



ADDENDUM #2

Quotations for Small Procurements
Translation and Interpreter Services
Solicitation No. 2023-8019

Originally Issued May 4, 2023

Addendum 2 – Issued 5/17/23

To Offerors:

The following additions, deductions, changes and corrections to the proposal and specifications for the above referenced project shall hereby be incorporated into the work, and their affect on the proposal shall be reflected in the Offeror's proposal. Offerors shall also verify this fact by indicating the receipt of the addendum in their proposal.

QUESTIONS:

1. Could you please clarify if Over the Phone (all spoken languages) and Video Remote Interpretation (ASL and spoken languages) services are acceptable, or is CMHA seeking only In-person interpretation? **Over the phone services are acceptable; however, the technology resources for video services may not be available at the site. On-site translation and interpreter services are typically required.**
2. Regarding Attachment B: Contractor's Fee Submission Form: It is an industry standard practice to bill by the minute for video and phone interpretation. Will CMHA allow for us to submit a separate pricing sheet for all requested services, which will cover all of the requested information? **Yes, include any additional pricing in the Additional Services part of Attachment B.**
3. "Cost per word for translation service:" It is standard in the industry to have separate rates per language for written translation. This considers the scarcity of translators for rarer languages and the abundance of translators for more common languages. Averaging all of these into one single rate will likely result in you

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paying a higher rate for common languages. Is it permissible to instead submit pricing by the language? **See #2.**

4. The provided rate sheet does not include fields for minimum per-project fees or for discounted translation memory rates for written translation. Can we add these to the existing sheet and/or submit our full rates in a separate sheet? **See #2.**
5. "Contractor shall perform national criminal history checks for Ohio, Indiana, and Kentucky, and 10-panel drug screening tests on all prospective employees performing work under this contract and provide summaries of the results to CMHA upon request, at the sole expense of the Contractor. For the purposes of this section, the term "employees" includes contractor." Does this requirement extend to subcontractors such as freelance translators? **See #2.**
6. What is the anticipated and/or historical volume per month for phone interpretation and video interpretation? **It can vary from year to year depending on the need but, for exemplary purposes, the incumbent vendor invoiced \$4,120 in the first 6 months of CMHA Fiscal Year 2020.**
7. What is your historical volume and spend for written translation? **See #6.**
8. How much did your organization spend on remote interpretation (phone/video) in 2022? **CMHA does not track this information.**
9. Who is the incumbent? If multiple, how many incumbent vendors are there? **Two. Idea Translations and Indy Translations. The contracts are expiring.**
10. What is the current rate? **Currently, the average rate is 75 cents per word for translation, \$50 per hour of language interpreter services, and \$60 per hour for sign language interpreter services.**
11. What is the language mix? **CMHA does not track the languages needing translation; however, typically Spanish translation is needed.**
12. Will you allow any of this work to be performed offshore? **No. On-site translation and interpreter services are typically required.**

13. Could you share the job titles and/or departments of the personnel who will be reviewing submissions for this solicitation? **This information is confidential.**
14. What is the percentage of VRI/OPI services in comparison to those on-site? **CMHA does not track this information**
15. What is the percentage of Simultaneous and Consecutive Services required? **CMHA does not track this information**
16. How many words are needed to be translated per language? **That is up to the vendor.**
17. How many last-minute appointments do you have? **CMHA does not track this information**
18. ASL Remote - what are the hours for these appointments and how much in advance will they schedule? Or will this be on-demand? **Typically, Monday – Friday, 8AM-4:30PM but in emergency situations they will be on-demand.**
19. What are the locations for ASL in person? **In general, the services are needed at the CMHA office site; however, CMHA is the largest landlord in Hamilton County and has numerous properties located in the county. Services could potentially be required at any one of them.**

END OF ADDENDUM TO DATE 5/17/23