

**REQUEST FOR PROPOSALS (RFP)  
Interpretation and Translation Services  
For  
Portland State University  
(RFP No. 24559)**

**ADDENDUM Number 1**

REQUEST FOR PROPOSAL: ADDENDUM Number 1  
RFP NO: 24559  
TITLE: Interpretation and Translation Services  
DATE RFP ISSUED: February 24, 2014  
DATE ADDENDUM 1 ISSUED: March 4, 2014  
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**PURPOSE OF THIS ADDENDUM 1:**

The purpose of this Addendum 1 is to respond to those questions or requests for clarification/change (or protest) submitted by potential Proposers pursuant to Section 1, Paragraph 3 of the RFP. The questions or requests for clarification/change (or protest) are in italics. PSU's response is underlined.

**1. VENDOR QUESTION:**

*What was the approximate total amount PSU spent on Over the Phone interpreting (OPI) in the most recent fiscal year?*

**PSU's RESPONSE:**

PSU does not have this information available at this time.

**2. VENDOR QUESTION:**

*Approximately what percentage of OPI calls require a Spanish interpreter?*

**PSU's RESPONSE:**

PSU does not have this information available at this time.

**3. VENDOR QUESTION:**

*What is the rate per-minute that you currently pay for OPI?*

**PSU's RESPONSE:**

PSU departments are currently paying a rate between \$0.82/per minute and \$1.29/per minute depending on provider used.

**4. VENDOR QUESTION:**

*What was the approximate total amount PSU spent on Document Translation in the most recent fiscal year?*

**PSU's RESPONSE:**

Please see PSU's Response to Question #1.

**5. VENDOR QUESTION:**

*Approximately what percentage of the total spend on Document Translation involved Spanish?*

**PSU's RESPONSE:**

PSU does not have this information available at this time.

**6. VENDOR QUESTION:**

*What rate(s) per word do you currently pay for Document Translation?*

**PSU's RESPONSE:**

PSU departments are currently paying a rate between .12/per word and .24/per word depending on language, and provider used.

**7. VENDOR QUESTION:**

*Whether companies from Outside USA can apply for this (From India or Canada)?*

**PSU's RESPONSE:**

Nothing in the RFP prohibits companies from outside of the U.S.A. from submitting a proposal.

**8. VENDOR QUESTION:**

*Whether we need to come over there for meetings?*

**PSU's RESPONSE:**

On-Site (In-Person) Interpreting services for languages, and Language Assessment and Cultural Training require a Contractor that has the ability to visit the PSU campus in person.

**9. VENDOR QUESTION:**

*Can we perform the tasks (related to RFP) outside USA (From India or Canada)?*

**PSU's RESPONSE:**

Please see PSU's Response to Question #8.

**10. VENDOR QUESTION:**

*Can we submit our proposals via email?*

**PSU's RESPONSE:**

No, proposals must be submitted pursuant to RFP Section 1, #6 Proposal Preparation and Submission.

**11. VENDOR QUESTION:**

*Are you looking to award one vendor the entire contract or are you willing to split it up?*

**PSU's RESPONSE:**

Pursuant to Section 2: Scope of Work, I. Purpose of this RFP, this RFP may result in multiple contract awards.

**12. VENDOR QUESTION:**

*Section 2 – Scope of Work, Item VII – References state that we are to provide three higher education clients as references. Would it be acceptable to list non-higher education clients as well?*

**PSU's RESPONSE:**

PSU prefers references from three higher education clients. In the event Proposer is unable to provide three higher education clients, Proposer may include non-higher education clients. PSU's preference is that all non-higher education references be from other public agencies (city, county, state, or federal).

**13. VENDOR QUESTION:**

*Section 2 – Scope of Work, II. Service Categories - For 1-4, are you looking for translation from foreign languages or ASL into English?*

**PSU's RESPONSE:**

For Service Category 1, PSU requires OPI services for languages and does not include ASL.

For Service Category 2, PSU requires VRI services for languages and does not include ASL.

For Service Category 3, PSU requires VRI services for ASL. Interpreting would involve translation of ASL into English.

For Service Category 4, PSU requires on-site (In-Person) Interpreting services for languages and does not include ASL.

**14. VENDOR QUESTION:**

*Section 2 – Scope of Work, II. Service Categories - For 5, are you looking for document translation from foreign languages into English?*

**PSU's RESPONSE:**

Yes. Service Category 5 may also include document translation from English into foreign languages.

**15. VENDOR QUESTION:**

*What is the anticipated monthly volume (number of minutes) for telephonic interpreting portion of this RFP?*

**PSU's RESPONSE:**

PSU does not have this information available at this time.

**16. VENDOR QUESTION:**

*Who is the current provider for your telephonic interpreting?*

**PSU's RESPONSE:**

Currently at PSU there is no single provider for telephonic interpreting.

**17. VENDOR QUESTION:**

*What is the current rate paid per minute by PSU for telephonic interpreting?*

**PSU's RESPONSE:**

Please see PSU's Response to Question #3.

**18. VENDOR QUESTION:**

*Will points be awarded to Non-Profit Organizations that have no owners or shareholders?*

**PSU's RESPONSE:**

Responsive Proposals from responsible Proposers will be evaluated in accordance with the evaluation criteria set forth in RFP Section 3: Evaluation Criteria.

NOTICE: PSU assumes no liability for inadvertent errors or mistakes in this document. PSU has answered all vendor questions to the best of our ability with the information we have readily available at the time of issuance of this document.