



Chesterfield County, Virginia Procurement Department

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October 10, 2023

ADDENDUM #2

Request for Proposal # ADMN24000076 Translation Services, Interpretation Management Systems and Related Products

This Addendum supplements, modifies, deletes from, or adds to the original Request for Proposal noted above and all of the requirements of the addendum are herein made a part of the RFP and any resulting contract documents. Please sign and return this addendum to the Procurement Department, 9901 Lori Road, Room 303, P. O. Box 51, Chesterfield, VA 23832-0001. **Proposals, changes to a response, or addenda shall not be accepted via fax machine or by internet e-mail.**

This Addendum consists of 4 pages.

Please make the following changes/clarifications/additions:

The due date for Proposals has changed. Proposals are now due by Thursday, November 2, 2023, 4:00 P.M. EST. The delivery location has not changed.

Q: Is NIST and/or SOC certification a requirement?

A: Yes.

Q: Can we use a customized pricing schedule, detailing rates for each language and service, taking into account that some languages are more affordable than others?

A: Offerors may propose an alternate pricing schedule, however, Offerors should complete the pricing schedule as provided in the RFP as well for scoring purposes.

Q: Is it mandatory for the system to comply with ISO 24019|:2020 standards?

A: Per Section III – Scope of Work/Specifications, the system should be compliant with all standards of ISO 24019|:2020.

Q: Will you share a list of all vendors participating?

A: The GOVMVMT registration list is available to all awarded suppliers through a secure login database. Currently there are over 1000 registered agencies nationwide and growing daily.

Q: If we have exceptions to the RFP content, terms and conditions, GovMVMT agreement etc. Should we provide an exception letter at the time of submission or would we address this during contract negotiations?

A: Offerors should note all exceptions to the RFP documents at the time of submission.

Q: From the RFP: System must allow connection with standard business intelligence and reporting tools such as Microsoft Power BI or SQL Server Reporting Services. This can be done with the API but it is not out of the BOX and will require custom integration. Is this acceptable?

A: Yes.

Q: Is it a requirement that this solution run on Chesterfield's infrastructure?

A: No, however, please provide all relevant detail in your proposal on service delivery.

Q: From the RFP: "Please describe the system's security controls to define users authorized to perform the following" Are they referring to users who will have access to the system or Offeror Employees?

A: Offeror Employees.

Q: Are there any specific requirements regarding the location/base of the interpreters, can offshore interpreters be used?

A: Yes, if they have the required training to interpret (certificate) and excellent knowledge of target and source language – both spoken and written.

Q: Will a translation memory database (TM), glossary, style guide or previously translated materials be supplied to the chosen vendor(s)?

A: If County departments have them, they will be provided.

Q: How are your current translation processes managed, and what challenges have you faced with them?

A: CCPS sends translations to an outside agency by uploading documents onto their platform. Sometimes translations are delayed when it is an uncommon language. Other County departments manage their translation processes individually but at this time have not expressed challenges.

Q: How do you evaluate translations and any impact on member satisfaction, engagement, and compliance?

A: We currently utilize broad services satisfaction measures, but do not specifically call out language needs and satisfaction.

Q: Is there a local preference clause for business in Virginia?

A: No.

Q: Are there any Small Business or Minority Business Enterprise preference clause? If yes, does the SBE or MBE have to hold a certification from the State?

A: No.

Q: Is there an incumbent for this contract?

A: No.

Q: Can we participate in only one service (e.g. written translation only)? Is there a preference to contract with a vendor that provides all services? In case the preference is for vendors that can provide all services, are there services that weigh higher in the vendor selection evaluation (e.g. primary service is on-site interpreting, second written translation, etc...)?

A: Offerors may propose solutions for any or all services they are able to provide. The County will review all proposals and score according to the evaluation criteria established in the RFP.

Q: Can you provide the breakdown for spending per service (e.g. written translation, on-site interpreting, remote interpreting, etc.)

A: This information is not available at this time.

Q: Given the complexity of the SOW, developing a hard copy of proposed solutions would be time-intensive and cost-prohibitive. Would the government be amenable to electronic submission?

A: Please follow the proposal submission instructions as laid out in the RFP. One hard copy is required along with digital copies.

Q: How sensitive is the data, and does it require any specific data protection measures?

A: Information on data sensitivity and protection measures are included in the RFP, in the General Terms and Conditions and the Special Terms and Conditions.

Q: Can you please elaborate on your membership base, including the total number of members and how they are distributed across the United States? The listing at the end of the RFP appears to show that the vast majority of all GovMVMT members are located in Oregon with smaller numbers in Louisiana, Utah, and Hawaii.

A: The GOVMVMT program is available to all public agencies nationwide. Cities, Counties, K12 school districts(public/private), Higher Education Institutions (public/private), non-profits ect. As indicated in a similar question above, registrations or (members) are added daily in all states. Currently there are over 1000 registered agencies. Registration is a free process.

Pursuant to certain state statutes, especially with Oregon, Louisiana, Utah and Hawaii, agencies need to be referenced in the RFP to be eligible to use the program. The GOVMVMT program also advertised in over 24 state publications nationwide to satisfy state procurement advertisement requirements. A proof of advertisement will be provided by the lead agency upon award. The actual language from the RFP is below for reference.

Pursuant to certain state notice provisions, including but not limited to Oregon Revised Statutes Chapter 279A.220, the following public agencies and political subdivisions of the referenced public agencies are eligible to register with GovMVMT and access the Master Agreement made pursuant to this solicitation. Public agencies and political subdivisions are hereby given notice of the foregoing request for proposals for purposes of complying with the procedural requirements of said statutes:

Nationwide:

State of Alabama	State of Indiana	State of Nebraska	State of South Carolina
State of Alaska	State of Iowa	State of Nevada	State of South Dakota
State of Arizona	State of Kansas	State of New Hampshire	State of Tennessee
State of Arkansas	State of Kentucky	State of New Jersey	State of Texas
State of California	State of Louisiana	State of New Mexico	State of Utah
State of Colorado	State of Maine	State of New York	State of Vermont
State of Connecticut	State of Maryland	State of North Carolina	State of Virginia
State of Delaware	State of Massachusetts	State of North Dakota	State of Washington
State of Florida	State of Michigan	State of Ohio	State of West Virginia
State of Georgia	State of Minnesota	State of Oklahoma	State of Wisconsin
State of Hawaii	State of Mississippi	State of Oregon	State of Wyoming
State of Idaho	State of Missouri	State of Pennsylvania	District of Columbia
State of Illinois	State of Montana	State of Rhode Island	

Lists of political subdivisions, local governments and tribal governments in the above referenced states/district may be found at <http://www.usa.gov/state-tribal-governments>.

Q: In regards to the NJ-specific forms, may bidders submit after contract award but prior to contract execution?

A: Responding suppliers must provide NJ State Division of Revenue issued Business Registration Certificate as a part of their proposal. This is a nationwide solicitation and suppliers need to be able to do business in the state of NJ. If the supplier has started the process, please indicate proof of that in your response along with a timeline to receive your certificate.

My signature below acknowledges receipt of this Addendum and certifies that my proposal submission includes all information, modifications, additions or deletions pertaining to the Addendum and the RFP.

COMPLETE LEGAL NAME OF OFFEROR: _____

SIGNATURE: _____

DATE: _____

Prepared by:
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