**STATE OF MAINE REQUEST FOR PROPOSALS**

**RFP AMENDMENT #1 and**

**SUBMITTED QUESTIONS & ANSWERS SUMMARY**

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| **RFP NUMBER AND TITLE:** | RFP 202409161 Pre-Qualified Vendor List for Telephone Based Interpreting Services |
| **RFP ISSUED BY:** | Department of Administrative and Financial Services |
| **SUBMITTED QUESTIONS DUE DATE:** | October 21, 2024 |
| **AMENDMENT #1 and QUESTION & ANSWER SUMMARY ISSUED:** | October 23, 2024 |
| **PROPOSAL DUE DATE:** | October 31, 2024 |
| **PROPOSALS DUE TO:** | [Proposals@maine.gov](mailto:Proposals@maine.gov) |

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| **Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.** |
| **DESCRIPTION OF CHANGES IN RFP (if any):**   1. **Part I, D of the RFP has been amended.** 2. **Appendix E, D. Ordering Process is amended.** |
| **REVISED LANGUAGE IN RFP (if any):**   1. **Part I, D of the RFP is revised to read:**   Because the cost for these services is pre-determined through a fixed rate, no mini-bid process will be conducted to select a vendor when a Department is in need of specific services. Instead, once the pre-qualified list is established, the Department in need of specific services will select one vendor based on the Total Fixed Rate offered of those pre-qualified vendors who can meet the specific service requirements. If that vendor is unable to take on the services or otherwise declines, the Department would select another vendor under the same conditions.  The Department reserves the right to select vendors from the pre-qualification list without this process for emergencies (if the need arises). The Department also retains the discretion to issue new RFPs for specific projects. Providers for those projects will not be selected from the PQVL, but rather through the separate RFP or other procurement process based on the Department’s specific needs/timelines.   1. **Appendix E, D. Ordering Process is revised to read:**  |  |  | | --- | --- | | **Description** | **Comply? (Yes or No)** | | 1. **ORDERING PROCESS** 2. Establish an individual account for State branches and/or agencies that elect to purchase telephonic translation services directly with the provider. |  | | In the space below, explain the Provider’s process for establishing accounts and the ordering process to be used. | | |  | | | 1. State branches and/or agencies may place individual orders for telephonic translation via email, via fax, or online (secure website). |  | | 1. Provider shall confirm receipt of translation request with one (1) business day of receipt of order. |  | |

**Provided below are submitted written questions received and the Department’s answer.**

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| **1** | **RFP Section & Page Number** | **Question** |
| C, Pg. 6 | Once on the list, we no longer need to resubmit during the open period? |
| **Answer** | |
| Correct. The open enrollment is for the addition of new vendors to the list following the initial proposal due date. If selected, your company would not need to submit another proposal until the RFP is terminated and new RFP is posted. | |

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| **2** | **RFP Section & Page Number** | **Question** |
| N/A | What is the number of minutes by language by month for over the phone (OPI) services? |
| **Answer** | |
| Unable to obtain this information. | |

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| **3** | **RFP Section & Page Number** | **Question** |
| N/A | Could we explore utilizing offshore interpreters to meet all contractual obligations, including security measures, while also achieving significant cost savings through reduced pricing? |
| **Answer** | |
| Yes. The awarded Bidder is restricted from storing project data outside of the US. Bidder’s employees may access data outside the US but may not store data locally outside of the US. Concerning data use restrictions, Bidders should refer to State of Maine Department of Administrative & Financial Services Office of Information Technology [System and Services Acquisition Policy and Procedures (SA-1)](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SystemAndServicesAcquisitionPolicy.pdf), and Maine State Government Department of Administrative and Financial Services Office of Information Technology (OIT) [Data Classification Policy](https://maine.gov/oit/sites/maine.gov.oit/files/inline-files/DataClassificationPolicy.pdf). | |

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| **4** | **RFP Section & Page Number** | **Question** |
| N/A | Who is/are the incumbent vendor(s)? What are the rates of incumbent vendor(s)? |
| **Answer** | |
| Corporate Translation Services Inc dba Language Link, $0.72 per minute, Sign Language USA,Inc, $0.77 per minute, Interpreters Unlimited Inc, $0.71 per minute and Propio LS, LLC, $0.75 per minute. | |

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| **5** | **RFP Section & Page Number** | **Question** |
| N/A | What is the estimated contract value? |
| **Answer** | |
| Unable to obtain this information. | |

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| **6** | **RFP Section & Page Number** | **Question** |
| N/A | How much did you spend last year on OPI service? |
| **Answer** | |
| Unable to obtain this information. | |

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| **7** | **RFP Section & Page Number** | **Question** |
| N/A | What is the contract award date? |
| **Answer** | |
| Anticipated early to mid-December 2024 | |

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| **8** | **RFP Section & Page Number** | **Question** |
| 4 & 21 | Does this mean that interpreters can work from a home office or would be disqualified if interpreters are working from a home office? |
| **Answer** | |
| Interpreter Services must be provided from a professional facility and not from the interpreter’s home or other non-professional setting. | |

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| **9** | **RFP Section & Page Number** | **Question** |
| N/A | Please can you provide the name and rates of the PVQLs? |
| **Answer** | |
| PQVL= Prequalified Vendor List. Currently we have contracts that were awarded from a previous RFP that did not permit adding contractors in the future. These contracts are with: Corporate Translation Services Inc dba Language Link, $0.72 per minute, Sign Language USA,Inc, $0.77 per minute, Interpreters Unlimited Inc, $0.71 per minute and Propio LS, LLC, $0.75 per minute. | |

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| **10** | **RFP Section & Page Number** | **Question** |
| N/A | Has the state had any issues with the current PVQLs? |
| **Answer** | |
| PQVL= Prequalified Vendor List. First time using PQVL for this service. | |

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| **11** | **RFP Section & Page Number** | **Question** |
| N/A | What does the state like most about working with the current PVQLs (s)? |
| **Answer** | |
| PQVL= Prequalified Vendor List. First time using PQVL for this service. | |

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| **12** | **RFP Section & Page Number** | **Question** |
| Part I, Page 6 | How does the mini-bid process work for PQVLs? |
| **Answer** | |
| The mini-bid section has been revised. Please see Amendment #1 above. | |

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| **13** | **RFP Section & Page Number** | **Question** |
| N/A | Please can the state provide past volumes on the number of minutes requested for on demand interpretation per language per month, i.e., Spanish:1,000 minutes; Portuguese, 500 minutes |
| **Answer** | |
| Unable to obtain volume information. | |

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| **14** | **RFP Section & Page Number** | **Question** |
| N/A | Can we use interpreters outside the US? |
| **Answer** | |
| See response to Question 3. | |

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| **15** | **RFP Section & Page Number** | **Question** |
| Appendix F, page 27 | Can we provide a separate price for Spanish? |
| **Answer** | |
| No. Bidders must provide a Total Fixed Rate (per minute) as described in Appendix F of the RFP. | |

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| **16** | **RFP Section & Page Number** | **Question** |
| N/A, general SOW | What are the anticipated and/or historical volumes of calls or minutes of interpreting for this contract? |
| **Answer** | |
| Unable to obtain or predict volume information. | |

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| **17** | **RFP Section & Page Number** | **Question** |
| Appendix E, Section D Ordering Process | Can you confirm this section is referring to written translation services, not telephone-based interpreting services? If so, should we submit written translation pricing as part of this RFP response? Is there any information that can be provided on the types of documents or materials needing translation and the anticipated volumes by language? |
| **Answer** | |
| Has been revised to state “telephonic” not written. See Amendment #1 above. | |