



## **OFFICE OF COUNTY MAYOR GLENN JACOBS**

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

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

**Addendum Date: May 2, 2024**

**Buyer: Heather Whitehead**

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

**Total Page(s): One (1) Page**

The following is for clarification:

- Question 1. Could you please clarify if there are any offshore restrictions applicable to vendors?  
Answer 1. There are no restrictions, but any awarded vendor must meet the requirements outlined in RFP No. 3556.
- Question 2. Is permissible to engage independent language professionals during the performance of the contract, as this is standard practice for the language industry?  
Answer 2. Yes.
- Question 3. Concerning the requirement that **“Interpreter(s) must attend educational meetings, parent conferences, employee training, workers compensation appointments, medical visits, as well as facilitate any necessary translations of educational or employment related documents,”** could you please confirm if your scope of services includes both interpreters and translators? Typically, an interpreter and a translator have distinct roles.  
Answer 3. Yes, our Scope of Services includes both Interpreters and Translators. Interpreters must attend above mentioned meetings and Translators will facilitate any necessary translations of educational or employment related documents.
- Question 4. With regard to the stipulation that **“the minimum charge for written translation of documents be billed at one hundred (100) words and billed in increments of ten (10) words”**, industry norms often involve a minimum billed amount rather than a minimum word count. Could you clarify if minimum charges may be based on a minimum cost? Additionally, if a minimum word count is required, would it be possible to have a 100-word minimum rather than a 10-word minimum?  
Answer 4. There is a minimum 100 words and then billed in increments of 10 words after the minimum has been met. The vendor may set their price for the first 100 words (minimum cost) and then supply a cost for additional words, to be billed in 10-word increments. Please attach additional pricing information if necessary.

End of Addendum II.

Please acknowledge Addendum II in your response.

Heather Whitehead, CPPB  
Knox County Procurement