

STATE OF ALASKA ITB NUMBER 2015-0600-3044
AMENDMENT NUMBER ONE



Department of Health and Social Services
Division of Finance and Management Services
Grants and Contracts Support Team
350 Main Street, Suite 4
Juneau, Alaska 99801

THIS IS NOT AN ORDER

DATE AMENDMENT ISSUED: April 23, 2015

ITB TITLE: TERM CONTRACT TO PROVIDE ON DEMAND INTERPRETER/TRANSLATION SERVICES FO THE DIVISION OF SENIOR AND DISABILITIES SERVICES (DSDS).

ITB OPENING DATE AND TIME: April 27, 2015 at 2:30 P.M.

Alter the following language to match the amendment.

IMPORTANT NOTE TO OFFERORS: Only the following items referenced in this amendment have been changed. All other sections of the ITB remain the same. **This amendment serves to answer questions submitted by interested parties and revise some wording on the ITB.** A copy of the amendment is available on the State's Online Public Notice website.

Page 12, "Service Contract Deficiencies" should read: The contractor's failure to provide a service required by this contract will be grounds for the ~~state~~ Procurement Officer to issue a Service Deficiency Claim (SDC) to the contractor. The SDC will be provided to the contractor in writing. The contractor will advise the ~~state~~ Procurement Officer, in writing, of the corrective action being taken.

If a deficiency is not corrected within 7.5 working hours from the time it is issued, the ~~state~~ Procurement Officer may issue another SDC and procure, from another contractor, the services necessary to correct the problem. The contractor will then be obligated to reimburse the state for the amount required to correct the problem.

If a contractor gets more than two substantiated SDC's in a 30-day period or a total of five substantiated SDC's in a 60-day period, it will be grounds for the state to declare the contractor in default.

Vendor Questions have been answered as follows:

1. May we bid on written translation or over the phone interpretation services only?

ANSWER: See Page 21, paragraph 2.

2. Are the volume usage numbers on page 20 for in-person interpretation, written translation, or both?

ANSWER: Both.

3. Is there an Incumbent(s)?

ANSWER: Yes.

4. Has the State of Alaska experienced any problems with the performance of this requirement by the Incumbent?

ANSWER: No.

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5. Does the State of Alaska need past-performance references of similar or identical work done by competitors?

ANSWER: See Page 13, Prior Experience.

6. Can we get the ITB file in Word format as we need to fill out some forms in it?

ANSWER: No.

7. We can cover all the languages shown on page 20. However, we do not provide coverage to Native Eskimo languages and dialects. Can your committee accept this limitation?

ANSWER: See page 13, paragraph 10.

8. What were the rates awarded to the Incumbent(s)?

ANSWER: \$80.00 per hour on-site/in person language interpretation.

\$100.00 per hour American Sign Language interpretation.

\$80.00 per hour on-site/in person court testimony.

\$125.00 per hour emergency on-site/in person interpreter/translation services.

\$.25 per word translation of written text.

\$1.25 per minute telephone language interpretation.

9. As an agency we do not have such certifications as stated under "Licensing or Professional Certifications", but we can use certified interpreters if the language needed has a need of certification. Would this be ok?

ANSWER: NO.

10. Page 8 of the ITB states: "...all services provided under this contract by the contractor and all subcontractors shall be performed in the United States. If the bidder cannot certify that all work will be performed in the United States, the bidder must contact the procurement officer in writing to request a waiver at least 10 days prior to the deadline for receipt of bids." Some of our Spanish interpreters are physically located outside the United States. Will it be okay for us to do this on this contract?

ANSWER: You may request that these requirements be waived as part of your proposal. However, we cannot guarantee the waiver will be approved even if you were awarded the contract.

James Ackerman

Procurement Officer

PHONE: (907) 465-1625

TDD: (907) 465-3196

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