# Purchasing Memorandum

**DATE:** 2/6/2024

**PLEASE ADDRESS INQUIRIES TO:**

Bonnie Rosenthal, *Contract Management Specialist*

Telephone Number: (518) 776-2129

E-Mail: [purchase@ag.ny.gov](mailto:purchase@ag.ny.gov)

**INVITATION FOR BID NO.:** 23-007

**TITLE:** ONSITE LANGUAGE SERVICES

**IFB DUE DATE: 2/12/2024**

**PERIOD:** TBD

**SUBJECT:** Answers to Questions/Inquiries

**TO:** **ALL PROSPECTIVE APPLICANTS**

In reference to the above Request for Information, the following questions/inquiries were submitted by the deadline indicated in the RFP. We are hereby providing answers to each question below:

1. QUESTION: Do you have any potential specific address within the various region so that we can check our interpreter availability?

**ANSWER: Buffalo, Syracuse, Rochester, White Plains and College Point**

1. QUESTION:  How has the OAG been fulfilling this requirement prior to this IFB? Have you been working with a vendor; if so, can you please share their name and the rates they have been offering?

**ANSWER: We have worked with Language Today on several cases.**

1. QUESTION: Is there a rough estimate of volume or amount of assignments either on a monthly or yearly basis?

**ANSWER: It varies depending on cases and is impossible to predict ahead of time. Every year we usually need several across the state, but it goes by the current cases and the languages that come up.**

1. QUESTION: Are there any certification requirements for the interpreters (i.e. court or state certified)?

**ANSWER: They would need to be vetted by their respective companies for confidential assignment.**

1. QUESTION: Would you using consider people that are not yet certified, but are exceptional interpreters.  Some of our interpreters are experienced, and are working toward their national board testing.

**ANSWER: Yes, as long as they have had proper vetting**

1. QUESTION:. Can you provide more details on the expected volume and frequency of onsite spoken interpretation and recorded interpretation services required for ongoing investigations?

**ANSWER: No, it comes up case by case and there is no way to project usage.**

1. QUESTION: Is there a preferred format for the pricing information within the proposals?

**ANSWER: No.**

1. QUESTION: Could you share the criteria that will be used to evaluate and select the winning bid? This information will help us tailor our proposal to better meet your expectations.

**ANSWER: Interpreters willing to work onsite and off hours.**

1. QUESTION: How will bidders be notified of updates or changes to the Solicitation documents, and is there a specific point of contact for such notifications?

**ANSWER: We can let the companies know the parameters of a given case.**

1. QUESTION: Will there be any pre-bid conferences or meetings, and if so, when and where will they be held?

**ANSWER: No.**

1. QUESTION: The PDF mentions the use of the Contract Reporter, but as of writing we were not able to locate this bid on the contact website

**ANSWER: The title on the contract reporter is IFB 23-007 Onsite Language Services (OLS)**

<http://www.nyscr.ny.gov/adsOpen.cfm?ID=EAD77F00-7287-48AC-B4FB-AA503F71B403>

1. QUESTION: What is the expected contract duration and anticipated start date for the selected bidder?

**ANSWER: That will be determined case by case and the duration will be case specific.**

1. QUESTION: Are there any special contract terms or conditions that bidders should be aware of?

**ANSWER: No.**

1. QUESTION: After reviewing the RFP and the accompanying Excel template that breaks down the requirements by region and language, it gives the impression that the Office of the Attorney General may be open to working with smaller/regional businesses or potentially multiple businesses in the same region. Could you please provide clarification on whether the OAG encourages participation from smaller or regional firms, and if so, are there any specific considerations or preferences in the selection process for such businesses?

**ANSWER: We have four distinct regions that need coverage, they are Buffalo region, Syracuse region, Albany region and the NYC region.**

1. QUESTION: Staff must arrive at the assigned location at least thirty (30) minutes prior to the start time. Will interpreters be compensated for this time?

**ANSWER: Yes, anytime spent on station should be compensated.**

1. QUESTION: What is considered “late arrival” and would result in a $50 penalty? Is it considered "late" to arrive less than 30 minutes before the agreed time?

**ANSWER: No, just the time their respective shift starts.**

1. QUESTION: The OAG intends to award to more than one (1) and up to three (3) Bidder(s), but the Excel document says “primary, secondary…. Quinary”, that would be 5. Please advise.

**ANSWER: Primary and secondary will work fine.**

1. QUESTION: Can the Excel file be modified? Usually, consecutive and simultaneous interpretation are charged at different rates. Also, we would like to submit a different rate for multilingual transcription, since that can not be considered standard interpretation.

**ANSWER: The Interpreters will be doing both consecutive and simultaneous.**

1. QUESTION: Can we bill for a minimum of **x** hours? Should that be entered in the Excel file?

**ANSWER: +No, billing would be for only time worked.**

1. QUESTION: Will this RFQ fall under the overarching OGS contract or is this separate?

**ANSWER: This IFB is separate from the OGS contract.**

1. QUESTION: What is your anticipated volume broken down by service and language?

**ANSWER: Most likely 80% Spanish and 20% other languages.**

1. QUESTION: What is your historical volume broken down by service and language?

**ANSWER: The previous volume has been Approx. 95% Spanish and 5% other.**

1. QUESTION: Will minimums and cancellations be allowed for all prescheduled work?

**ANSWER: No, assigned shifts will need to be worked.**

1. QUESTION: For recorded interpretation, please explain if this will be sent to our team separately or if this will occur at the same time as the spoken interpretation?

**ANSWER: This will occur at the same time.**

1. QUESTION: Can we bid on selective services?

**ANSWER: Please bid on the services you can provide.**

1. QUESTION: What is the average turnaround time from request to actual service date?

**ANSWER: The Turn around time would be Approx. 1-2 weeks.**

1. QUESTION: Please explain if there will be any specific certifications required?

**ANSWER: No there will not be any specific certification required by OAG.**

1. QUESTION: Will this be for in person only or remote as well?

**ANSWER: This will be for in person only.**

1. QUESTION: Please explain the context of the recordings the interpreters will be subject to?

**ANSWER: This will be for ongoing investigations.**

1. QUESTION: Regarding the 3 references, can I add 2 more sheets on the excel document to provide space for the references?

**ANSWER: Additional sheets can be added for the 3 references. These forms do not require signature form the bidder please disregard that signature request. The only signature required on this form will be the reference.**

**All other IFB terms and conditions remain the same.**

**This Purchasing Memorandum is to be signed, submitted and made a part of your proposal. If you have any questions, do not hesitate to contact the person listed on top of this memorandum.**

VENDOR: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNATURE OF BIDDER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_