

## RFI 004

**Addendum:** This document represents an addendum to RFI #004 for Translation and Interpretation Language Access Services. This document includes all questions from prospective proposers regarding this RFI along with responses from the Connecticut State Department of Education (CSDE).

1. **Question:** Will this Request for Information (RFI) only consider awarding Connecticut-based vendors?

**CSDE Response:** The CSDE invites vendors based outside of Connecticut to submit an application.

2. **Question:** During the ranking process, is preference given to Connecticut-based vendors?

**CSDE Response:** No.

3. **Question:** What is the volume of written translation work (as separate from interpreting) expected on a monthly and annual basis? What is the historical volume?

**CSDE Response:** The CSDE does not collect this data. The frequency and need will be determined by the local district.

4. **Question:** Are you looking for a single vendor to fulfill every service? Will you consider a vendor to provide written translation services only?

**CSDE Response:** The purpose of the RFI is outlined on page 6 of the RFI. Some of the details are below:

*i. The purpose of this RFI project is to identify providers of translation and/or interpretation services in-person, by telephone, or through an online technology platform for all parents or guardians of students and specifically parents or guardians of students who are ELs/MLs. These services are to be provided during critical interactions and important communications in the context of school, such as parent teacher meetings, meetings with school leadership and staff, and board of education meetings. Information provided pursuant to this Request for Information may be included in guidance documents developed by the CSDE for distribution to each local and regional board of education and or posted on the CSDE portal. The CSDE reserves the right to synthesize information provided by the respondents, and not to include information provided pursuant to this Request for Information.*

5. **Question:** Will this bid accept the use of subcontractors? For example, would the primary vendor be able to use a subcontractor that specializes in-person interpreting services?

**CSDE Response:** The local and regional board of education in a district will have to determine if subcontracting is allowable in their local procurement process.

6. **Question:** Is it required for the potential vendor to bid on onsite services, or may be bid on virtual services only?

**CSDE Response:** It is suggested that you write your application specific to the services you can provide.

7. **Question:** Do virtual interpreters with no student contact require a background check?

**CSDE Response:** This will be determined by the local and regional board of education and their procurement process.

8. **Question:** Can the vendor provide a proprietary virtual platform as a solution, or are there existing platforms in place which need to be utilized?

**CSDE Response:** It is suggested that you write your application specific to the services you can provide, which would include the technology resources you provide. If the local and regional board requires the use of or integration with local digital tools, they will communicate this upon partnering with a vendor.

9. **Question:** In addition to in-person, telephonic, and video remote interpretation services, is CSDE also requesting document translation?

**CSDE Response:** This is to be determined by the district. The CSDE is not currently in need of document translation.

10. **Question:** Who is/are the incumbent providing these services and current rate structure?

**CSDE Response:** These direct services to districts are not provided at this time.

11. **Question:** Please share your current usage (total minutes/total calls) for over-the-phone interpretation and video remote interpretation by language 2023.

**CSDE Response:** This is not data we collect. This is specific to the district.

12. **Question:** What was your annual document translation services spending in 2023?

**CSDE Response:** Specific to the Parent Bill of Rights (ct.gov), the CSDE expended approximately \$5,000.

13. **Question:** What is your document translation services budget for 2024?

**CSDE Response:** This is specific to the needs of the CSDE.

14. **Question:** Do you have an established weighted scoring system for awarding this RFP? Please explain in detail.

**CSDE Response:** As a reminder, this is not an RFP Process. The criteria is listed in the [RFI 004: Translation and Interpretation Language Access Services \(ct.gov\)](#). Page 6 outlines the criteria to meet.

15. **Question:** What is your language mix for document translation?

**CSDE Response:** Your question is unclear. Any translation needed is to be determined by the district.

16. **Question:** What are the most critical criteria for your organization when selecting a translation partner?

**CSDE Response:** The criteria is outlined on page 6 of the [RFI 004: Translation and Interpretation Language Access Services \(ct.gov\)](#).

17. **Question:** What percentage of in-person interpreting assignments are requested with more than 48 hours notice?

**CSDE Response:** This is to be determined by the district.

18. **Question:** What is the percentage of on-site interpreting assignments requested on the same day or within 24 hours?

**CSDE Response:** This is to be determined by the district.

19. **Question:** What was the CSDE total expenditure for on-site interpretation (spoken and ASL) in 2023?

**CSDE Response:** The CSDE does not provide on-site interpretation (spoken and ASL) to districts. Any expenditures are incurred by the local and regional board of education.

20. **Question:** What was the total number and percentage of annual assignments for on-site ASL interpretation in 2023?

**CSDE Response:** The CSDE does not have this data. This is specific to the local district.

21. **Question:** How many in-person interpreters for spoken language and ASL are on your staff?

**CSDE Response:** This is not a service the CSDE provides. This is to be determined by the district. If the CSDE needs to provide this service specific to a CSDE event, the CSDE contracts with vendors currently on the state bid list.

22. **Question:** Can you provide a bit of context on the quantity of services requested, based on historical figures, broken down into languages requested and service type?

**CSDE Response:** As stated in the RFI document, the provision of translation and or interpretation services is specific to the legislation referenced and the Parent Bill of Rights. The [Parent Bill of Rights \(ct.gov\)](https://www.ct.gov/parent-bill-of-rights) webpage is an excellent resource for further information. You will notice, based on the state data, that the CSDE has already translated the Parent Bill of Rights into 17 different languages – these are the languages most frequently spoken statewide; however, districts may have unique needs based on the learners and families they serve.

23. **Question:** Do you anticipate a multi-vendor or single-vendor approach to this contract?

**CSDE Response:** This is not a contract. This is a Request for Information (RFI). Once collected, the CSDE reserves the right to provide a list of vendors or services to districts that they can choose to use or contract with.

24. **Question:** Do you have specific requirements for remote service providers being located within the United States or can they live anywhere in the world?

**CSDE Response:** The flexibility for families and learners in the community in which they live will be important. It will depend on the service families and learners need to access.

25. **Question:** When do you anticipate releasing an RFP?

**CSDE Response:** This is not an RFP process with no contract or award. This is a Request for Information. Additional details are outlined in the application.

26. **Question:** When do you anticipate awarding a service provider?

**CSDE Response:** The purpose of the RFI is outlined on pages 5 and 6 of the application. Information provided pursuant to this RFI may be included in guidance documents developed by the CSDE for distribution to each local and regional board of education and or posted on the CSDE portal. The CSDE reserves the right to synthesize information provided by the respondents, and not to include information provided pursuant to this RFI.

27. **Question:** How are services currently being provided? Who is currently providing these services?

**CSDE Response:** This varies by district. Districts partner or contract with various services. This is why the CSDE has issued the RFI to curate a list of providers and services that districts can choose to partner with.

28. **Question:** Can you please provide the estimated breakdown of spending for Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI), and On-Site Interpretation (OSI) Services through the duration of the last contract term?

**CSDE Response:** Districts may be able to respond to this question directly. This information is not collected by the CSDE.

29. **Question:** How many minutes of Over-the Phone Interpretation (OPI) Services were billed in the previous year?

**CSDE Response:** Districts may be able to respond to this question directly. This information is not collected by the CSDE.

30. **Question:** How many minutes of Video Remote Interpretation (VRI) Services were billed in the previous year?

**CSDE Response:** Districts may be able to respond to this question directly. This information is not collected by the CSDE.

31. **Question:** How many hours of On-Site Interpretation (OSI) Services were billed in the previous year?

**CSDE Response:** Districts may be able to respond to this question directly. This information is not collected by the CSDE.

32. **Question:** What challenges do departments currently face with Over-the Phone Interpretation (OPI), Video Remote Interpretation (VRI), and On-Site Interpretation (OSI) Services?

**CSDE Response:** Districts may be able to respond to this question directly. This information is not collected by the CSDE. Anecdotally, the CSDE is aware of challenges with scheduling, getting interpretation for less frequently used languages, and the ability to accurately interpret technical educational terminology.

33. **Question:** Are there any specific requirements regarding the location/base of the interpreters?

**CSDE Response:** There are no specific requirements pertaining to the location/base of interpreters. Many districts choose to use a combination of in-person and on-demand telephonic support to address their interpretation needs. This is typically based on the language/s needed and the logistics of the event.

34. **Question:** What type of data is collected by current vendors?

**CSDE Response:** Specific data is not currently collected by the CSDE on translation/interpretation vendor services for local districts. However, districts may collect data pertaining to the translation/interpretation in line with the processes that they typically have for contracted services. This may include frequency of use, amount of time per translation/interpretation request, languages for which the services have been provided, and/or other information the district deems necessary.

35. **Question:** Will there be opportunities to integrate interactive voice response (IVR) with regards to Over-the Phone Interpretation (OPI)?

**CSDE Response:** It is suggested that you complete the application with the services that a district can provide.

36. **Question:** Will Third Party (3P) calls be required?

**CSDE Response:** This is to be determined by the district based on the needs of the learners and families.

37. **Question:** What type of advance notice will be provided for On-Site Interpretation (OSI) appointments?

**CSDE Response:** The scheduling of translation tasks and interpretation appointments is at the discretion of the individual local education agency.

38. **Question:** What are the expected SLAs for OPI and VRI?

**CSDE Response:** This is to be determined by the district based on the needs of the learners and families.

39. **Question:** Will you use your own equipment, or you might have a need to lease/purchase it from us?

**CSDE Response:** This will be determined by the local and regional board of education based on the needs of learner(s) and families.

40. **Question:** Are you able to provide your historically required language list for translation services?

**CSDE Response:** Vendors will be contracting with local education agencies directly. These local districts may be able to provide the vendor with a list of languages for which translation and/or interpretation services have been provided. Historically, the most prominent languages in the state of Connecticut other than English are Spanish are Portuguese, Arabic, Haitian Creole, Chinese (Mandarin), and Polish.

41. **Question:** Can you please provide additional information regarding the required Turnaround Times for Translation Services?

**CSDE Response:** This will be determined by the district that may engage in a contract with a vendor.

42. **Question:** Are there any specific linguistic qualification requirements needed outside of the ISO 7100 qualifications?

**CSDE Response:** It is suggested that you provide the qualification requirements your organization and staff meet in response to this RFI. Through the local procurement process, the district that may engage in a contract with a vendor may have additional requirements.

43. **Question:** Are there any specific requirements regarding the location/base of the translators?

**CSDE Response:** No, vendors from outside of the state of Connecticut are encouraged to apply outlining the services they can provide to a district.

44. **Question:** Please advise what the content type of your translation services requests will contain.

**CSDE Response:** This will be determined by each district that chooses to engage in a contract with the vendor.

45. **Question:** Will you require any integrations with your Content Management System?

**CSDE Response:** This will be determined by the district that chooses to engage in a contract with the vendor. It is recommended to review the criteria on page 6 #1e of the [RFI 004 Translation and Interpretation Language Access Services \(ct.gov\)](#) to share your technical specifications.



46. **Question:** Does a vendor have to bid for all services, or can it bid on one or two of the services?

**CSDE Response:** All submissions for the RFP will be reviewed for responses to the criteria outlined on page 6 of the RFI 004 Translation and Interpretation Language Access Services (ct.gov).

47. **Question:** What type of lead time would we have before going live once we have been chosen as a provider?

**CSDE Response:** The RFI schedule is provided on page 5 of the RFI 004 Translation and Interpretation Language Access Services (ct.gov). It is anticipated that the guidance will be released prior to the end of the 2024 school year.

48. **Question:** What is the estimated contract value?

**CSDE Response:** This is not an RFP. This is a Request for Information (RFI). There is no award or monetary value. The local and regional board of education would be responsible for determining if they want to engage in a contract with a vendor from the list the CSDE will generate from this RFI.

49. **Question:** Are you able to provide your current incumbent pricing/information?

**CSDE Response:** This information may be requested directly from the local education agency/agencies with which the vendor contracts. Local education agencies may be able to provide this information and in doing so is at the discretion of the local education agencies.

50. **Question:** What are the rate caps for each of the services?

**CSDE Response:** This information may be requested directly from the local education agency/agencies with which the vendor contracts. Local education agencies may be able to provide this information and in doing so is at the discretion of the local education agencies.

51. **Question:** Will you require any custom reporting?

**CSDE Response:** The CSDE will not require custom reporting. However, this information may be requested directly from the local education agency/agencies with which the vendor contracts.

52. **Question:** Are there any penalties associated with not meeting established SLAs?

**CSDE Response:** No. It is suggested that a completed application be submitted. Page 6 of the RFI 004 Translation and Interpretation Language Access Services (ct.gov) provides directions and criteria.

53. **Question:** Will there be a client external or internal review process?

**CSDE Response:** If there are additional questions, the CSDE will contact the lead contact submitting the RFI application.

54. **Question:** In connection with this RFP process, would the RFP terms and conditions and/or contract terms, as applicable, be deemed legally binding or will a contract negotiation ensue upon issuance of one or more awards?

**CSDE Response:** This is not an RFP and there is no contract or monetary award. This is a Request for Information (RFI). It is recommended that the full RFI 004 Translation and Interpretation Language Access Services (ct.gov) be reviewed for clarification and purpose, outlined on page 6.

55. **Question:** If legally binding, are bidders allowed to suggest changes to the RFP terms and conditions and/or contract terms, as applicable, as part of their submitted proposals?

**CSDE Response:** This is an RFI, not an RFP. No changes can be made.