

Translation Services RFP Questions  
October 24, 2016

1. Whether companies from Outside USA can apply for this?  
(like, from India or Canada)

We are required to follow Government procurement regulations at 2 CFR, Part 200. It would be, I suspect, cost prohibitive to travel to Kennewick from India or Canada to provide translation services for our families.

2. Whether we need to come over there for meetings? Yes.
3. Can we perform the tasks (related to RFP) outside USA?  
(like, from India or Canada)

Again, it would be, I suspect, cost prohibitive to travel to Kennewick from India or Canada to provide translation services for our families.

4. Can we submit the proposals via email????? Yes.

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1. Can we bid only on telephone interpretation and written translation services? Yes, you can bid only on telephone interpretation and written translation services. Please note specific languages. Please note that we may pick one or more entities to assist KHA as we also need in-person translation services.

2. Industry pricing for both telephonic interpretation and written translation services are not based on a per hour basis. Telephone interpretation services are based on a per-minute basis. Written translation services are mainly based on a per word basis; there are some contracts that request pricing on a per page basis. Please let us know if we can provide pricing in those formats. Provide pricing in your preferred format but make sure to include any minimum charge (i.e. number of minutes). Please note that we follow procurement regulations found under 2 CFR, Part 200.

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1. Can KHA waive insurance coverage? No.
2. Can a provider act as a KHA vendor without carrying insurance coverage. No, all KHA vendors must provide proper insurance coverage. (Note: See updated insurance information in the updated application)

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November 7, 2016

1. What is the reason for this RFP? i.e. poor provider performance, contract expiration, etc. RFP is to expand services to our families at a competitive price. Not due to poor provider performance or contract expiration.
2. What is the current rate of services (i.e. what are you currently paying per minute)? \$1 per minute
3. Who is the current vendor/provider? Language Line
4. What is your current monthly/annual volume for the services requests? Service varies from month to month, sometime there will be very few service requests, some months it will be larger. We are a small housing authority so we do not have a huge volume of service.
5. Are vendors allowed to only submit pricing for one service (i.e. telephonic interpretation only)? Yes, you can submit for one service.

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1. After going through the contract, I noticed that the priority will be given to those who worked in tri cities. Is that correct? We are located in the Tri-cities and at times we need in-person interpretation services.
2. Can we apply only for translation services? Yes, you can apply only for translation services.
3. Is there any QA or addendum issued for this RFP? A QA and any revisions to the application will be posted on our website at [www.kennewickha.org](http://www.kennewickha.org) , and link into the RFP/RFQ link and the QA session or application revision links.
4. What other documents we need to submit with the proposal? Follow the directions that are stated within the RFP document.