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October 18, 2021

**ADDENDUM NUMBER 1
TO
INVITATION FOR BIDS #2021-005
FOR
LANGUAGE SERVICES FOR RYAN WHITE PROGRAM ELIGIBLE
PERSONS LIVING WITH HIV**

On September 27, 2021, the County of Los Angeles (County) Department of Public Health (Public Health) released an Invitation for Bids (IFB) for Language Services for Ryan White Program (RWP) Eligible Persons Living with HIV (PLWH).

Pursuant to the IFB, Section 2.5 – Bidders’ Questions, answers to questions received by the October 4, 2021 deadline are being issued as part of this Addendum. Bidders are advised that the County reserves the right to group similar questions when providing answers.

SECTION 1.0 – GENERAL INFORMATION

Q1. Can companies outside of the US (e.g., India or Canada) apply for this IFB?

A1. Yes. Companies outside the United States are not prohibited from applying or submitting a bid but must be in compliance with the terms of this IFB as well as all applicable federal, State, and local laws. Companies providing Language Services under this contract must have a fully functioning, fully staffed, physical office in Los Angeles County (LAC). Pursuant to the IFB, Section 1.4.2 – Location, “Bidder must have a physical office in LAC where management and implementation of Language Services will be held. This office must be accessible Monday through Friday 8 a.m. to 5 p.m. to the Division of HIV and STD Programs (DHSP) for contract monitoring and auditing purposes.”

Q2. While we have an office in LA County, our HQ is located out of state and will also be utilized during the duration of this contract. Would we still be eligible to submit a bid?

A2. Yes.

SECTION 2.0 – INSTRUCTIONS TO BIDDERS

Q3. Can we submit the proposals via email?

A3. Yes. Please refer to IFB, Section 2.9, Bid Submission for details.

APPENDIX B – STATEMENT OF WORK

Q4. Do bidders need to go to LAC for meetings?

A4. Yes. Pursuant to Appendix B of the IFB, Statement of Work, Section 4.1 – Meetings, “Contractor shall meet with the County as requested. Failure to attend these mandatory meetings will constitute a material breach.”

Q5. Can a contractor perform the tasks related to the IFB outside of the U.S. (e.g., from India or Canada)? Can interpretation services be done remotely (e.g., via cell phone, tablet, or computer)?

A5. No. Direct Interpretation Services must be in-person. Pursuant to Appendix B, Statement of Work, Section 1.0.2 – Direct Interpretation Services, “Contractor must provide an in-person translator to interpret spoken English and translate it to spoken languages in order to communicate with the RWP client and/or their eligible family members, on behalf of DHSP contracted HIV services providers, regarding HIV-related medical care and human services information.” Also, pursuant to Appendix B, Statement of Work, Section 8.2.3, “Direct interpretation services shall be provided face-to-face (involving the physical presence of a language interpreter to facilitate verbal communication in real time) to the client where their HIV services are being received.

BUDGET-RELATED QUESTIONS

Q6. Can you please confirm if we can charge prorated for work completed up to the point of cancellation or if we can agree on how late the work order can be canceled without penalty?

A6. This will be discussed during contract negotiations. Services are reimbursed via a cost reimbursement process. Reimbursement is made when a bill has been submitted for services provided on a monthly basis.

Q7. Is it possible to list a separate price for each language we offer for both interpretation and written translation instead of 1 flat rate? Common languages of high volume, such as Spanish, are cheaper than other languages which have a low volume.

A7. No. Pursuant to the IFB, Exhibit 9 – Pricing Sheet, bidders must prepare and submit a proposed pricing sheet based on the bidder's rate per word for Document Translation Services, and rate per hour for Direct Interpretation Services.

Q8. Will the County consider including differentials in the pricing sheet, such as holidays, weekends, and after-hours?

A8. No.

OTHER QUESTIONS

Q9. Who are the current incumbents?

A9. There is currently no contract for Language Services. The prior contract held by AllWorld Language Consultants, Inc., expired February 28, 2021.

Q10. What are the current incumbents' rates?

A10. The former contractor's rates for Document Translation Services were \$0.159085 per word; rates for Interpretation Services were \$70 per hour.

Q11. What is the contract number of the current incumbents?

A11. PH-003463, expired February 28, 2021.

Q12. How many vendors does the RWP currently utilize and how is the work distributed amongst them?

A12. DHSP will award one vendor for these services. Requests for services are made by medical providers as well as other social service providers funded by RWP.

Q13. Will this bid be awarded to multiple vendors? If so, how will the work be distributed?

A13. DHSP will award one vendor for these services.

Q14. Can you please break down the frequency of each language requested for document translation services in 2019 and/or 2020? (Example: 50% Spanish, 20% Arabic, etc.)

A14. DHSP did not collect this data from the former contractor.

Q15. Can you please break down the frequency of each language requested for interpretation services in 2019 and/or 2020? (Example: 50% Spanish, 20% Arabic, etc.)

A15. DHSP did not collect this data from the former contractor.

Q16. Will interpreters be required to purchase a parking pass? What are the parking fees, if any?

A16. There is no requirement to purchase a parking pass. If parking fees are incurred, contractor will be reimbursed under agreed upon final contract budget.

Q17. What are the most common requested languages?

A17. Data as to which languages were most requested by consumers was not collected from the former contractor. Language needs were estimated using data from the Census Bureau. Please note that languages requested for this program may or may not be consistent with Census data:
<https://datausa.io/profile/geo/los-angeles-ca/demographics/languages#:~:text=In%202019%2C%20the%20most%20common,next%20two%20most%20common%20languages>

Q18. What languages has the agency found most difficult to fulfill?

A18. DHSP did not collect this data from the former contractor.

Q19. What is the cancellation policy in the event contractor cancels a scheduled assignment with last minute notice? Industry standard is 2 business days' notice to avoid any fees.

A19. This will be negotiated.

Q20. It is industry standard that on-site interpreters are secured with a 2-hour minimum for each assignment. I do not see that in the IFB, would you consider adding it?

A20. This will be negotiated.

Q21. Will bidders be provided a debriefing in the event of a non-awarded contract? If so, will that debriefing information be confidential?

A22. No debriefings will be held, but a bidder's price comparison chart including all bidder's prices will be provided to all non-selected bidders. On the bidder's price comparison chart, only the name of the winning bidder will be disclosed.

Q23. Are there any challenges the County would like this new contract to address?

A23. Contractor must have trained, culturally sensitive staff.

Pursuant to the IFB, Section 1.5, County's Rights and Responsibilities, this Addendum has been made available on the Department of Public Health Contracts and Grants website at <http://publichealth.lacounty.gov/cg/index.htm> and on the County's website at <http://camisvr.co.la.ca.us/lacobids/BidLookUp/BidOpenStart.asp>.

Thank you for your interest in contracting with the County of Los Angeles. Except for the revisions contained in this Addendum Number 1, there are no other revisions to the IFB. All other terms and conditions of the IFB remain in full force and effect.