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RFP NO. 20-010RMS - ADDENDUM #1

Questions and Response

August 15, 2019

1. **Question:** What is the average per minute monthly call volume for telephone interpretation?
Response: Last year we fielded 1268 requests for the year where telephonic interpretation was used.
2. **Question:** What percentage of monthly calls is for Spanish?
Response: Of 1268 calls 74% were Spanish.
3. **Question:** What scoring percentage (if any) will be allocated for MBE participation?
Response: There is no scoring percentage allocated for MBE participation.
4. **Question:** Are you currently in a reciprocal relationship with national recognized MBE certifications such as the Women's Business Enterprise National Council (WBENC)?
Response: APS is not in a relationship with MBE certifications.
5. **Question:** How many vendors do you use for telephonic interpreting?
Response: APS currently utilizes one vendor.
6. **Question:** How many vendors currently service this work?
Response: APS currently utilizes one vendor.
7. **Question:** How many vendors is the district looking to award?
Response: APS reserves the right to multi-award contracts as necessary for adequate delivery or service in accordance with NMSA 1978, §13-1-153. (RFP Page 6, #23)

8. **Question:** Will all questions and answers from all vendors be shared across all interested parties?

Response: Yes, questions and answers will be issued in the form of an addendum. No Addendum will be issued later than FIVE (5) days prior to the date for receipt of proposals, except an Addendum withdrawing the RFP or one which extends the date for receipt of proposals.

Offerors should revisit the website (<http://www.aps.edu/procurement>) then select, "See Current Bids and RFPs") prior to the due date before submitting their proposal to Albuquerque Public Schools. All addendums must be acknowledged in the submitted proposal.

9. **Question:** What is the average amount of minutes used annually on over the phone interpreting for APS?

Response: Approx 918 hours

10. **Question:** What is the purpose and goal for the district to go out to bid?

Response: To get qualified (preferably with experience in the education industry) vendors with competitive pricing to meet school needs.

11. **Question:** What challenges does the district currently face with language services?

Response: Finding vendors who have reliable connection (calls don't get dropped) and can meet our invoicing/data collection needs.

12. **Question:** Are the incumbent vendors participating in the bid as well? If so, who is participating?

Response: The RFP was distributed through Vendor Registry, posted on the APS website and also advertised in the local newspaper. We cannot disclose who is participating until the RFP has been finalized and awarded. At that time all documents will become public record.

Submitted proposals shall not be publicly opened. The contents of the proposals shall not be disclosed during any negotiations that may occur. A public log will be kept of the names of all Offeror organizations that submitted proposals. Pursuant to NMSA 1978, §13-1-116, the contents of proposals shall not be disclosed to competing potential Offerors during the negotiation process. The negotiation process is deemed to be in effect until the contract is awarded pursuant to this Request for Proposals. Awarded in this context means the final required APS signature on the contract(s) resulting from the procurement has been obtained. (RFP Page 6, #19)

13. **Question:** Is the current contract available to the public?
Response: We currently do not have a contract in place for our current services.
14. **Question:** For telephone interpreting are you able to provide a breakdown by language? For example 80% of the minutes were Spanish and the remaining 20% were all other languages.
Response: Of 1268 calls 74% were Spanish and of those Spanish requests 20% were IEPs. IEPs run approximately 85 minutes long. Other calls averaged about 15 minutes. Calls for other languages involved mostly emergency situations or parent conferences which were about 10-20 minutes long.
15. **Question:** How many minutes of OPI were billed in 2018?
Response: Approx 918 hours
16. **Question:** Can you provide a language list for all languages used last year for telephone interpreting?
Response: Arabic, Burmese, Chinese, Dari, Farsi, French, Japanese, Kinyarwanda, Kirundi, Lao, Spanish
17. **Question:** Does the current vendor need to collect any information during the call?
Response: Yes, besides date and time of call: contact person, student name, name of school or department.
18. **Question:** Does APS currently use telephonic interpreting services?
Response: Yes APS is currently using a telephonic interpreting service.
19. **Question:** Approximately how many minutes per year does APS use?
Response: Last year we approx. 918 hours
20. **Question:** Roughly what percentage of the minutes require a Spanish interpreter?
Response: 74% of requests were Spanish.
21. **Question:** What rate do you pay per minute for Spanish? For all other languages?
Response: \$.99/\$1.45
22. **Question:** What company do you currently use?
Response: CLI
23. **Question:** Page 15 of the RFP states: "Process for connecting with interpreters: The TIS office must track all calls provided to schools. To that end Vendor must provide a pre-

connection protocol such as pin codes or passwords in order to identify callers who have been approved to use the service by the TIS office administrators".

We would like some additional information on this requirement. For example, once you have approved a particular person, and we provide them a code, can that person continue to use that same code for future interpreting calls? Or will that person be required to obtain a different code prior to each time they need to make an interpreting call?

Response: The aim is to control usage. Vendors should provide a description of the system they use or any customization that could be employed to meet our needs.

24. **Question:** If the bidding company is out of state, does the requirements for liability insurance for the interpreters apply, or does there need to be specific insurance policies in New Mexico?

Response: Yes, the requirements for liability insurance applies to all as per the terms and conditions of the RFP, page 10.

ACKNOWLEDGE ADDENDUM WITH SUBMITTED PROPOSAL:

Addenda not signed and returned may consider the RFP non-responsive and may be rejected.

COMPANY/FIRM NAME

SIGNATURE

Date