will be continuously available. Continuously available means available 24 hours per day, 7 days per week.

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</tbody>
</table>

Use additional space as necessary.

Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
WRITTEN TRANSLATION SERVICES

The Respondent shall provide a cost per word for document translations greater than 150 words for both core and non-core languages.

The Respondent shall provide a flat fixed cost for document translations with a word count of less than 150 words for both core and non-core languages.

The Respondent shall provide a cost per hour for desktop publishing. Desktop Publishing is a service which involves formatting of translated documents to match the format of the source document so that it is ready for printing or publishing on-line. Desktop Publishing services may be required when the completed translated document must be redesigned to fit the translated text while retaining the original format of the source document (forms, brochures, flyers with graphics, etc.).

Unless otherwise stated by Respondent, Core and Non-Core Languages will be the same as those provided by Respondent in Telephone Interpretation Services.

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<td>PROVIDE COSTS FOR ANY ADDITIONAL SERVICES (Use additional space as necessary.)</td>
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If additional costs were indicated above, the Respondent should provide a written explanation of the cost(s):

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Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
Define and provide any costs for any expedited written translation services offered by Respondent:
VIDEO REMOTE INTERPRETATION SERVICES

The Respondent shall provide a per minute rate for video remote interpretation services during standard operating hours (Monday through Friday, 8:00 am to 5:00 pm local time) for both core and non-core languages.

Local time is defined as the local time at the Participating Public Agency.

Continuously available means available 24 hours per day, 7 days per week.

Unless otherwise stated by Respondent, Core and Non-Core Languages will be the same as those provided by Respondent in Telephone Interpretation Services.

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If additional costs were indicated above, the Respondent should provide a written explanation of the cost(s):

Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
RELATED SERVICES AND SOLUTIONS

Respondent shall provide the details of any pricing for related services and solutions it wishes to be considered in its proposal.
OPTION YEAR 1 PRICING
TELEPHONE INTERPRETATION SERVICES

The Respondent shall provide a per minute rate for telephone interpretation services 24 hours per day, 7 days per week, 365 days per year for both core and non-core languages.

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Minimum Core Languages to be provided:

Spanish, Chinese (Mandarin and Cantonese), French, Japanese, Korean, Russian, Vietnamese, Armenian, Cambodian, German, Haitian Creole, Italian, Polish, Portuguese, Farsi, Tagalog, Thai, Arabic, and Urdu.

List any additional Core Languages Respondent will provide:

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OPTION YEAR 1
TELEPHONE INTERPRETATION SERVICES

List the Non-Core Languages the Respondent will provide and indicate, by checking the appropriate box, if the language will be continuously available. Continuously available means available 24 hours per day, 7 days per week.

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Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
OPTION YEAR 1 PRICING
TELEPHONE INTERPRETATION EQUIPMENT

The Respondent shall furnish telephone and related equipment, including the maintenance of such equipment.

Respondent may price by region, zone or other categorization.

Monthly rate

Yearly rate
OPTION YEAR 1 PRICING
ONSITE INTERPRETATION SERVICES

The Respondent shall provide an hourly rate for on-site interpretation services provided during standard operating hours (Monday through Friday, 8:00 am to 5:00 pm local time) and non-standard operating hours for both core and non-core languages.

Local time is defined as the local time at the Participating Public Agency. Continuously available means available 24 hours per day, 7 days per week.

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Define and provide any costs for any expedited onsite interpretation services offered by Respondent:

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Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
OPTION YEAR 1
ONSITE INTERPRETATION SERVICES

Minimum Core Languages to be provided:

Spanish, Chinese (Mandarin and Cantonese), French, Japanese, Korean, Russian, 
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List any additional Core Languages Respondent will provide:

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OPTION YEAR 1
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Define and provide any costs for any expedited onsite interpretation services offered by Respondent:

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Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
OPTION YEAR 1 PRICING
VIDEO REMOTE INTERPRETATION SERVICES

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Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
OPTION YEAR 1 PRICING
RELATED SERVICES AND SOLUTIONS

Respondent shall provide the details of any pricing for related services and solutions it wishes to be considered in its proposal.

Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
OPTION YEAR 2 PRICING
TELEPHONE INTERPRETATION SERVICES

The Respondent shall provide a per minute rate for telephone interpretation services 24 hours per day, 7 days per week, 365 days per year for both core and non-core languages.

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List any additional Core Languages Respondent will provide:

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Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
**OPTION YEAR 2**
**TELEPHONE INTERPRETATION SERVICES**

List the Non-Core Languages the Respondent will provide and indicate, by checking the appropriate box, if the language will be continuously available. Continuously available means available 24 hours per day, 7 days per week.

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Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
OPTION YEAR 2 PRICING
TELEPHONE INTERPRETATION EQUIPMENT

The Respondent shall furnish telephone and related equipment, including the maintenance of such equipment.

Respondent may price by region, zone or other categorization.

**Monthly rate**
____________________

**Yearly rate**
____________________

Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
OPTION YEAR 2 PRICING
ONSITE INTERPRETATION SERVICES

The Respondent shall provide an hourly rate for on-site interpretation services provided during standard operating hours (Monday through Friday, 8:00 am to 5:00 pm local time) and non-standard operating hours for both core and non-core languages.

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OPTION YEAR 2
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OPTION YEAR 2 PRICING
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Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
OPTION YEAR 2 PRICING
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The Respondent shall provide a per minute rate for video remote interpretation services during standard operating hours (Monday through Friday, 8:00 am to 5:00 pm local time) for both core and non-core languages.

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Continuously available means available 24 hours per day, 7 days per week.

Unless otherwise stated by Respondent, Core and Non-Core Languages will be the same as those provided by Respondent in Telephone Interpretation Services.

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OPTION YEAR 2 PRICING
RELATED SERVICES AND SOLUTIONS

Respondent shall provide the details of any pricing for related services and solutions it wishes to be considered in its proposal.
OPTION YEAR 3 PRICING
TELEPHONE INTERPRETATION SERVICES

The Respondent shall provide a per minute rate for telephone interpretation services 24 hours per day, 7 days per week, 365 days per year for both core and non-core languages.

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Minimum Core Languages to be provided:

Spanish, Chinese (Mandarin and Cantonese), French, Japanese, Korean, Russian, Vietnamese, Armenian, Cambodian, German, Haitian Creole, Italian, Polish, Portuguese, Farsi, Tagalog, Thai, Arabic, and Urdu.

List any additional Core Languages Respondent will provide:

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Revised Exhibit 2 Schedule of Compensation, Attachment B, Itemized Cost Proposal Per Addendum No. 6, Specification No. 125096
OPTION YEAR 3
TELEPHONE INTERPRETATION SERVICES

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OPTION YEAR 3 PRICING
TELEPHONE INTERPRETATION EQUIPMENT

The Respondent shall furnish telephone and related equipment, including the maintenance of such equipment.

Respondent may price by region, zone or other categorization.

Monthly rate

Yearly rate
OPTION YEAR 3 PRICING
ONSITE INTERPRETATION SERVICES

The Respondent shall provide an hourly rate for on-site interpretation services provided during standard operating hours (Monday through Friday, 8:00 am to 5:00 pm local time) and non-standard operating hours for both core and non-core languages.

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