

COUNTY of KANE
PURCHASING DEPARTMENT
KANE COUNTY GOVERNMENT CENTER

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ADDENDUM 1

BID No. & Title: 29-020 INTERPRETER SERVICES

The attention of bidders is called to the following changes, clarifications and/or additions/deletions to the original bid document and they shall be taken into account in preparing the proposal and shall be part of the contract.

CLARIFICATIONS

- Q. Is there an incumbent(s)? If so, could we please have the awarded rates?
- A. ***We have multiple interpreters under contract for service with an average rates of \$30.45 per hours.***
- Q. What has been the annual historical usage for each of these services, respectively?
- A. ***Information is not available at this time.***
- Q. If not, although this contract is for as-needed services, could Kane County provide a rough estimate for anticipated annual volume for interpretation (in hours) and for translation (in words)?
- A. ***The County would like to utilize the Vendor's knowledge and expertise within the scope and or context of the required services. The Vendors are responsible for best method of how to submit their pricing and documentations.***
- Q. If there is an incumbent(s), has Kane County experienced any issues with performance of this contract?
- A. ***There is no performance issues, the Chief Judge is restructuring this service program.***
- Q. The bid needs to be printed and submitted by filling it out. It cannot be submitted via email. Is that correct?
- A. ***That is correct. Bids may not be submitted electronically.***
- Q. Are you searching for one vendor capable of providing both spoken and Sign Language provision, or could our firm only respond to the Sign Language services?
- A. ***Both spoken and sign language are needed and services are on an as-need basis. The County would like to utilize the Vendor's knowledge and proficiency within the scope and or context of the services.***

- Q. Should I purchase insurance or is there a waiver?
- A. **Insurance can not be waived. The Error and Omission insurance is a required submittal.**
- Q. Is this particular Bid for Primary Interpreter Services, needed on staff, in-person every day, or Secondary Services “as requested,” for your county? This clarification is needed in order to fully understand the needs of the county and this Bid.
- A. **This bid seeks to retain the services of registered and certified interpreters to provide “On-Site” live interpretation of Spanish, Sign Language and other Foreign Languages on an “as-needed” basis at various courtroom locations per specifications.**
- Q. Is this the only way I could put myself on the list of interpreters the Kane County Court could call when services for my languages are needed?
- A. **Correct, please follow general bid submittal requirements and response instructions.**
- Q. I don’t have liability insurance, or errors and omissions insurance, but I have all of the experience and credentials. Can I still submit everything that I’m able to do now, and deal with that later?
- A. **The Error and Omission insurance is a required submittal. Please submit your response accordingly.**
- Q. I have read through them and it appears that the intent of this bid is for an agency to provide all the interpreters for Kane County. I am interested in working part time as one interpreter, but not interested in being the agency that provides all the interpreters for Kane County. Given this information, how do you suggest I proceed?
- A. **Please refer to Statement of Work for instructions and submit your response accordingly.**
- Q. One clarifying question. In case of a sole proprietor such as myself, the only type of insurance requested for bidding is the errors and omissions insurance?
- A. **Proof of Liability insurance is required. The actual Error and Omission insurance must be submitted with your bid response. Please submit your response accordingly.**
- Q. Page 14, paragraph 2, second sentence: This contract is contingent on the appropriation of sufficient funds; Kane County and the Chief Judge’s Office reserves the right to renegotiate the scope of work and service requirements to meet its budgetary demands or for additional as-needed services. Is there an estimated allotted budget for this contract? If so, what is it?
- A. **This information is not available at this time.**
- Q. This form requests price per hour of interpreting services depending on courthouse location. Would Kane County be willing to accept interpreting by language instead of by location, in alignment with industry standards? This pricing organization could help streamline pricing and minimize costs for Kane County.
- A. **The County would like to utilize the Vendor’s knowledge and expertise within the scope and or context of the required services. The Vendors are responsible for best method of how to submit their pricing and documentations.**
- Q. This form requests price per page for translation services. Would Kane County be willing to accept translation rates per language and per word, in alignment with industry standards? This pricing organization could help streamline pricing and minimize costs for Kane County.
- A. **The Vendors are responsible for best method of how to submit their pricing and documentations.**

- Q. Would it be acceptable for our firm to submit proof of Professional Liability Insurance instead of Errors & Omissions Insurance?
- A. ***Proof of insurance is not acceptable in place of the Errors and Omissions Insurance. This is a required submittal requirement and can not be waive.***
- Q. Is the bid only for agencies or can individual interpreters also apply for the bid? Can a person apply as both, an agency and an interpreter?
- A. ***Yes. The interpreters or providers shall be responsible and determine as to what is the best way to submit their response and offer in responding to the Bid's general requirements.***
- Q. How many participants are there for the bid?
- A. ***This information is not available at this time.***
- Q. Due to the Covid-19 pandemic and social distancing measures, our authorized signatories are not working in office and are signing RFPs electronically instead. We also have limited staff in office to mail hard copies of RFPs. Would it be possible to submit our response electronically with a certified (DocuSign) signature in lieu of hard copies due to current events?
- A. ***Please reference to Section E – Response Instruction: calls for One (1) complete original BID response, marked as “original” (with all submittal requirements) one (1) complete paper copy, and one (1) PDF electronic copy on CD or Flash Drive shall be returned in a sealed package.***
- Bids may not be send in via e-mail or submitted electronically. The County can't waive these requirements, but due to the current circumstances an electronic bid submittals in (PDF) saved on CD or Flash Drive with a certified (DocuSign) signature and electronic notarization will be accepted for bid submission. The Vendors can send in their complete bid submittals in (PDF) saved on CD or Flash via FedEx or UPS, instead of hard copies. Please submit your proposal accordingly.***
- Q. What is your estimated volume / number of appointments annually?
- A. ***Reports are filed through the State of Illinois on a quarterly basis. Spanish translation has the largest need for interpreters within the court system.***
- Q. Who is your current provider(s) for onsite services?
- A. ***We have multiple onsite interpret(s) under contract for services. List of current providers or interpreters are not available at this time.***
- Q. Other than Spanish, what are the top languages you need support in and what is the estimated volume of appointments by language?
- A. ***Spanish translation has the largest need for interpreters within the court system.***
- Q. Who are your current provider(s) for onsite interpretation services currently?
- A. ***This information is not available.***
- Q. When is the estimated date that one would have to start providing services if one gets the award? Would it be any earlier than January 2021?
- A. ***After the Kane County Board approval the Chief Judge is authorized to enter into a service agreement but the awarded provider or interpreter but date of service is TBA.***

- Q. Last time in 2018, the umbrella policy, workers' comp and professional liability were not required. Is it the same this time as well?
- A. ***Current Errors and Omissions insurance as specified is a required submittal along with "proof" of general, auto, and umbrella. Before awarding of contract the actual certificate of insurance per county requirement is a must submittal.***
- Q. I am interested in working part time as one interpreter, but not interested in being the agency that provides all the interpreters for Kane County. Given this information, how do you suggest I proceed?
- A. ***The interpreter shall be responsible and determined as to what is the best way to submit their response and offer in responding to the Bid's general submittal requirements. Please provide additional information or bid exception on the comment section or attach a separate page for verification of pricing and other pertinent information. The County will review all qualified bid submittals meeting specifications and requirements.***
- Q. Section 27 - **CERTIFICATE OF INSURANCE REQUIRED BY KANE COUNTY**, page 6, e: Umbrella Liability: A \$2,000,000 Aggregate Limits is specified, can this amount be lower? **A. Yes, please noted that the Aggregate Limits on Umbrella Liability requirement is reduced from \$2,000,000 to \$1,000,000.**

Bid due date is November 6, 2020 at 3:00 p.m., please submit your bid response accordingly and confirm receipt of Addendum 1.

Sincerely,
Tim Keovongsak, CPPB
Kane County Purchasing Department