

**REQUEST FOR PROPOSAL  
TRANSLATION & INTERPRETATION SERVICES  
ISSUED: FEBRUARY 20, 2017**

**\*All questions should be submitted and directed to Nicholas Birck at [nbirck@hacityventura.org](mailto:nbirck@hacityventura.org) in writing. Please check this document daily to ensure you receive all updated Q&As.**

- 1. Do you have an incumbent vendor? If so, who is the incumbent and what are their current rates?**

No incumbent vendor.

- 2. Can you provide any historical data in regard to which languages were utilized and how often?**

Historically, need has presented predominantly for oral and written translation support services for Spanish. However, we have had need for support in oral translation (telephonic and onsite) support for Asian and European languages. It is important that the vendor be able to support our mission in removing barriers to our programs for Limited English Proficiency individuals.

- 3. Is there an option to provide separate pricing for Spanish versus the other 7 languages, or will you only accept one rate for all 8 languages?**

Refer to Addendum 1, however, it is important that the vendor be able to support our mission in removing barriers to our programs for Limited English Proficiency individuals.

- 4. In reference to the pricing proposal form, there is a box for yearly totals, however without an annual total for number of words, minutes, or hours we are unable to calculate this number.**

Refer to Addendum 1

- 5. Are you able to provide us with historic data of average monthly utilization for all service categories?**

Primary Limited English Proficiency support has been provided by bilingual Agency staff, so no records have been separately maintained documenting LEP needs.

- 6. What is the average monthly word count for document translation?**

Variable depending on development and policy pipelines.

- 7. What percentage of document translation is for Spanish?**

90%

- 8. In what file(s) format will your documents be submitted for translation?**

Microsoft word

- 9. What is the average per minute monthly call volume for telephone interpretation?**

See Answer to Question 5 above.

**10. What percentage of monthly calls is for Spanish?**

See Answer to Question 5 above.

**11. Would you accept and consider rates based on tier pricing based on volume?**

Refer to Addendum 1

**12. Will you accept proposals for one, or two, out of all service categories listed in the RFP?**

Not at this time.