



OFFICE OF COUNTY MAYOR GLENN JACOBS

Procurement Division, 1000 N. Central Street, Suite 100, Knoxville, TN 37917

Knox County Procurement Division Addendum I to Request for Proposals No. 3556 Foreign Language Interpretation Services

Addendum Date: April 30, 2024

Buyer: Heather Whitehead

Closing Date: May 14, 2024 @ 2:00 p.m.

Total Page(s): Five (5) Pages

The following is for clarification:

- Question 1. Are partial bids accepted? That is, can we bid on translation services only?
Answer 1. Per Section 1.5, Knox County reserves the right to award on a schedule basis, but we also reserve the right to award all-or-none. The primary intent of this solicitation is to contract for on-site interpretation services, not translation services. An award will be made in the best interest of Knox County.
- Question 2. Are multiple awards expected for the SAME service?
Answer 2. Per Section 1.5, Knox County reserves the right to make a multiple award. In the past, a multiple award has been made in order to support adequate coverage of appointments.
- Question 3. If multiple awards are made, how will the work be apportioned?
Answer 3. At the discretion of each using department.
- Question 4. What is the estimated value/budget of the contract?
Answer 4. Please see Q/A No. 20 for detailed information. Generally speaking, demand for these services is expected to increase.
- Question 5. What is the Period of Performance?
Answer 5. Please refer to Section 3.5 of RFP No. 3556.
- Question 6. Is the county amenable to receiving emailed proposals versus mailed proposals?
Answer 6. No, emailed proposals will not be accepted. See Section 1.10.
- Question 7. What is the name of the incumbent(s) and their contract number(s)?
Answer 7. Current contracts are with Foreign Language Academy & Volatia Language Network (Contract No. 22-569(a) and Contract No. 22-569(b)).
- Question 8. Did the incumbent cover every single assignment successfully?
Answer 8. No. There were times when assignments could not be filled.



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- Question 9. What challenges have you faced with a similar scope of work from vendors you worked with?
 Answer 9. Specific languages have not always been available as requested. Flexibility is key when scheduling short-notice assignments.
- Question 10. In order for the incumbent not to have an advantage over the other bidders, could you please provide the incumbent rates for each of the services requested in this solicitation?
 Answer 10. Please see table below.

	VOLATIA	FOREIGN LANGUAGE ACADEMY
SCHEDULE 1A- ON-SITE; STANDARD HOURS FOR ARABIC, BOSNIAN, CHINESE, JAPANESE, KIRUNDI, ROMANIAN & SPANISH	\$75.00/HOUR	\$58.00/HOUR (SPANISH) \$65.00/HOUR (ALL OTHERS)
SCHEDULE 1A- ON-SITE; AFTER HOURS FOR ARABIC, BOSNIAN, CHINESE, JAPANESE, KIRUNDI, ROMANIAN & SPANISH	\$75.00/HOUR	\$75.00
SCHEDULE 1B- REMOTE; STANDARD HOURS FOR ARABIC, BOSNIAN, CHINESE, JAPANESE, KIRUNDI & ROMANIAN	\$48.00/HOUR	\$75.00/HOUR
SCHEDULE 1B- REMOTE; STANDARD HOURS FOR SPANISH	\$43.80/HOUR	\$75.00/HOUR
SCHEDULE 1B- REMOTE; AFTER HOURS FOR ARABIC, BOSNIAN, CHINESE, JAPANESE, KIRUNDI & ROMANIAN	\$48.00/HOUR	\$75.00/HOUR
SCHEDULE 1B- REMOTE; AFTER HOURS FOR SPANISH	\$43.80/HOUR	\$75.00/HOUR
WRITTEN TRANSLATION PER WORD; CORE LANGUAGES	\$0.22/WORD	\$0.20/WORD
SCHEDULE 1A- ON-SITE; STANDARD HOURS FOR NON-CORE LANGUAGES	\$85.00/HOUR	\$65.00/HOUR
SCHEDULE 2- ON-SITE; AFTER HOURS FOR NON-CORE LANGUAGES	\$85.00/HOUR	\$75.00/HOUR
SCHEDULE 2- REMOTE; STANDARD HOURS FOR NON-CORE LANGUAGES	\$48.00/HOUR	\$75.00/HOUR
SCHEDULE 2- REMOTE; AFTER HOURS FOR NON-CORE LANGUAGES	\$48.00/HOUR	\$75.00/HOUR
PHONE NOTIFICATIONS PER MESSAGE	\$30.00/MESSAGE	\$15.00/MESSAGE
WRITTEN TRANSLATION PER WORD; NON-CORE LANGUAGES	\$0.22/WORD	\$0.20/WORD
OTHER SERVICES: OVER THE PHONE SPANISH ANYTIME	\$33.60/HOUR	
OTHER SERVICES: OVER THE PHONE ALL OTHER LANGUAGES ANYTIME	\$40.80/HOUR	
SURCHARGE FOR SAME DAY SCHEDULING		\$20.00



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Question 11. If there is no incumbent, please describe how you have been obtaining these services up to now and what you are paying for the service.

Answer 11. Please see Q/A No. 7. In addition to these contracted vendors, Knox County departments may utilize non-contracted vendors.

Question 12. Could you please share past usage statistics broken down by service and language?

Answer 12. See list below of the top 22 languages utilized and their corresponding percentages.

Language	Percentage YTD 2023-2024
Spanish	67.36
Acateco	7.21
Burundi/Rundi/Kirundi	4.51
Swahili	3.92
Arabic	3.10
Mayan	1.65
Vietnamese	1.14
Chinese	0.94
Kinyarwanda	0.90
Ukranian	0.67
Korean	0.55
Russian	0.43
Hindi	0.39
Burmese	0.31
Romanian	0.27
Gujarati	0.20
Bengali	0.20
Chuj	0.20
Sinhala	0.16
French	0.16
Canjoval	0.16
Turkish	0.16

Question 13. We noticed that there's room for only one Written Translation Services rate. Can we modify the rate sheet to add languages, change the unit of measure, add minimum fees, etc.?

Answer 13. Please attach additional pages to detail your pricing matrix.

Question 14. Can we ask for a debriefing in case we are not awarded?

Answer 14. Yes.

Question 15. In what formats are the documents to be translated? Are there InDesign files?

Answer 15. Documents requested for translations vary widely and are submitted in multiple formats including pdf and word files. InDesign has not been used.



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Question 16. What mathematical calculation will be used to evaluate pricing?

Answer 16. Please see Section 3.14. For qualitative criteria, each evaluator's scores are averaged. For quantitative criteria (price), the total possible number of points are given to vendor with the lowest price. From there, points for another proposer's cost are determined by dividing the low price by the next proposer's price and multiplying that figure by the total possible points for the category. For example:

If Proposed Cost are worth a maximum of 30 points.

	Proposed Cost		Total Points awarded for Category
Vendor A	\$1,000.00	$(980/1000)*30$	29.4 Points
Vendor B	\$980.00	Low bid, full points awarded	30.00 Points
Vendor C	1,275.00	$(980/1275)*30$	23.06 Points

Question 17. What is the average number of words in a document needing translation?

Answer 17. Translation documents include high school transcripts from foreign countries, letters to parents regarding dental issues, etc. that in-house resources cannot interpret, and guardian papers from other countries. We try to use our in-house interpreters for any internal school forms. Most of these requests vary from 400 words to 3,000 words depending on the size of the documents.

Question 18. Is the county interested in receiving proposals for only over-the-phone interpretation in response to this bid?

Answer 18. See Q/A No. 1.

Question 19. If so, does the county have an estimate or historical number of minutes/calls per year were required for over the phone interpretation services?

Answer 19. No, the primary focus of this solicitation (and previous solicitations) is on-site services. Phone interpretation services is used sparingly as a last resort.

Question 20. Does the county have any past usage reports to share for these services?

Answer 20. The total value of Purchase Orders issued in conjunction with the existing contracts (initiated on 11/1/2022) is as follows:

Foreign Language Academy	\$100,730.00
Volatia Language Network	\$25,801.00

Knox County departments have the option of using any registered vendor up to a certain dollar threshold, so the totals above may not reflect total spend for these services for the time period indicated. Additionally, not all departments place orders via a purchase order. In addition to payments made against POs, another \$19,739.83 has been paid to Foreign Language Academy and another \$87,665.16 has been paid to Volatia Language Network since November 1, 2022.



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Question 21. Roughly what percent of all requests are for Spanish versus all other languages?

Answer 21. See Q/A No. 12.

End of Addendum I.

Please acknowledge Addendum I in your response.

A handwritten signature in cursive script, appearing to read "Heather Whitehead".

Heather Whitehead, CPPB
Knox County Procurement