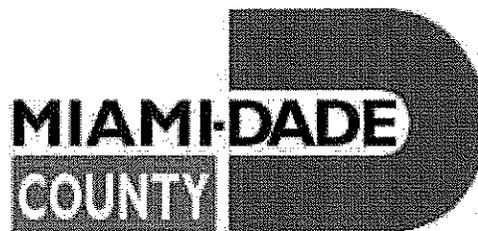


**Solicitation FB-00049**

**PROFESSIONAL INTERPRETING AND TRANSLATION  
SERVICES**

**Bid designation: Public**



**Miami-Dade County**

# Bid FB-00049 PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES

Bid Number **FB-00049**  
Bid Title **PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES**

Bid Start Date **Apr 4, 2014 9:04:40 AM EDT**  
Bid End Date **Apr 18, 2014 6:00:00 PM EDT**  
Question & Answer End Date **Apr 16, 2014 6:00:00 PM EDT**

Bid Contact **Sherry Crockett**  
**305-375-4693**  
**crocket@miamidade.gov**

Bid Contact **Celeste Walker**  
**305-375-5683**  
**cewalke@miamidade.gov**

Contract Duration **5 years**  
Contract Renewal **Not Applicable**  
Prices Good for **Not Applicable**

Bid Comments **The purpose of this solicitation is to establish a contract for the purchase of professional interpreting and translation services in conjunction with the County's needs on an as needed when needed basis.**  
**Note**  
**-Bidders MUST return the proposal pricing form in the excel format as attached. The information must be completed and attached prior to the closing of the solicitation.**

**Added on Apr 14, 2014:**  
**Interpreting and Translation Addendum #3**

**Changes made on Apr 9, 2014 11:18:21 AM EDT**

New Documents	Interpreting and Translation - ADDENDUM 1 - FB-00049.pdf
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**Changes made on Apr 11, 2014 9:28:02 AM EDT**

New Documents	Interpreting and Translation Addendum 2 - FB-00049.pdf
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**Changes made on Apr 14, 2014 3:24:24 PM EDT**

New Documents	Interpreting and Translation Addendum 3 - FB-00049.pdf
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**Changes made on Apr 15, 2014 8:53:31 AM EDT**

New Documents	Interpreting and Translation Addendum 4 - FB-00049.pdf
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**Changes made on Apr 17, 2014 11:39:08 AM EDT**

New Documents	Interpreting and Translation - Addendum 5 - FB-00049.pdf
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**Item Response Form**

Item **FB-00049--01-01 - Interpreting and Translation Services**

Quantity **1 each**

Prices are not requested for this item.

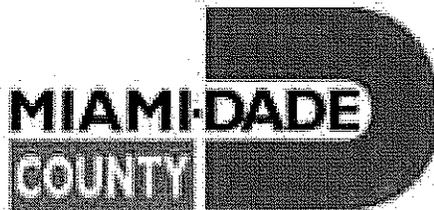
Delivery Location **Miami-Dade County**  
No Location Specified

**Qty 1**

**Description**

N/A

BID NO.: FB-00049  
OPENING: 6:00 P.M.  
PROFESSIONAL INTERPRETING AND  
TRANSLATION SERVICES  
Apr 18, 2014



MIAMI-DADE COUNTY, FLORIDA

**I N V I T A T I O N  
T O B I D**

TITLE:  
PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES

BIDS WILL BE ACCEPTED UNTIL 6:00:00 PM EDT  
ON Apr 18, 2014

FOR INFORMATION CONTACT:  
Sherry Crockett, 305-375-4693, [crocket@miamidade.gov](mailto:crocket@miamidade.gov)

IMPORTANT NOTICE TO BIDDERS/PROPOSERS:

- READ THE ENTIRE SOLICITATION DOCUMENT, THE GENERAL TERMS AND CONDITIONS, AND HANDLE ALL QUESTIONS IN ACCORDANCE WITH THE TERMS OUTLINED IN PARAGRAPH 1.2(D) OF THE GENERAL TERMS AND CONDITIONS.
- THE SOLICITATION SUBMITTAL FORM CONTAINS IMPORTANT INFORMATION THAT REQUIRES REVIEW AND COMPLETION BY ANY BIDDER/PROPOSER RESPONDING TO THIS SOLICITATION.
- FAILURE TO COMPLETE AND SIGN THE SOLICITATION SUBMITTAL FORM WILL RENDER YOUR PROPOSAL NON-RESPONSIVE.



## SECTION 1

### **GENERAL TERMS AND CONDITIONS:**

All general terms and conditions of Miami-Dade County Procurement Contracts are posted online. Bidders/Proposers that receive an award from Miami-Dade County through Miami-Dade County's competitive procurement process must anticipate the inclusion of these requirements in the resultant Contract. These standard general terms and conditions are considered non-negotiable subject to the County's final approval.

All applicable terms and conditions pertaining to this solicitation and resultant contract may be viewed online at the Miami-Dade County Procurement Management website by clicking on the below link:

<http://www.miamidade.gov/procurement/library/boilerplate/general-terms-and-conditions-r14-1.pdf>

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### **NOTICE TO ALL BIDDERS/PROPOSERS:**

Electronic bids are to be submitted through a secure mailbox at BidSync ([www.bidsync.com](http://www.bidsync.com)) until the date and time as indicated in this Solicitation document. It is the sole responsibility of the Bidder/Proposer to ensure their proposal reaches BidSync before the Solicitation closing date and time. There is no cost to the Bidder/Proposer to submit a proposal in response to a Miami-Dade County solicitation via BidSync. Electronic proposal submissions may require the uploading of electronic attachments. The submission of attachments containing embedded documents or proprietary file extensions is prohibited. All documents should be attached as separate files.

For information concerning technical specifications please utilize the question/answer feature provided by BidSync at [www.bidsync.com](http://www.bidsync.com) within the solicitation. Questions of a material nature must be received prior to the cut-off date specified in the solicitation. Material changes, if any, to the solicitation terms, scope of services, or bidding procedures will only be transmitted by written addendum. (See addendum section of BidSync site).

Please allow sufficient time to complete the online forms and upload of all proposal documents. Bidders/Proposers should not wait until the last minute to submit a proposal. The deadline for submitting information and documents will end at the closing time indicated in the solicitation. All information and documents must be fully entered, uploaded, acknowledged (Confirm) and recorded into BidSync before the closing time or the system will stop the process and the response will be considered late and will not be accepted.

### ***PLEASE NOTE THE FOLLOWING:***

No part of your proposal can be submitted via **HARDCOPY, EMAIL, OR FAX**. No variation in price or conditions shall be permitted based upon a claim of ignorance. Submission of a proposal will be considered evidence that the Bidder/Proposer has familiarized themselves with the nature and extent of the work, and the equipment, materials, and labor required. The entire proposal response must be submitted in accordance with all specifications contained in the solicitation electronically.





**Miami-Dade County  
Procurement Management Services  
Solicitation Submittal Form**

111 NW 1<sup>st</sup> Street, Suite 1300, Miami, FL 33128

Solicitation No. FB-00049		Solicitation Title: <b>PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES</b>	
Legal Company Name (include d/b/a if applicable): _____		Federal Tax Identification Number: _____	
If Corporation - Date Incorporated/Organized: _____		State Incorporated/Organized: _____	
Company Operating Address: _____		City _____	State _____
Remittance Address (if different from ordering address): _____		City _____	State _____
Company Contact Person: _____		Email Address: _____	
Phone Number (include area code): _____	Fax Number (include area code): _____	Company's Internet Web Address: _____	
<p>Pursuant to Miami-Dade County Ordinance 94-34, any individual, corporation, partnership, joint venture or other legal entity having an officer, director, or executive who has been convicted of a felony during the past ten (10) years shall disclose this information prior to entering into a contract with or receiving funding from the County.</p> <p><input type="checkbox"/> Place a check mark here only if Bidder/Proposer has such conviction to disclose to comply with this requirement.</p>			
<p><b>LOCAL PREFERENCE CERTIFICATION:</b> For the purpose of this certification, a "local business" is a business located within the limits of Miami-Dade County (or Broward County in accordance with the Interlocal Agreement between the two counties) that has a valid Local Business Tax Receipt, issued by Miami-Dade County; has a physical business address located within the limits of Miami-Dade County from which business is performed; and contributes to the economic development of the community in a verifiable and measurable way. This may include, but not be limited to, the retention and expansion of employment opportunities and the support and increase to the County's tax base.</p> <p><input type="checkbox"/> Place a check mark here only if affirming Bidder/Proposer meets requirements for Local Preference. Failure to complete this certification at this time (by checking the box above) may render the vendor ineligible for Local Preference.</p>			
<p><b>LOCALLY-HEADQUARTERED BUSINESS CERTIFICATION:</b> For the purpose of this certification, a "locally-headquartered business" is a Local Business whose "principal place of business" is in Miami-Dade County or Broward County in accordance with the Interlocal Agreement between the two counties.</p> <p><input type="checkbox"/> Place a check mark here only if affirming Bidder/Proposer meets requirements for the Locally-Headquartered Preference (LHP). Failure to complete this certification at this time (by checking the box) may render the vendor ineligible for the LHP. LHP is not applicable to qualitative solicitations issued, including but not limited to, Requests for Proposals and Request for Qualifications.</p> <p>The address of the Locally-headquartered office is: _____</p>			
<p><b>LOCAL CERTIFIED SERVICE-DISABLED VETERAN BUSINESS ENTERPRISE CERTIFICATION:</b> A Local Certified Service-Disabled Veteran Business Enterprise is a firm that is (a) a local business pursuant to Section 2-8.5 of the Code of Miami-Dade County and (b) prior to bid submission is certified by the State of Florida Department of Management Services as a service-disabled veteran business enterprise pursuant to Section 295.187 of the Florida Statutes.</p> <p><input type="checkbox"/> Place a check mark here only if affirming Bidder/Proposer is a Local Certified Service-Disabled Veteran Business Enterprise. A copy of the certification must be submitted with this proposal.</p>			
<b>SMALL BUSINESS ENTERPRISE CONTRACT MEASURES (if Applicable)</b>			

An SBE/Micro Business Enterprise must be certified by Small Business Development for the type of goods and/or services the Bidder/Proposer provides in accordance with the applicable Commodity Code(s) for this Solicitation. For certification information contact Small Business Development at (305) 375-2378 or access <http://www.miamidade.gov/business/business-certification-programs.asp>. The SBE/Micro Business Enterprise must be certified by proposal submission deadline, at contract award, and for the duration of the contract to remain eligible for the preference. Firms that graduate from the SBE program during the contract may remain on the contract.

Is your firm a Miami-Dade County Certified Small Business Enterprise? Yes  No

If yes, please provide your Certification Number:

**SCRUTINIZED COMPANIES WITH ACTIVITIES IN SUDAN LIST OR THE SCRUTINIZED COMPANIES WITH ACTIVITIES IN THE IRAN PETROLEUM ENERGY SECTOR LIST:**

By executing this bid through a duly authorized representative, the Bidder/Proposer certifies that the Bidder/Proposer is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, as those terms are used and defined in sections 287.135 and 215.473 of the Florida Statutes. In the event that the Bidder/Proposer is unable to provide such certification but still seeks to be considered for award of this solicitation, the Bidder/Proposer shall execute the proposal through a duly authorized representative and shall also initial this space: . In such event, the Bidder/Proposer shall furnish together with its bid response a duly executed written explanation of the facts supporting any exception to the requirement for certification that it claims under Section 287.135 of the Florida Statutes. The Bidder/Proposer agrees to cooperate fully with the County in any investigation undertaken by the County to determine whether the claimed exception would be applicable. The County shall have the right to terminate any contract resulting from this solicitation for default if the Bidder/Proposer is found to have submitted a false certification or to have been placed on the Scrutinized Companies for Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.

IT IS HEREBY CERTIFIED AND AFFIRMED THAT THE BIDDER/PROPOSER SHALL ACCEPT ANY AWARDS MADE AS A RESULT OF THIS SOLICITATION. BIDDER FURTHER AGREES THAT PRICES QUOTED WILL REMAIN FIXED FOR A PERIOD OF ONE HUNDRED AND EIGHTY (180) DAYS FROM DATE SOLICITATION IS DUE.

Bidder/Proposer's Authorized Representative's Signature:

Date

Type or Print Name:

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF BIDDER/PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED ABOVE BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE PROPOSAL NON-RESPONSIVE. THE COUNTY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE BIDDER/PROPOSER TO THE TERMS OF ITS OFFER.

SOLICITATION TITLE: PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES SOLICITATION NO.: FB-00049

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## **SECTION 2 - SPECIAL TERMS AND CONDITIONS**

### **PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES**

#### **2.1 PURPOSE:**

The purpose of this solicitation is to establish a contract for the purchase of professional interpreting and translation services in conjunction with the County's needs on an as needed when needed basis.

#### **2.2 TERM OF CONTRACT:**

This contract shall commence on the first calendar day of the month succeeding approval of the contract by the Board of County Commissioners, or designee, unless otherwise stipulated in the Notice of Award Letter which is distributed by the County's Procurement Management Division, and contingent upon the completion and submittal of all required bid documents. The contract shall remain in effect for sixty (60) months and will expire on the last day of the last month of the contract term.

#### **2.3 METHOD OF AWARD:**

Award of this contract will be made to the two (2) lowest priced, responsive, responsible vendors on a group-by-group basis. To be considered for award by group, the Bidder shall offer prices for all items within a given group. If a Bidder fails to submit an offer for all items within the group, its offer for that specific group may be rejected.

The County will award this contract to the designated lowest Bidder as the primary Bidder and to the designated second lowest Bidder as the secondary Bidder respectively. The primary Bidder shall have the primary responsibility to initially perform the service or deliver the goods identified in this contract. If the primary Bidder fails to perform it may be terminated for default and the County shall have the option to seek the identified goods or services from the secondary vendor.

Award to multiple vendors is made for the convenience of the County and does not exempt the primary Bidder from fulfilling its contractual obligations. Failure of any Bidder to perform in accordance with the terms and conditions of the contract may result in the vendor(s) being deemed in breach of contract. The County may terminate the contract for default and charge the Bidder re-procurement costs, if applicable.

#### **Vendor Requirements by Groups:**

##### **2.3.1 Group A – Oral Interpreting Services for Miami Dade Police Department 911 Call Center**

1. The successful bidder shall provide a toll free telephone number and furnish all labor, equipment and necessary supervision to supply telephone interpreting services which are to be provided on a 24-hour, 7 days per week basis. The bidder shall be available to provide services during peak times 6:00 am – 6:00 pm and non-peak times 6:00 pm – 6:00 am.

SOLICITATION TITLE: PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES | SOLICITATION NO.: FB-00049

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**2.3.2 Groups A, B, C, D** Oral Interpreting Services and Translation Services for various Miami Dade County Departments

1. Bidder must submit two (2) business references showing proof of having previously provided interpreting/translation services with their proposal. The references listed must be customers that are currently receiving or have recently received from the bidder the services described in this solicitation. The references must include the customer's company name, and the name, title, address, and telephone number of the contact person who can verify that the bidder has successfully provided the services that the bidder is offering under this solicitation.
2. Interpreters and translators must be proficient with WordPerfect, Microsoft Word or other comparable word processing programs; translators must also have computer assisted translation (CAT) tools such as SDL Trados, Studio, and Wordfast translation memory software, or other comparable software. Interpreters and translators must be able to access e-mail on a 24 hour, 7 days a week basis to send and receive documents. The bidder shall supply on a company letterhead what word processing and software programs will be used to complete the required service, the supervisors contact name, phone, fax, email and the toll-free number that will be used at the 911 Call Center.
3. The interpreter to be utilized should hold certification by the Federal Courts or Consortium for Language Access in the Courts Member State Courts. The County may accept certification from other established institutions. The successful bidder shall be required to submit evidence of such certification for each interpreter(s) providing services, with their bid proposal package; otherwise, the bidder may be deemed non-responsive. The successful bidder must also provide proof of certification for requested languages upon request by Miami Dade County.
4. The translator to be utilized should hold certification by the American Translators Association (ATA) from source language into target language and other requested languages. The County may accept certification from other established institutions for languages for which the American Translators Association does not offer certification. The successful bidder shall be required to submit evidence of such certification for each translator(s) providing services, with their bid proposal package; otherwise the bidder may be deemed non-responsive. The successful bidder must also provide proof of certification for requested languages upon request by Miami Dade County.

MIAMI DADE COUNTY

SOLICITATION TITLE: PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES | SOLICITATION NO.: FB-00049

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**2.4 PRICES SHALL BE FIXED WITH ADJUSTMENTS ALLOWED:**

If the vendor is awarded a contract under this solicitation, the prices proposed by the vendor shall remain fixed for a period of twelve (12) months after the commencement of the contract. The vendor may request an adjustment ninety (90) days before the commencement of every twelve (12) month period. The vendor may submit a price adjustment to the County based on changes in the following pricing index: Consumer Price Index (CPI) for All Urban Consumers, All Items, Miami-Ft. Lauderdale. It is the vendor's responsibility to request any pricing adjustment under this provision. The vendor adjustment request should not be in excess of the relevant pricing index change. If not adjustment request is received from the vendor, the County will assume that the vendor has agreed that the optional term may be exercised without pricing adjustment. Any adjustment request received after the commencement of a new twelve (12) month period may not be considered.

It shall be further understood that the County reserves the right to reject any price adjustments submitted by the vendor, and/or to terminate the contract with the vendor based on such price adjustments.

**2.5 INDEMINIFICATION AND INSURANCE (1) – GENERAL SERVICE: (GROUP B ONLY)**

**2.6 AVAILABILITY OF CONTRACT TO OTHER COUNTY DEPARTMENTS**

It is hereby agreed and understood that any County department or agency may avail itself of this contract and purchase any and all services specified herein from the successful bidder(s) at the contract price(s) established herein. Under these circumstances, a separate purchase order shall be issued by the County, which identifies the requirements of the County department(s) or agency (ies).

**2.7 DEFICIENCIES IN WORK:**

The vendor shall promptly correct all interpreting and translation errors that do not meet the requirements of the contract. The vendor shall bear all costs of correcting the rejected translations. If the vendor fails to correct the translations promptly, the County may, at its discretion, notify the vendor, in writing, that the vendor is subject to contractual default provisions if the corrections are not completed to the satisfaction of the County within (24) hours of receipt of the notice. If the vendor fails to correct the services within the period specified in the notice, the County shall place the vendor in default, obtain the services of another vendor to correct the deficiencies, and charge the incumbent vendor for these costs; either through a deduction from the final payment owed to the vendor or through invoicing. If the vendor fails to honor this invoice or credit memo, the County may terminate the vendors from the contract.

**2.8 RATES**

The rates quoted shall be deemed to provide full compensation to the vendor for labor, equipment use, travel time, and any other element of cost or price. These rates are assumed to be at a flat rate either per minute, hour or word. The vendor shall comply with minimum wage standards, and/or any other wage standards specifically set forth in this solicitation and resultant contract, and any other applicable laws of the state of Florida.

**SOLICITATION TITLE: PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES** | **SOLICITATION NO.: FB-00049**

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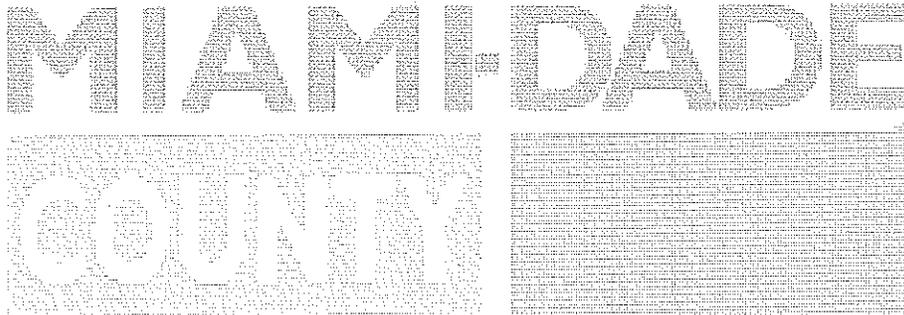
**2.9 WORK NOTIFICATION:**

**For Group B and C**

The County will give a minimum lead time of two (2) calendar days to the vendor prior to the desired starting date for any specific assignment; provided however, that such notification shall be superseded by any emergency work that may be required. When possible, longer lead times will be given.

**2.10 PURCHASE OF OTHER ITEMS NOT LISTED:**

While the County has listed all major items within this solicitation which are utilized by County departments in conjunction with their operations, there may be similar items that must be purchased by the County during the term of this contract. Under these circumstances, a County representative will contact the Primary awarded Bidder to obtain a price quote for the similar items. If there are multiple awarded Bidders on the contract, the County representative may also obtain price quotes from these awarded Bidders. The County reserves the right to award these similar items to the primary awarded Bidder, another awarded Bidder based on the lowest price quoted, or to acquire the items through a separate solicitation.



SOLICITATION TITLE: PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES | SOLICITATION NO.: FB-00049

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### SECTION 3 – TECHNICAL SPECIFICATIONS

#### PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES

##### **3.1 SCOPE:**

1. The successful bidder shall furnish all labor, equipment and supervision necessary to supply professional interpreting services, orally by telephone for the Miami-Dade County Police Department 911 Center.

**GROUP A –** Bidder(s) shall provide pricing on peak times and non-peak times on a per minute basis.

2. Successful bidder(s) is to provide translation and interpreting services for various Miami- Dade Departments. All services shall be performed on an as-needed when-needed basis either orally or written.

**GROUP B -** Bidder(s) shall provide and be compensated for all interpreting services on a per hour basis.

**GROUP C -** Bidder(s) shall provide and be compensated for all translated written documents on a per source language word basis.

**GROUP D –** Bidder(s) shall provide emergency services to include weekends and holidays for Group B and C. The turnaround time for Group B is ninety (90) minutes and the turn-around time for Group C is twenty-four (24) hours.

##### **3.2. SPECIFICATIONS:**

###### **(GROUP A)**

1. The successful bidder shall assist the Miami-Dade Police Department 911 Center in the handling of interpreting emergency calls. Interpreting services are to be provided on a 24-hour, 7 days per week basis. The bidder shall supply on a company letterhead what word processing programs will be used to complete the required service and the toll free number that will be used at the 911 Center.

Due to the nature of this service the bidder must be able to provide interpreting services to the 911 call center with a maximum response time of 10 seconds; this language is mandated through the Florida Emergency Number Plan. The bidder must have the capability of providing enough interpreters (to interpret at a minimum the languages used as per Section 3, Para 3.2-1-A) and be readily available at all times. The bidder must make certain that when interpreters are on the line with the 911 Center, the call is free of background noise, and must not put incoming calls on hold.

**SOLICITATION TITLE:** PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES **SOLICITATION NO.:** FB-00049

**PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES**

A. The vendor must be able to interpret at a minimum, the following languages and various dialects:

Spanish	Vietnamese	Haitian Creole
Russian	Thai	German
Korean	French	Chinese
Chinese Mandarin	Italian	Japanese
Chinese Cantonese	Portuguese	

B. There is a possibility that any of these languages and/or dialects may be needed:

Afrikaans	Fijian	Lao	Slovenian
Akan	Finnish	Latvian	Somali
Albanian	Flemish	Lithuanian	Spanish
Amharic	French	Macedonian	Swahili
Arabic	Gaelic	Malay	Swedish
Armenian	Georgian	Malayalam	Samoan
Assyrian	German	Maltese	Tadzhik
Azerbaijani	Greek	Marshallese	Tagalog
Basque	Gujarati	Marathi	Taiwanese
Belorussian	Hausa	Mien	Tamii
Bengali	Hawaiian	Moldavian	Telegu
Bosnian	Hebrew	Mongolian	Thai
Bulgarian	Hindi	Navaho	Tibetan
Burmese	Hmong	Nepali	Tigrinya
Cambodian (Khmer)	Hungarian	Norwegian	Tongan
Chinese	Icelandic	Oromo	Turkish
Cebuano	Llocano	Pashto	Turkmen
Creole	Indonesian	Polish	Ukranian
Croatian	Italian	Portuguese	Urdu
Czech	Japanese	Punjabi	Uzbek
Danish	Javanese	Romanian	Vietnamese
Dari	Kalmyk	Russian	Welsh
Dutch	Kazakh	Serbian	Wolof
Estonian	Korean	Singhalese	Yiddish
Farsi	Kurdish	Slovak	Yoruba

**(GROUPS B, C & D)**

2. Successful bidder(s) to provide interpreting and translation services which may require typesetting and printing for various Miami-Dade County Departments. All services shall be performed on an as needed when needed basis. The bidder shall provide foreign language translation of written documents services.

**SOLICITATION TITLE: PROFESSIONAL IN TERPRETING AND TRANSLATION SERVICES SOLICITATION NO.: FB-00049**

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**LANGUAGE DEFINITIONS:**

A. ROMANCE LANGUAGES

French, Haitian Creole, Spanish, Italian, Romanian and Portuguese.

B. OTHER EUROPEAN

German, Greek, Dutch, Yugoslavian, Russian, Polish, Czech, Flemish, Swedish, Norwegian, Bulgarian, Danish and Finnish.

C. ORIENTAL AND ARABIC

Japanese, Chinese (all dialects/regional varieties), Korean, Hindi, Malay, Burmese, Filipino, Thai, Persian, Turkish, Hebrew and Swahili.

**Note:** Each translation should be notarized and accompanied by an affidavits attesting to its accuracy and a copy of their certification from the certified translator.

3. **EMERGENCY SERVICES (GROUP D ONLY)**

Unanticipated emergency services may be required for groups A, B, and C. The successful bidder(s) must be able to provide interpreting emergency services, to include weekends and holidays, within a (90 minute turn-around time for Group B) and must be able to provide translating emergency services (24-hour turnaround time for Group C).

SOLICITATION TITLES: PROFESSIONAL INTERPRETING & TRANSLATION SERVICES

SOLICITATION NO: FB-00049

**CHECK LIST OF REQUIREMENTS**

FIRM NAME: \_\_\_\_\_

This check list must be completed by all bidders, Refer to the details in Section 2, Paragraph 2.3

**GROUPS A, B & C**

Item No.	Reference Section	Summarized Requirements for Group A, B, & C	Initial as Completed
1	Section 2, Para. 2.3.2.1	Provide two (2) business references showing proof of having provided interpreting/translation services.	<input type="checkbox"/>
		Company Name: _____	
		Contact Name: _____	
		Title: _____	
		Address: _____	
		Telephone Number: _____	
		Email Address: _____	
		Company Name: _____	
		Contact Name: _____	
		Title: _____	
		Address: _____	
		Telephone Number: _____	
		Email Address: _____	
2	Section 2, Para. 2.3.2.2	Provide on company letterhead what word processing and software programs that will be used to complete the required service, the supervisors contact name, phone, fax and email	<input type="checkbox"/>
3	Section 2, Para. 2.3.2.3	Provide evidence of interpreter certification by the Federal Courts or Consortium for Language Access in the Courts Member State Courts for each interpreter(s) providing services. The County may accept certification from other established institutions.	<input type="checkbox"/>
4	Section 2, Para. 2.3.2.4	Provide evidence of translator certification by the American Translators Association (ATA) from source language into target language for each translator(s) providing services. The County may accept certification from other established institutions for languages for which the American Translators Association does not offer certification.	<input type="checkbox"/>
		<b>GROUP PARTICIPATION</b>	<b>GROUP(S)</b>
		Bidders must indicate which group(s) they would like to be considered for:	_____

SOLICITATION TITLE: PROFESSIONAL INTERPRETING AND TRANSLATING SERVICES

SOLICITATION NO.: FB-001

FIRM NAME: \_\_\_\_\_

**PRICE PROPOSAL**

**GROUP A - Bidder shall furnish all labor, equipment and supervision necessary to supply oral professional services for Miami Dade Police Department 911 Center on a 24 hour, 7 days a week.**

Line Item	Description
1.A	Peak Time - Romance, Other European, and Oriental and Arabic 6:00 am to 6:00 pm
2.A	Non Peak Time - Romance, Other European, and Oriental and Arabic 6:00 am to 6:00 pm

**GROUP B - Oral interpreting services on as as needed basis for various Miami Dade County Departments. Bidder shall provide pricing for the following languages per hour.**

Line Item	Description
1.B	Romance Languages
2.B	Other European
3.B	Oriental and Arabic

**GROUP C - Translating of written documents services to include typesetting and printing on an as needed basis for various Miami Dade County Departments. The bidder shall provide pricing for the following language source language word.**

Line Item	Description
1.C	Romance Languages
2.C	Other European
3.C	Oriental and Arabic

**GROUP D - Emergency interpreting and translation services from Group B and C**

**Emergency Services for oral interpreting of written documents services (90 minute turn around time) on a per word basis for the following:**

Line Item	Description
1.D	GROUP B

**Emergency Services for oral translation (24 hour turn around time) on a per word basis for the following:**

Line Item	Description
2.D	GROUP C

049

<b>interpreting</b>
Unit Price Per Minute

<b>the bidder</b>
Unit Price Per Hour

<b>when needed pages per</b>
Unit Price Per Word

<b>per hour</b>
Unit Price Per Hour

Unit Price Per Word



**FAIR SUBCONTRACTING PRACTICES**

In compliance with Miami-Dade County Code Section 2-8.8, the Bidder/Proposer shall submit with the proposal a detailed statement of its policies and procedures (use separate sheet if necessary) for awarding subcontractors.

NO SUBCONTRACTORS WILL BE UTILIZED FOR THIS CONTRACT

Signature

Date



**ADDENDUM NO. 1**

**April 9, 2014**

**TO: ALL PROSPECTIVE BIDDERS/PROPOSERS**

**SOLICITATION NO.: FB-00049**

**TITLE: PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES**

**BID END DATE: APRIL 18, 2014 AT 6:00 PM**

This Addendum is and does become a part of the above mentioned solicitation.

The following are questions received and the responses:

**Question 1:**

In the Pricing Form, (Group D - Emergency Interpreting and Translation Services for Group B and C), bidders need to indicate the unit price per hour (for Interpretation) and per word (for Translation) for the entire Group B and C, however there are three items in Group B and three items in Group C (Romance, European and Oriental languages). How can we indicate one single unit price for the whole group, if all three groups of languages are priced differently, either for regular or emergency services? For example if a department requests an emergency service for a document that needs Spanish translation, the emergency pricing is going to be different to that of a document that needs Chinese translation. So I would suggest that you allow bidders to include an emergency unit price (per hour/word) for each group of languages.

**Answer:**

One single price for emergency services per group is requested as indicated in the solicitation

**Question 2:**

Who are the current language services providers for this contract?

**Answer:**

Trusted Translations, Inc., Professional Translating Service, Inc., Dreams Innovators, Inc., and Corporate Translation Services, Inc.

**Question 3:**

What are your anticipated call volumes per month and per language for Phone Interpretation Services?

Answer: 1,468 calls per month

1. Romance Languages – 1,457 per month
2. Other European – 7 per month
3. Oriental and Arabic – 4 per month



**Question 4:**

What are your historic call volumes for phone interpretation services?

**Answer:**

Average about 17,616 per year

**Question 5:**

What is the current phone interpretation price per minute?

**Answer:**

\$ .80 Per Minute Peak Time and Non-Peak Time

**Question 6:**

Can we bid to provide written translation only? Will bidding on a single service be a negative?

**Answer:**

Yes you can bid on written translation only. No, bidding on a single service is not a negative.

**Question 7:**

What is the approximate % spend on translation and % spend on interpreting? What was the total spend for 2013?

**Answer:**

50 % for translation and 50% for interpreting. Total spend for 2013 - \$68,760.08

**Question 8:**

What percentage of over the phone interpretation services is in Spanish versus other languages?

**Answer:**

Spanish language percentage of 88% vs Other Languages 12%

**Question 9:**

How many vendors will be awarded for over the phone interpretation services? Is this a single vendor award?

**Answer:**

Please refer to Section 2, Paragraph 2.3 Method of Award.

**Question 10:**

Is the county compiling a broad list of approved language service providers (some of which can be small businesses) or is it planning to work with one (or several) large companies? (Do you recommend that small companies and freelancers submit bids?)

**Answer:**

Please refer to Section 2, Paragraph 2.3 Method of Award



**Question 11:**

Under Vendor Requirements by Groups, item 2.3.2.- Groups A, B, C, D, do vendors provide Interpretation and Translation services for the Miami-Dade Police Department 911 Call Center as well. It is not very clear since there is a separate Group A that provides interpretation for the 911 Call Center only. Can you please clarify?

**Answer:**

No. Please refer to 3.2 for the scope of work requirements for group A.

Section 2.3.2 is the minimum requirements by groups. Item 2.3.1 should read "Minimum requirements by Groups".

**Question 12:**

Under Section 3 - Technical Specifications, Scope, item 3, page 5 states that Group D will provide Emergency Services for Groups B and C; however under Item 3, (Emergency Services (Group D only), page 7, it says that this group may provide emergency services for Groups A, B, C Can you clarify who will provide Emergency Service for the Miami-Dade County 911 Call Center?

**Answer:**

Group A will provide emergency services for Miami Dade County 911 Call Center.

Replace in its entirety the following section:

**3.2 SPECIFICATIONS:  
3. EMERGENCY SERVICES (GROUP D ONLY)**

Unanticipated emergency services may be required for groups B and C. The successful bidder(s) must be able to provide interpreting emergency services, to include weekends and holidays, within a (90 minute turn-around time for Group B) and must be able to provide translating emergency services (24-hour turnaround time for Group C).

**All terms, covenants and conditions of the subject solicitation and any addenda issued thereto shall apply, except to the extent herein amended.**

Miami-Dade County

*Sherry Y. Crockett*  
Sherry Y. Crockett, CPPB  
Procurement Contracting Officer

cc: Clerk of the Board



**ADDENDUM NO. 2**

April 11, 2014

**TO: ALL PROSPECTIVE BIDDERS/PROPOSERS**

**SOLICITATION NO.: FB-00049**

**TITLE: PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES**

**BID END DATE: APRIL 18, 2014 AT 6:00 PM**

This Addendum is and does become a part of the above mentioned solicitation.

The following is a question received and the response:

**Question 13:**

Bidders must submit certain documents, such as Price Proposal, Letter with information about what word processor will be used, Evidence of Translator/Interpreter Certification. Where can bidders upload these documents?

**Answer:**

All attachments must be loaded in BidSync. For technical questions or assistance please call the BidSync Help Desk.

**All terms, covenants and conditions of the subject solicitation and any addenda issued thereto shall apply, except to the extent herein amended.**

Miami-Dade County,

  
Sherry Y. Crockett  
Procurement Contracting Officer

cc: Clerk of the Board

**ADDENDUM NO. 3**

**DATE:** April 14, 2014  
**TO:** ALL PROSPECTIVE BIDDERS/PROPOSERS  
**SUBJECT:** SOLICITATION NO.: FB-00049  
**TITLE:** PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES  
**BID END DATE:** APRIL 18, 2014 @ 6:00 PM

This Addendum is and does become a part of the above mentioned solicitation.

The following are questions received and the responses:

**Question 14:**

Paragraphs 2.3.2.3 and 2.3.2.4 indicate that bidders must provide proof of certification upon request by Miami Dade. Does this mean that we are NOT to furnish copies of Certifications for each language with the submission? And if we DO have to submit copies of Certifications, how many languages do you need and how many interpreters do you need?

**Answer:**

Yes, you must provide copies of certifications for each language with your submittal. You must provide certifications for each language you intend to provide translation services and we don't list a minimum amount of interpreters required.

**Question 15:**

Could you explain what "evidence" of certification means? We test and make sure that our interpreters possess certification from ATA or the local Courts. However, it would be very difficult to submit a team of interpreters and expect them to be the same ones that will perform the job at the time of award. Are you requesting an example of resumes? Or are you asking for the specific interpreters/translators who will perform the work? As a large company, we work with thousands of linguists in many disciplines so it may be difficult or voluminous to furnish you with a resume for each language along with testing and certification. Please advise.

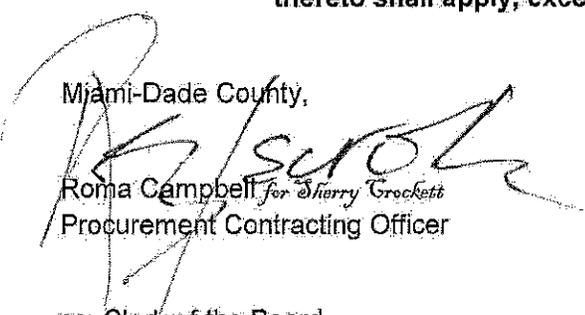
**Answer:**

Evidence of certification means providing a copy of the certification  
We are not requesting examples of resumes  
We are requesting that you provide certifications for each interpreter/translator you intend to utilize to perform the services for this contract.



All terms, covenants and conditions of the subject solicitation and any addenda issued thereto shall apply, except to the extent herein amended.

Miami-Dade County,

  
Roma Campbell *for Sherry Crockett*  
Procurement Contracting Officer

cc: Clerk of the Board



ADDENDUM NO. 4

**DATE:** April 15, 2014

**TO:** ALL PROSPECTIVE BIDDERS/PROPOSERS

**SUBJECT:** SOLICITATION NO.: FB-00049

**TITLE:** PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES

**BID END DATE:** APRIL 18, 2014 @ 6:00 PM

This Addendum is and does become a part of the above mentioned solicitation.

The following are questions received and the responses:

**Question 16:**

For Group B, the pricing unit is listed as hourly, and point 2.9 on p. 10 notes that there will be 2 calendar days-notice, so can the county please confirm that this is a scheduled telephonic line item.

Can the county provide an example of a scenario in which scheduled telephonic interpretation is needed, as well as the average call duration?

**Answer:**

This service can include translating telephone calls for statements or interviews.

**Example:**

A meeting may be scheduled that may require translation services. Advance notice for the scheduling of those meetings will be given.

The length of time for calls will vary.

**Question 17:**

Section 2.3.2, bullet 3, asks that the vendor submit certification information for all interpreters that may service the contract. Given the breadth of languages, thus interpreters required, can the vendor provide information on its qualification process, i.e. how it ensures that all interpreters have the appropriate certification, in lieu of providing individual certification details.

**Answer:**

Please refer to the requirements listed in Section 2.3.2 of the document for the services.

Bidders may submit additional information they would like to provide along with the minimum requirements.



**Question 18:**

If a vendor has developed an internal certification process that is recognized within the industry (and can provide the appropriate documentation to this effect), does the County consider this a form of certification?

**Answer:**

All required documentation must be submitted as indicated in Section 2.3.2 for evaluation/ review.

**All terms, covenants and conditions of the subject solicitation and any addenda issued thereto shall apply, except to the extent herein amended.**

Miami-Dade County,

A handwritten signature in black ink, appearing to read "Roma Campbell for Sherry Crockett".

Roma Campbell for Sherry Crockett  
Procurement Contracting Officer

cc: Clerk of the Board



ADDENDUM NO. 5

April 17, 2014

TO: ALL PROSPECTIVE BIDDERS/PROPOSERS

SOLICITATION NO.: FB-00049

TITLE: PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES

BID END DATE: APRIL 18, 2014 AT 6:00 PM

This Addendum is and does become a part of the above mentioned solicitation.

The following is a question received and the response:.

**Question 19:**

Under the Documents Tab, in the Affidavit - Subcontractor Listing attachment, there is a section for a Signature of Bidder/Proposer. How should this signature be submitted?

**Answer:**

The signature for the affidavit is submitted electronically on the document once the authorized name is inserted and the document is transmitted.

**All terms, covenants and conditions of the subject solicitation and any addenda issued thereto shall apply, except to the extent herein amended.**

Miami-Dade County,

*Sherry Y. Crockett*  
Sherry Y. Crockett  
Procurement Contracting Officer

cc: Clerk of the Board

## Question and Answers for Bid #FB-00049 - PROFESSIONAL INTERPRETING AND TRANSLATION SERVICES

### OVERALL BID QUESTIONS

#### Question 1

In the Pricing Form, (Group D - Emergency Interpreting and Translation Services for Group B and C), bidders need to indicate the unit price per hour (for Interpretation) and per word (for Translation) for the entire Group B and C, however there are three items in Group B and three items in Group C (Romance, European and Oriental languages). How can we indicate one single unit price for the whole group, if all three groups of languages are priced differently, either for regular or emergency services. For example if a department requests an emergency service for a document that needs Spanish translation, the emergency pricing is going to be different to that of a document that needs Chinese translation. So I would suggest that you allow bidders to include an emergency unit price (per hour/word) for each group of languages.

(Submitted: Apr 5, 2014 1:26:29 AM EDT)

#### Answer

- Please refer to addendum #1 (Answered: Apr 9, 2014 11:20:01 AM EDT)

#### Question 2

Who are the current language services providers for this contract? (Submitted: Apr 6, 2014 12:57:30 PM EDT)

#### Answer

- Please refer to addendum #1 (Answered: Apr 9, 2014 11:20:01 AM EDT)

#### Question 3

What are your anticipated call volumes per month and per language for Phone Interpretation Services? (Submitted: Apr 6, 2014 12:58:53 PM EDT)

#### Answer

- Please refer to addendum #1 (Answered: Apr 9, 2014 11:20:01 AM EDT)

#### Question 4

What are your historic call volumes for phone interpretation services? (Submitted: Apr 6, 2014 12:59:33 PM EDT)

#### Answer

- Please refer to addendum #1 (Answered: Apr 9, 2014 11:20:01 AM EDT)

#### Question 5

What is the current phone interpretation price per minute? (Submitted: Apr 6, 2014 12:59:59 PM EDT)

#### Answer

- Please refer to addendum #1 (Answered: Apr 9, 2014 11:20:01 AM EDT)

#### Question 6

Can we bid to provide written translation only? Will bidding on a single service be a negative? (Submitted: Apr 6, 2014 7:19:59 PM EDT)

#### Answer

- Please refer to addendum #1 (Answered: Apr 9, 2014 11:20:01 AM EDT)

#### Question 7

What is the approximate % spend on translation and % spend on interpreting? What was the total spend for 2013? (Submitted: Apr 6, 2014 7:21:10 PM EDT)

#### Answer

- Please refer to addendum #1 (Answered: Apr 9, 2014 11:20:01 AM EDT)

#### Question 8

What percentage of over the phone interpretation services is in Spanish versus other languages? (Submitted: Apr 7, 2014 1:53:15 PM EDT)

#### Answer

- Please refer to addendum #1 (Answered: Apr 9, 2014 11:20:01 AM EDT)

#### Question 9

How many vendors will be awarded for over the phone interpretation services? Is this a single vendor award? (Submitted: Apr 7, 2014 1:54:53 PM EDT)

#### Answer

- Please refer to addendum #1 (Answered: Apr 9, 2014 11:20:01 AM EDT)

#### Question 10

Is the county compiling a broad list of approved language service providers (some of which can be small businesses) or is it planning to work with one (or several) large companies? (Do you recommend that small companies and freelancers submit bids?) (Submitted: Apr 7, 2014 3:00:59 PM EDT)

#### Answer

- Please refer to addendum #1 (Answered: Apr 9, 2014 11:20:01 AM EDT)

#### Question 11

Under Vendor Requirements by Groups, item 2.3.2.- Groups A, B, C, D, do vendors provide Interpretation and Translation services for the Miami-Dade Police Department 911 Call Center as well. It is not very clear since there is a separate Group A that provides interpretation for the 911 Call Center only. Can you please clarify? (Submitted: Apr 7, 2014 11:19:33 PM EDT)

#### Answer

- Please refer to addendum #1 (Answered: Apr 9, 2014 4:26:49 PM EDT)

**Question 12**

Under Section 3 - Technical Specifications, Scope, Item 3, page 5 states that Group D will provide Emergency Services for Groups B and C; however under Item 3, (Emergency Services (Group D only), page 7, it says that this group may provide emergency services for Groups A, B, C.

Can you clarify who will provide Emergency Service for the Miami-Dade County 911 Call Center? **(Submitted: Apr 7, 2014 11:32:31 PM EDT)**

**Answer**

- Please refer to addendum #1 **(Answered: Apr 9, 2014 11:20:01 AM EDT)**

**Question 13**

Bidders must submit certain documents, such as Price Proposal, Letter with information about what word processor will be used, Evidence of Translator/Interpreter Certification. Where can bidders upload these documents? **(Submitted: Apr 10, 2014 11:48:34 PM EDT)**

**Answer**

- Please refer to addendum #2 **(Answered: Apr 11, 2014 9:29:16 AM EDT)**

**Question 14**

Paragraphs 2.3.2.3 and 2.3.2.4 indicate that bidders must provide proof of certification upon request by Miami Dade. Does this mean that we are NOT to furnish copies of Certifications for each language with the submission? And if we DO have to submit copies of Certifications, how many languages do you need and how many interpreters do you need?

**(Submitted: Apr 14, 2014 10:21:50 AM EDT)**

**Answer**

- Please refer to addendum #3 **(Answered: Apr 14, 2014 3:25:44 PM EDT)**

**Question 15**

Could you explain what "evidence" of certification means? We test and make sure that our interpreters possess certification from ATA or the local Courts. However, it would be very difficult to submit a team of interpreters and expect them to be the same ones that will perform the job at the time of award. Are you requesting an example of resumes? Or are you asking for the specific interpreters/translators who will perform the work? As a large company, we work with thousands of linguists in many disciplines so it may be difficult or voluminous to furnish you with a resume for each language along with testing and certification. Please advise. **(Submitted: Apr 14, 2014 10:24:04 AM EDT)**

**Answer**

- Please refer to addendum #3 **(Answered: Apr 14, 2014 3:25:44 PM EDT)**

**Question 16**

? For Group B, the pricing unit is listed as hourly, and point 2.9 on p. 10 notes that there will be 2 calendar days-notice, so can the county please confirm that this is a scheduled telephonic line item.

o Can the county provide an example of a scenario in which scheduled telephonic interpretation is needed, as well as the average call duration? **(Submitted: Apr 14, 2014 12:47:46 PM EDT)**

**Answer**

- Please refer to addendum #4 **(Answered: Apr 15, 2014 8:54:29 AM EDT)**

**Question 17**

? Section 2.3.2, bullet 3, asks that the vendor submit certification information for all interpreters that may service the contract. Given the breadth of languages, thus interpreters required, can the vendor provide information on its qualification process, i.e. how it ensures that all interpreters have the appropriate certification, in lieu of providing individual certification details. **(Submitted: Apr 14, 2014 12:48:41 PM EDT)**

**Answer**

- Please refer to addendum #4 **(Answered: Apr 15, 2014 8:54:29 AM EDT)**

**Question 18**

? If a vendor has developed an internal certification process that is recognized within the industry (and can provide the appropriate documentation to this effect), does the County consider this a form of certification? **(Submitted: Apr 14, 2014 12:50:32 PM EDT)**

**Answer**

- Please refer to addendum #4 **(Answered: Apr 15, 2014 8:54:29 AM EDT)**

**Question 19**

Under the Documents Tab, in the Affidavit - Subcontractor Listing attachment, there is a section for a Signature of Bidder/Proposer. How should this signature be submitted? **(Submitted: Apr 15, 2014 7:32:18 PM EDT)**

**Answer**

- Please refer to addendum #5 **(Answered: Apr 17, 2014 11:39:46 AM EDT)**

**Question Deadline: Apr 16, 2014 6:00:00 PM EDT**