

Questions and Answers
Interpretation and Translation Services
IFB-22-402
December 16, 2022
Addendum 1 - December 20, 2022
Addendum 2 - December 29, 2022 (See revised Q&A 38)

(Responses are in bold lettering)
Added language appears in **bold underline**

1. Who is the incumbent for this contract?
A: Cal Interpreting and Translations Inc. (CIT)

2. Is the current incumbent allowed to bid on IFB-22-204? Yes, the IFB is open to all public and private entities.
A: Yes, the IFB is open to all public and private entities.

3. We have noticed that IFB 22-402 has an identical Scope of Work to the IFB recently awarded to Cal Interpreting and Translations (IFB 22-401, Contract No. 140-21-001). We would like to know if the new IFB and the existing contract are somehow related and if the new IFB affects in any way the existing contract.

A: The CEC currently has an existing contract No. 140-21-001 for translation and interpretation services. The CEC solicited the existing contract using the special IFB process for certified small businesses (Government Code § 14838.5; Public Contracting Code §§ 10335.5(c)(6), 10340(b)(6); State Contracting Manual § 5.80.A.9). A contract, including any amendments, procured through that process must be less than \$250,000.

In the past year, the CEC has needed more translation and interpretation services than originally expected and has spent a significant amount of the funds under the existing contract. While the exact future need of translation and interpretation services is unknown, the CEC anticipates a need for a contract with a larger budget for translation and interpretation services for the future. The CEC has issued IFB-22-204 for a new larger contract for translation and interpretation services using the standard IFB process that does not have a \$250,000 dollar limit.

Please note that the Scope of Work for IFB-22-402 states that "this is a nonexclusive Agreement for interpreter/translator services and the Energy Commission does not guarantee any minimum amount of work under this Agreement." (IFB, Section II, page 4).

This same language is part of the Scope of Work for 140-21-001. "This is a nonexclusive Agreement for interpreter/translator services and the Energy Commission does not guarantee any minimum amount of work under this Agreement." (140-21-001, Exhibit A, Section II, page 1). Although the CEC's intent is to procure a new contract for services beyond the budget of the

existing contract, it is some possible that there will be overlap of the contracts. There is no guarantee for any minimum amount of work for the existing contract.

4. Has the CEC considered how work would be split between the two contracts?
A: The CEC has not made any decisions about how work would be split between the two contracts if there is an overlap. Most of the budget of the existing contract has already been spent and it is important that there is not a gap in these important services.
5. It is the industry standard to have a minimum number of hours for interpreting services. Can vendors list a minimum number of hours per assignment as part of our proposal?
A: This is a nonexclusive Agreement for interpreter/translator services and the CEC does not guarantee any minimum amount of work under this Agreement. Attachment 06 Cost Bid states that the minimum charge for interpretation services will be one (1) hour.
6. Historically, what is the average number of hours that an interpreting assignment lasts?
A: The average interpreting assignment is about 2-4 hours but can be shorter or longer depending on the assignment.
7. Historically, how many interpreting assignments have taken place outside of the Sacramento area in the past 12 months?
A: We have information from the last 6 months to show that we had about 10 interpreting assignments outside of Sacramento. The remaining assignments took place virtually.
8. Historically, what is the average number of people that attend an Energy Commission meeting, hearing or event that require interpreting?
A: We do not track the number of people who attend a CEC meeting/event that requires interpretation.
9. Historically, what is the average number of headsets used in a typical interpreting assignment?
A: The average number of headsets used is under 10.
10. Would the Energy Commission ever require more than one language at an on-site interpreting session?
A: Yes - two common languages are Spanish and Purepecha.
11. It is the industry standard to have a minimum charge for written translation projects. Can vendors list a minimum charge for translation projects as part of our proposal?
A: Attachment 06 Cost Bid states that the minimum charge for translation services will be \$50.
12. In order to accurately calculate a per page cost for formatting, we would need to see a variety of representative sample documents and have time to analyze them. Can

you please provide vendors with a set of representative sample documents?

A: Yes – attached are a couple samples of documents the CEC typically requests for translation.

13. Will the winning vendor always receive original editable source documents, or will we ever have to recreate formatting using PDF's, hard copies or other non-original source document?

A: The CEC will provide a variety of documents that are in word document format, PDF, and excel sheets.

14. Our standard cancelation policy is that if an interpreting assignment is canceled 48 hours before the assignment start time, then we will bill for 50% of the amount quoted. Can vendors include this in our submission and have it be incorporated into the contract?

A: Our solicitation states on page 14 that a cancellation 24 hours or less will incur no cancellation fee.

15. Our standard cancelation policy is that if the assignment is canceled 24 hours or less before the appointment start time, then we will invoice for 100% of the amount quoted. Can vendors include this in our submission and have it be incorporated into the contract?

A: Our solicitation states on page 14 that in the event the CEC cancels or modifies a translation request before the document is delivered, the CEC shall pay for work completed up to the point of cancellation/modification.

Additional Q&As

16. What are the average interpretation requests that you anticipate requesting on a monthly basis?

A: The number of interpretation requests varies depending on the number of workshops and meetings being held that month that need interpretation. In the last six months, there have been about 2-5 requests each month.

17. What percentage of interpretation request will be for Spanish?

A: We estimate about 85% of interpretation requests to be for Spanish. This estimate can change depending on the needs of the CEC and the target audience we are trying to reach.

18. Has CEC had any difficulties with the current incumbent?

A: No the CEC has not had any difficulty with the current incumbent.

19. Do you Anticipate making a single award or multiple awards on this contract?

A: Single award

20. How many companies are expected to compete for this IFB?

A: We do not have an anticipated number of companies we expect to compete for this IFB but are assuming at least five companies will submit bids.

21. What is the anticipated volume per language?
**A: The volume per language is not concrete but Attachment 6 Cost Bid in the IFB provides a rough estimate as follows:
Translation- 65% Spanish, 10% Chinese, 9% Korean, 6% Vietnamese, 10% other languages
Interpretation- 75% Spanish, 8% Chinese (Mandarin/Cantonese) 2% Korean, 5% Vietnamese, and 10% other languages.**
22. Is there a budget allocated to this contract? If yes, how much?
A: \$339,030
23. Why are you considering changing vendors?
A: The CEC needs a new contract for translation and interpretation services and must go through the competitive bidding process to solicit the new contract. In the past year, the CEC has needed more translation and interpretation services than originally expected and has spent a significant amount of the funds under the existing contract. While the exact future need of translation and interpretation services is unknown, the CEC anticipates a need for a contract with a larger budget for translation and interpretation services for the future. The CEC has issued IFB-22-204 for a new larger contract for translation and interpretation services using the standard IFB process that does not have a \$250,000 dollar limit. See Q.3 and Q.18 for more details.
24. What is CEC looking to improve or achieve with the new vendor?
A: See Q.3, Q.18 and Q.23.
25. Do you need any proof of certification for the interpreters at the time of submission?
A: The requirements for minimum qualifications certification can be found on Attachment A Scope of Work.
26. Do you currently have any languages on staff or have in-house interpreters/translators? If so, for what purpose?
A: No
27. Is this solicitation strictly a low-cost award? Are there any other evaluation factors?
A: All bids will be screened for administrative compliance and minimum qualifications as provided in IFB section IV, pages 15 - 16. The contract will be awarded to the lowest responsible bid after application of any preferences.
28. Will you notify all participants of the results or only the awardee?
A: A Notice of Proposed Award will be posted on the Energy Commission's website and an email will be sent to all parties that submitted a Bid. Information about public bid opening can be found in Section I of the IFB Manual on pages 1 and 2.
29. What is the estimated volume in word and/ or page for this solicitation?
A: Assuming you are asking about the length of the documents we request for translation, the answer varies depending on what is needed by the program staff. There are instances when we request reports to be translated

which can be 100 pages or longer or meeting notices that are only a few pages long.

30. Will you require Desktop Publishing services for any translation? If so, what percentage per month?

A: No, we will not require Desktop Publishing services for translation.

31. Does the CEC currently utilize an online platform/portal for interpreter requests and scheduling? If so, is the CEC paying an additional monthly fee outside of the interpreting rates?

A: No

32. Does the CEC plan to use Video Remote Interpreting Services On-Demand, or will calls be pre-scheduled?

A: Most if not all of our requests will be pre-scheduled.

33. For pre-scheduled video remote interpreting assignments, does the CEC have a preferred video platform program?

A: The CEC typically uses Zoom and Microsoft Teams

34. For the Video Remote services do you have requisite technology, such as sufficient internet speeds, a desktop/laptop computer or mobile device/ tablet, and any other adaptive devices that will help facilitate communication with the consumer?

A: Yes, the CEC expects the contractor to have sufficient internet speeds and all necessary equipment in order to perform the services requested. We do not have a specific list of items or equipment that are required.

35. Will CEC provide the VRI platform, or would the bidder need to provide the platform?

A: The CEC does not provide any sort of platform but typically uses Zoom or Microsoft Teams for interpretation services.

36. Do you have any restrictions on the use of offshore sources? If yes, please describe.

A: While nothing *in this solicitation* prohibits Bidders and their respective subcontractors outside of California from applying and performing work outside of California, each company should work with its own legal counsel to determine if it can legally enter into a contract for this work. Certain laws of California, the United States, or the foreign countries in which the company is located may prohibit a resulting contract. For example only, and by no means legal advice or an exhaustive list, potential applicants may want their own legal counsel to consider:

- 1. All companies must be registered with California Secretary of State, provide United States tax identification number, and comply with all other IFB requirements. The selected Contractor will need to comply with California law and sign a contract similar to Attachment 7, Standard Agreement Example.**

2. **The California Taxpayer and Shareholder Protection Act of 2003, California Public Contract Code sections 10286 et seq.**
3. **California's Darfur Contract Act of 2008, California Public Contract Code sections 10475 et seq.**
4. **California's Iran Contracting Act of 2010, California Public Contract Code sections 2200 et seq.**
5. **United States federal export control laws, which prohibit contracts for certain activities with certain countries.**
6. **United States trade agreements**

37. For particularly rare languages or dialects, are you willing to pre-schedule phone interpreting where the need for the interpreter is known ahead of time?

A: Yes, most if not all of our interpreter needs are known in advance, and we will provide the contractor with adequate lead time.

38. It is the industry standard to charge for interpreting equipment such as transmitters, headsets, etc. separately from the interpreting. Can vendors list the pricing for interpreting equipment separately from the hourly charge for interpreting?

A: No, the hourly interpretation and audio technician rates should include any equipment costs. Our current contract's audio technician rate is \$100/hour. We are updating our cost bid sheet to include a section for bidders to list the hourly rate for an audio technician.

39. What rates is the Energy Commission currently paying for interpreting and translation services?

A: Attached is the Exhibit B-1 Budget Rates from the current contract 140-21-001. Please be aware that the cost bid sheet (Attachment 6) for IFB-22-402 requires bidders to provide Travel Rates per Hour (for locations more than 30 mi from Sacramento) for Standard and Expedited Request Interpretation Rates.