



Request for Proposals 2024-021

Language Interpretation and Translation Services

ADDENDUM No. 1

ISSUE DATE: April 22, 2025

Responding Offerors on this project are hereby notified that this Addendum shall be made a part of the above named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

Add/Delete Section

1. **Delete Section 5.2.7 Section G - References:** “List three (5) client references with which you have had contracts currently or within the past three (3) years for this service.”

Add Section 5.2.7 Section G - References: “List five (5) client references with which you have had contracts currently or within the past three (3) years for this service.”

2. **Delete Section 4.5, Bullet Point 6:** “Contractor shall be able to provide translation of documents and other written materials within one (1) to four (4) days (96 hours) after receiving a request from Union County assuming that the records to be translated are not voluminous.

Add Section 4.5, Bullet Point 6: Contractor shall be able to provide translation of documents and other written materials within one (1) to four (4) days (96 hours) after receiving a request from Union County.

Questions/Answers Section

1. Please provide the Video Remote Interpreting and Audio Interpreting usage (in minutes) for the past 12 months broken up by each modality. If possible, please break by Spanish vs non-Spanish and ASL volumes.

Answer: Spanish VRU – 33831 minutes, Spanish OPI – 26954 minutes, Non Spanish VRU – 9298 minutes, Non Spanish OPI – 26209 minutes, Asl – 1510, CDI - 914

2. Do you currently own your own interpretation hardware or is it provided by your vendor? Please specify the number of devices deployed and any additional hardware needs.

Answer: PH has the hardware.

3. Do you wish to integrate with any Electronic Health Record or Telehealth platforms? If so, please list the platforms.

Answer: No.

4. Please provide details regarding supplier/agency diversity requirements. Does Union County North Carolina have formal diversity spend requirements?

Answer: N/A.

5. Are you anticipating any growth within your language services program over the next year?

Answer: N/A

6. Please clarify RFP response submittal instructions. Are bidders required to upload our response to the North Carolina Electronic Vendor Portal? We do not see RFP No. 2025-021 as an option within the dropdown menu.

Answer: Refer to Section 2.2 Proposal Submission Requirements.

7. Section 5.2.7 Section G – References states: “List three (5) client references with which you have had contracts currently or within the past three (3) years for this service.” Please clarify the number of references required (3 or 5).

Answer: See Add/Delete Section.

8. What is the anticipated monthly volume/number of minutes for both OPI and VRI?

Answer: Probably roughly the same as this year.

9. What is the percentage of Spanish for each modality?

Answer: CDI – 51.66% Spanish, VRU 78.44% Spanish

10. Can you please provide the actual language breakdown for VRI to ensure we cover the languages you need.

Answer: Spanish, Russian, Ukrainian, Burmese, Haitian Creole, Portuguese.

11. Do you require for the contractor to provide physical phones or other devices for placing calls? If so, how many are required?

Answer: No.

12. In requirement 4.3 you list a connection time not to exceed 10 seconds for Spanish and 15 for other languages. Do you have a list of the specific languages you would like to connect to within those 15 seconds? Do you mean not to exceed the stated time on average or for each call?

Answer: All languages should be connected within 10 seconds.

13. Is there an incumbent currently providing these services? If so, can you share the rates?

Answer: Pacific Interpreters. \$1.15 per minute.

14. Based on historical data from past years and projections for 2024: What is the approximate volume of work needed per language per service (Translation, Over the Phone Interpretation, Video Remote interpretation)? If the data per language is not available, please provide any volume breakdowns you have.

Answer: See previous answer.

15. What challenges have you faced with similar scope of work from vendors you worked with?

Answer: N/A

16. What is the approximate number of calls per language for the last year for each of the required languages?

Answer: Spanish - 4616, Russian - 973, Ukrainian - 609, Burmese - 79, Haitian Creole 107, Misc others - 696

17. What is the average length of an interpreting service requested?

Answer: varies

18. What percentage of your interpreting assignments are rush request, with less than 2 full business days' notice?

Answer: 100%

19. What file types, content type, etc. will be submitted for translation?

Answer: None

20. Is there a budget allocated to this contract? If yes, how much?

Answer: N/A

21. Can we only provide our offer for remote services?

Answer: No.

22. Are out of state vendors able to participate?

Answer: Yes.

23. Is there a local preference clause for businesses in North Carolina State?

Answer: No.

24. Are there any certification requirements?

Answer: Refer to Section 5.2.6 Section F – Credentials.

25. Are there any Small business or Minority Business Enterprise preference clause? If yes, does the SBE or MBE have to hold a certification from the State?

Answer: Yes.

26. Is there an incumbent for this contract? If there is, can you tell us who the incumbent is? Can you share the rates you are currently being charged?

Answer: See previous answer.

27. Can we participate in only one service (e.g. written translation only)?

Answer: No.

28. Is there a preference to contract with a vendor that provides all services?

Answer: Yes.

29. In case the preference is for vendors that can provide all services, are there services that weigh higher in the vendor selection evaluation (e.g. primary service is on-site interpreting, second written translation, etc...)?

Answer: No.

30. What is the estimated volume in minutes, hours, words and/or pages for this solicitation?

Answer: No.

31. Could you provide historical information of services utilization per language?

Answer: No

32. What percentage of the contract is for Spanish translation?

Answer: See previous answer.

33. Can you provide the breakdown for spend per service (e.g. Written Translation, on site interpreting, remote interpreting, etc.)?

Answer: \$85 spent in written translation, unknown amounts for the others.

34. Does the 25-page limit include the required forms?

Answer: No.

35. Considering the requested statement of whether the firm is on register with the Secretary of State, do we need to be registered at the moment of sending the proposal or upon award?

Answer: Vendor must be registered with the NC Secretary of State prior to submitting proposal.

36. What is the current or anticipated volume for interpretation services and document translation?

Answer: Data is not available.

37. What is the language mix, for requested services?

Answer: Spanish, Russian, Ukrainian, Burmese, Haitian Creole and a few more

38. Is Union County able to purchase from the State contract?

Answer: Union County may purchase from a NC State contract, but has elected to submit a solicitation for this service.

39. Can we submit our own price sheets, in addition to Appendix A - Cost Proposal?

Answer: No.

40. What rates is Union County currently paying for over the phone interpretation?

Answer: \$1.59 per minute

41. Does Union County have any estimates of how many minutes or calls per year are used for over the phone interpretation?

Answer: Data is not available.

42. Would the Union County be able to share any usage reports for over the phone interpretation?

Answer: Data is not available.

43. Roughly what percentage of over the phone interpretation requests are for Spanish versus all other languages?

Answer: See previous answer.

44. Roughly how much has Union County spent on over the phone interpretation in the last year?

Answer: \$163,898.37.

45. Are vendors permitted to bid on one service but not all services?

Answer: No.

46. Is it the county's preference to award one vendor for all services?

Answer: Yes.

47. Will this contract be awarded to just one vendor, or will there be multiple awardees?

Answer: Refer to Section 2.2 Proposal Submission Requirements.

48. Can a Proposer choose just one of the services to bid on, or are they required to bid on all of the requested services?

Answer: The Offeror may not choose one service to provide a proposal. All requested services are required.

49. OPI, VRI and TNL: Who is the incumbent provider for these services?

Answer: See previous answer.

50. OPI, VRI and TNL: What is the current pricing for these services

Answer: VRI \$1.59 per minute for Spanish, \$1.65 per minute for other languages, CDI \$5.95 per minute, ASL \$2.95 per minute, OPI \$1.59 all languages

51. OPI, VRI and TNL: Does the County have any past usage reports for OPI, VRI and TNL services to share with vendors?

Answer: Yes

52. OPI: Approximately how many calls are anticipated per month? Per Year?

Answer: Monthly average calls are 596. 7158 for the year.

53. OPI: How many minutes per month? Per Year?

Answer: Monthly average minutes are 8,226.

54. OPI: What is the total volume of minutes used in the last year/what is the monthly average?

Answer: 53,163

55. OPI: What is the number of monthly minutes by language?

Answer: See above

56. OPI: What percentage of calls are for each language? (For example, what percentage of OPI calls are for Spanish)

Answer: 51.66% is Spanish

57. OPI: What is the average length of each interpreting call/session?

Answer: Data is not available.

58. OPI: Will all calls be on demand or will you require any calls to be pre-scheduled?

Answer: On demand.

59. OPI: How many 3rd Party Calls are made per month?

Answer: Average 384.

60. OPI: How often does the County require this additional service (3rd Party Calls)?

Answer: Regularly.

61. VRI: Approximately, how many VRI calls are anticipated per month? Per Year?

Answer: Average 206 monthly 2469 annually from prior year.

62. VRI: How many minutes is anticipated per month? Per Year?

Answer: Monthly average 3594. Annual usage 43,129.

63. VRI: What is the total volume of minutes used in the last year/what is the monthly average?

Answer: See previous answer.

64. VRI: What is the number of monthly minutes by language?

Answer: See previous answer.

65. VRI: What percentage of calls are for each language? (For example, what percentage of VRI calls are for ASL? For Spanish? Etc..)

Answer: Spanish 78.44%.

66. TNL: Approximately, how many projects are anticipated per month? Per Year?

Answer: Data not available.

67. TNL: What is the average length of words per project?

Answer: N/A

68. TNL: On Page 10/Section 4.5 of the RFP (WRITTEN TRANSLATION SERVICES) regarding the following statement: "Contractor shall be able to provide translation of documents and other written materials within one (1) to four (4) days (96 hours) after receiving a request from Union County **assuming that the records to be translated are not voluminous.** "Question: Could you please clarify what is meant by "voluminous" in this context? Specifically, is there a defined threshold in terms of page count, word count, or document size that determines when materials are considered "voluminous"?

Answer: See Add/Delete Section.

69. Section 1 and Section 2.2 of the RFP mention that "Union County reserves the right to award to multiple vendors." If multiple vendors are selected, how will the volume of work be distributed among the awarded providers?

Answer: Union County intends to award to one (1) vendor. If multiple awards are made, the volume of work per vendor will be determined at that time.

70. Can you provide historical utilization data for the past 12-24 months, broken down by language and service type (OPI, VRI, Written Translation)?

Answer: Data not available.

71. What is the estimated annual budget or spend for these language interpretation and translation services?

Answer: N/A

72. Who is the incumbent provider(s) for these services?

Answer: See previous answer.

73. Are there any current pain points or service issues with the existing language service provision that Union County is specifically looking to address?

Answer: N/A.

74. Can you share the current pricing structure and rates for these services?

Answer: See previous answer.

75. For Video Remote Interpreting services, what platforms or technologies are currently used by Union County departments?

Answer: N/A

76. The RFP does not specify payment timeframes for vendor invoices. What are Union County's standard net payment terms for services rendered under this contract?

Answer: Net 30.

77. Section 4.5 states that the contractor shall provide translation of documents within 1-4 days (96 hours) "assuming that the records to be translated are not voluminous." Could you please clarify what Union County considers "voluminous" in terms of word count or page count for document translation?

Answer: See previous answer.

78. Do the turnaround requirements specified in Section 4.5 apply equally to all languages listed in Appendix D, including languages of limited diffusion (rare languages with fewer available translators), or are there different expectations for turnaround times for less common languages?

Answer: Yes

79. Section 4.7 specifies when invoices should be delivered but does not indicate the expected payment timeframe after invoice submission. Could Union County please clarify what the net payment terms are (e.g., Net 30, Net 45) for this contract?

Answer: See previous answer.

80. Can you provide average monthly volumes and language mix?

Answer: See previous answer.

81. Who is the incumbent vendor?

Answer: See previous answer.

82. Would Union County be looking for vendor supplied equipment?

Answer: Yes

83. With this be a sole source or multi-source award?

Answer: See previous answer.

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Answer: See previous answer.

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Answer: N/A.

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what Union County considers "voluminous" in terms of word count or page count for document translation?

[Answer: See previous answer.](#)

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End of Questions/Answers Section

End of Addendum No. 1