



SOLICITATION ADDENDUM

Solicitation Number: RFQu-21-EDU-53, Addendum #1 Page 1 of 4

Solicitation Due Date: December 10, 2021 at 3:00 p.m. Local Time

CITY OF PHOENIX
Human Services Department
Procurement Section
200 W. Washington Street
18th Floor
Phoenix, AZ 85003-1611

Head Start Birth to Five Program Interpreter Services

In accordance with the Section I – Instructions, 11. Addenda, the Solicitation is hereby amended as set forth below.

REVISE Section III – Submittals, 5.6. Tab 6 – Fee Schedule to read as follows:

Offerors should submit an amount that will be the rate per hour and inclusive of all administrative and direct costs. **All assignments shall be charged an initial one (1) hour rate minimum** with any additional required service time billed in 15-minute increments. Cumulative total hours not to exceed a workday of eight (8) to ten (10) hours maximum. Hourly rates shall be computed in terms of base rates, plus applicable rates for additional charges, which shall be defined as follows:

The following questions were submitted:

Question	Answer
1. What is the hourly minimum for services, i.e., 2-hour minimum for all services requested?	The hourly minimum would be 1-hour. Home visits are scheduled for 90 minutes.
2. Is there a travel allowance?	Refer to Section II – Interpreter Services Agreement, Item 7. Travel, Lodging and Meals regarding the travel guidelines.
3. How is travel generally billed?	Refer to the response to Question 2.
4. Are there any parking permits, restrictions, or fees associated with performing this contract?	The services are provided at the family's homes. There are no restrictions with parking. For families who live in apartment complexes, the parking may be limited, but not restricted.
5. What is the historical usage for this service?	<p>We provide weekly services in the home environment for pregnant women and families with children under the age of three. The weekly visits last 90 minutes. The Early Head Start Home Base program services 300 families, on average 50 (17%) of the families will need interpreter services in various languages. The most common languages are Arabic, Burmese, French, Mandarin, Swahili, and Vietnamese.</p> <p>The weekly service provides active and engaging learning experiences that promote strong child outcomes in the areas of social and emotional learning, language, cognitive, early reading, science, math and physical development.</p>



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6. What are the historical rates paid for this service?	The current rates are \$50.00 per hour with a 1-hour minimum. Each additional 15-minute increment is \$12.50.
7. Who is the incumbent vendor?	The current vendor is Midwest Language Banc, Inc. dba The Language Banc, Inc.
8. Have there been any issues in the past with consistency, quality, or availability of these services?	<p>We have not experienced any issues with quality. Issues were due to consistency and availability.</p> <p>When possible, families prefer to have the same interpreter assigned to them throughout the year. Families need to develop trust and be comfortable with the interpreter. Providing consistency also saves time as staff will not have to reexplain the program to an interpreter unfamiliar with our program and services.</p>
9. What is the estimated contract value?	The contract value has not been finalized.
10. What is the budgeted amount if these services?	Refer to the response to Question 9.
11. Will the contractor be assigned a specific number of cases per month/week or will the contractor accept cases as capacity allows?	We prefer to have the interpreters accept long term assignments, if possible, as capacity allows.
<p>12. Page 37, 4. Contractor's Responsibilities states the following: <i>Provide adequate numbers of appropriately qualified and authorized personnel as necessary to successfully fulfill contract requirements.</i></p> <p>Is the city requesting a specific number of interpreters in each language?</p>	No, the City is not requesting a specific number of interpreters in each language.
13. Is the city requesting a breakdown of male/female interpreters in each language?	There is no specific breakdown request. However, there are certain cultures where the families prefer to only interact with females.



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<p>14. Page 38, 4. Contractor’s Responsibilities, Section e, bullet point 7 states the following: <i>Translate correspondence and related program documents.</i></p> <p>My firm will provide interpreters only and not translators. Is the City expecting to have the interpreters translate documents and correspondence during the Head Start home visits?</p>	<p>Written translation services will not be needed. The City has a separate vendor that provides written translation services.</p> <p>The interpreter may need to verbally translate a document our program does not have in the family’s language.</p>
<p>15. Page 38, 4. Contractor’s Responsibilities, Section f. states the following: <i>Due to customs and beliefs of some of the families enrolled in the Head Start program, some families prefer that the same interpreter accompanies the caseworker to each visit. Also, some families may request a female interpreter.</i></p> <p>Interpreters work with other agencies or may have other jobs. Will the City be flexible if our firm switches interpreters due to the interpreter’s conflict with his/her schedules?</p>	<p>The City understands that vendors provide services to other customers. We prefer that the same interpreter is provided for consistency when possible. Families need to develop trust and be comfortable with the interpreter. Providing consistency also saves time as staff will not have to reexplain the program to an interpreter unfamiliar with our program and services.</p>
<p>16. How many hours of sign language interpreting services do you request through an agency on a monthly or yearly basis?</p>	<p>In the past 3 years, sign language service has not been needed, but we would like to have the service available should the need arise.</p>
<p>17. Are you open to having a company specialized in sign language interpreting services submit a quote for sign language interpreting services only?</p>	<p>Yes, the City is open to only receiving a quote for sign language interpreting services.</p>
<p>18. Will you be selecting one company to provide such services, or will this be a multi-award?</p>	<p>The City would like to create a Qualified Vendor List. The hope is to make multiple awards.</p>
<p>19. In Section III for Submittals, the Fee schedule requested on 5.6: I do not see an attachment included to fill out prices for this, we can create our own if necessary, but I was assuming this was perhaps because we would be entering them online somewhere? I was able to login to the phx vendor portal, but I do not see anything available there to fill out. I tried searching the different product categories listed but nothing comes up.</p>	<p>Offerors need to create their own Fee Schedule form based on the requirements under Section III – Submittals, Item 5.6. Tab 6 – Fee Schedule.</p> <p>The City of Phoenix vendor portal does not have a standardized Fee Schedule form for vendors to complete.</p>



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<p>20. There is no mention of Written Translations in the fee schedule, even though page 38 specifically mentions Translation of Correspondence and related program documents will be needed. This would be a per word rate and different from over the phone and in-person interpretation.</p> <p>Will this section be added to input an amount? Also, Spanish translation will be a different rate from other languages, and an expedited request would also need to be quoted.</p>	<p>The translation services referenced on page 38 is not a written translation request; it is a verbal translation of documents the program is giving the families not already translated in their language.</p>
<p>21. On the other sections already specified in the fee schedule, the Spanish rate will be different from other listed languages, and ASL will be a different rate as well. I am hoping there will be different sections for each category of languages to be able to quote these prices. We do not provide a flat rate for all languages, unfortunately the industry is not set up that way, ASL, Spanish and other foreign language rates will all be significantly different from each other.</p>	<p>The City understands that the Spanish rate could differ from that of other or sign languages. A flat rate is preferred, but you can submit a rate for the first year, and the rate you think the service may be after the first year.</p>

The balance of the specifications and instructions remain the same. Offeror must acknowledge receipt and acceptance of this addendum by **signing** and **returning** the entire addendum with their offer submittal.

Name of Organization: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____