Docusign Envelope ID: B86906B5-E3D3-4F1B-BA6B-117E8A28B0F3

Onondaga County
Executive Department
Division of Purchase

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March 17, 2025

Addendum #4

Subject: Onondaga County Solicitation No. 24COR-002 – Language Translation and Interpretation Services.

This addendum will address questions Onondaga County has received regarding Onondaga County No. 24COR-002 – Language Translation and Interpretation Services.
In the event that multiple vendors asked similar questions, the questions were combined and answered only once. All vendor specific information has been redacted from the questions.

Question #1: Are out of state vendors able to participate? Is there a local preference clause for business in New York State?

County Response: All vendors who can perform the requested services are encouraged to participate. There is no local preference.

Question #2: Are there any certification requirements?

County Response: The certification requirements for interpreters and translators is listed in the solicitation document.

Question #3: Are there any Small Business or Minority Business Enterprise preference clause? If yes, does the SBE or MBE have to hold a certification from the State?

County Response: There is not a Small Business or Minority Business Enterprise preference clause. There is evaluation criteria of 10% for Demonstrated efforts to subcontract or partner with historically marginalized vendors (e.g., minority- or women-owned businesses); Strategies for recruiting and developing diverse interpreters and translators; and Engagement with local resources and community-based organizations.

Question #4: Is there an incumbent for this contract? If there is, can you tell us who the incumbent is? Can you share the rates you are currently being charged?

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County Response: Onondaga County has contracted for language services in the past, however this solicitation represents a broader scope on behalf of agencies across the county. Please respond to this solicitation's scope without previous pricing or vendor references.

Question #5: Can we participate in only one service (e.g. written translation only)? Is there a preference to contract with a vendor that provides all services? In case the preference is for vendors that can provide all services, are there services that weigh higher in the vendor selection evaluation (e.g. primary service is on-site interpreting, second written translation, etc...)?

County Response: The contract resulting from this solicitation will be used nationally. The contract is offered as an indefinite delivery, indefinite quantity (IDIQ) or without an anticipated spend. However, public sector spend on outsourced language services in the US represents more than $750 million in spend. While this represents a very large market opportunity it comes with no guarantee of volume annually.

Question #6: What is the estimated volume in minutes, hours, words and/or pages for this solicitation? Could you provide historical information of services utilization per language?

County Response: Each participating government nationwide will have preferred languages and average volumes. When responding to this solicitation please identify if there are any languages you will have trouble responding to in any region of the country, or if you will have longer responses times, or less access to certain languages in certain regions. As part of your solicitation response please address your scalability nationally.

Question #7: What percentage of the contract is for Spanish translation?

County Response: Each participating government nationwide will have a unique mix of services required, and while there may be averages, supplier should be ready to meet any language need as it arises. For instance, although a community may have a low concentration of community members who speak "X" language as their primary language, a government run hospital may have a traveler or transitional resident whose primary language is "X."

When responding to this solicitation, please identify if you require a minimum volume of a particular service or language to be able to provide the services. For reference only the top 12 languages spoken in New York are **ی (Arabic) | বাঙালি (Bengali) | 中文 (Chinese) | Kreyòl ayisyen (Haitian-Creole) | Italiano (Italian) | 한국어 (Korean) | Polski (Polish) | Русскийу (Russian) | Español (Spanish) | יידיש (Yiddish) | Français (French) | اُردُو (Urdu)**

Question #8: Can you provide the breakdown for spend per service (e.g. Written Translation, On site interpreting, remote interpreting, etc.)

County Response: Each participating government nationwide will have a unique mix of services required, and while there may be averages, supplier should be ready to meet any language need as it arises. For instance, although a community may have a low concentration of community members who speak "X" language as their primary language, a government run hospital may have a traveler or transitional resident whose primary language is "X."

When responding to this solicitation, please identify if you require a minimum volume of a particular service or language to be able to provide the services. For reference only the top 12 languages spoken in New York are **ی (Arabic) | বাঙালি (Bengali) | 中文 (Chinese) | Kreyòl**

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ayisyen (Haitian-Creole) | Italiano (Italian) | 한국어 (Korean) | Polski (Polish) | Русскийу (Russian) | Español (Spanish) | יידיש (Yiddish) | Français (French) | اُردُو (Urdu) | English. However, please note these may not be the most common languages for all government who choose to leverage this contract. As part of your solicitation response, please address your scalability nationally.

Question #9: If we don't hold a current license to do business in NJ at the moment of submitting our response, can we commit to providing an updated/valid one upon award notice?

County Response: Respondents intending to do business in the State of New Jersey shall comply with policies and procedures required by New Jersey statutes. All Respondents must complete and submit the following forms to meet the requirements of doing business in this state. Failure to comply shall affect the ability to promote the Master Agreement in the State of New Jersey as required hereunder.

Question #10: Do you have an estimated contract value or volume of the services to be required?

County Response: The contract resulting from this solicitation will be used nationally. The contract is offered as an indefinite delivery, indefinite quantity (IDIQ) or without an anticipated spend.

Question #11: Shall we address our response and tailor it to the County's needs or rather more generally to any of the Agreement members?

County Response: While Onondaga County is the Lead Agency, suppliers must be able to provide these services nationally to a wide range of governmental agencies.

Question #12: Please confirm due date and time for question submission. The advertisement on BidNet Direct indicates 02/21/2025 02:00 PM MST, however the solicitation document indicates 02/11/2025 with time unspecified.

County Response: To accommodate receiving and responding to more questions than anticipated, the new opening date is March 26, 2025 at 2:00 p.m. MST.

Question #13: Section 4. Evaluation Process and Criteria (c) indicates “the estimated annual volume is projected based on the current annual volumes among Lead Agency and other Participating Agencies.” Will CoreTrust/Onondaga County please share the respective data on volume by service category?

County Response: The contract resulting from this solicitation will be used nationally. The contract is offered as an indefinite delivery, indefinite quantity (IDIQ) or without an anticipated spend.

Question #14: Can you share with us your historical volume for translation services split by languages?

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County Response: The contract resulting from this solicitation will be used nationally. The contract is offered as an indefinite delivery, indefinite quantity (IDIQ) or without an anticipated spend.

Question #15: Can you share with us your historical volume for in person interpretation services? What languages are the most requested?

County Response: The contract resulting from this solicitation will be used nationally. The contract is offered as an indefinite delivery, indefinite quantity (IDIQ) or without an anticipated spend.

Question #16: Do you have a historical breakdown volume for telephone, and video interpretations split by languages? How many minutes of telephone, and video interpretations do you use on a monthly basis?

County Response: The contract resulting from this solicitation will be used nationally. The contract is offered as an indefinite delivery, indefinite quantity (IDIQ) or without an anticipated spend.

Question #17: The County requests that services are available 24/7/365. Does this only apply to virtual interpreting services?

County Response: The lead agency's intention is for all interpretation services to be available 24/7/365. Please identify any limits to your ability to provide services meeting these expectations.

Question #18: What is the annual and monthly historical volume for OPI, on-site interpreting, and written translation?

County Response: The contract resulting from this solicitation will be used nationally. The contract is offered as an indefinite delivery, indefinite quantity (IDIQ) or without an anticipated spend.

Question #19: What are the incumbent rates for OPI, on-site interpreting, and written translation?

County Response: Onondaga County has contracted for language services in the past, however this solicitation represents a broader scope on behalf of agencies across the county. Please respond to this solicitation's scope without previous pricing or vendor references.

Question #20: What is the frequency of languages requested outside of the top 12 New York State languages for written translation?

County Response: Each participating government nationwide will have a unique mix of services required, and while there may be averages, supplier should be ready to meet any language need as it arises. For instance, although a community may have a low concentration of community members who speak "X" language as their primary language, a government run hospital may have a traveler or transitional resident whose primary language is "X."

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When responding to this solicitation please identify if you require a minimum volume of a particular service or language to be able to provide the services. For reference only the top 12 languages spoken in New York state are **ى (Arabic)** | **বাঙালি (Bengali)** | **中文 (Chinese)** | **Kreyòl ayisyen (Haitian-Creole)** | **Italiano (Italian)** | **한국어 (Korean)** | **Polski (Polish)** | **Русскийу (Russian)** | **Español (Spanish)** | **יידיש (Yiddish)** | **Français (French)** | **اُردُو (Urdu)** | **English**. However, please note these may not be the most common languages for all government agencies who choose to leverage this contract. As part of your solicitation response please address your scalability nationally.

Question #21: The RFP states on page 58: "The respondent shall provide a detailed cost proposal in the form required in Section O." However, it is a blank page. Can we provide our own cost proposal form?

County Response: Please submit a cost proposal in accordance with the pricing schedule attached to this addendum. The completed pricing spreadsheet shall be submitted with the proposal.

Question #22: The RFP states on page 58: "pricing provided shall include the administrative fee payable to CoreTrust". What is the administrative fee amount?

County Response: The administrative fee is 3%. Please see Attachment A – Terms and Conditions on page 85 of the solicitation document.

Question #23: Does the County anticipate the use of machine-generated translations (MT) for at least some of its written translation content?

County Response: Machine-generated interpretation and translation is not preferred. When the government communicates to the public, it is extremely important that the nuances and context of the message not be lost. If vendors want to provide machine generated translation services for consideration, the lead agency will consider them on a case by case basis with a primary concern being on accuracy.

Question #24: When do you expect to make an award?

County Response: An award will be made as quickly as possible after the solicitation process is completed.

Question #25: Why is FEMA a part of a language service contract?

County Response: In the event that a state of emergency is declared, FEMA may become the lead requesting agency for any jurisdiction. In addition, when a project is federally funded, the federal terms and conditions in section C must be present for reimbursement or funding security.

Question #26: Why is NJ Business Compliance part of a NYS contract for services in Central NY?

County Response: This contract will be a cooperative contract and therefore, can be utilized by any of the participating states, counties, and educational institutions listed in the solicitation. The NJ terms are present to allow NJ based municipalities to be statutorily compliant when adopting the contract.

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Question #27: Where can I find a full solicitation? Currently I see nothing listed for a number of sections, including Section O and N.

County Response: Section N and O have been left blank for supplier responses. This will allow the solicitation clauses and the supplier response to be combined as the contract and will allow the solicitation order of precedence to immediately become the contract order of precedence.

Question #28: - Can you provide the contact information for the Division of Purchase where we can request a full copy of the solicitation?

County Response: The full solicitation is available at this link https://www.bidnetdirect.com/. It requires registration but registration is free.

Question #29: Is parking reimbursed for in person interpreting?

County Response: Supplier should include in their pricing model.

Question #30: Is there specific equipment that is required for VRI? If so, where in the solicitation is it outlined? If not, what are the criteria for choosing equipment?

County Response: Supplier should detail all platforms VRI services are compatible with, including but not limited to Zoom, Intrado, Interprefy, WebEx, Microsoft Teams, Google Meet, and SKYPE. No special equipment should be required and VRI services should be available to any customer with a computer (PC or Mac) laptop, tablet, or smartphone with internet access or a webcam with sound, across wired or wireless connectivity. Please identify any limitations to your service that would prevent it from being used this way.

Question #31: - Is there a listing of required documents to submit with the proposal?

County Response: Please refer to the Order of Precedence for required documents.

Question #32: The RFP states on page 58: "The respondent shall provide a detailed cost proposal in the form required in Section O." However, it is a blank page. Can we provide our own cost proposal form?

County Response: The pricing spreadsheet is attached to this addendum. Please note that the completed pricing schedule must be submitted with the proposal on the pricing spreadsheet.

Question #33: Can you provide us some historical data or volume for this contract? If possible can you break it down by mode of service?

County Response: As this is a new national cooperative contract, historical volume data is not available at the national level. Demand for services will vary by participating entity, with usage levels depending on jurisdictional needs and funding availability. Vendors should be prepared to accommodate a range of service requests across written translation, Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI), and on-site interpretation.

Question #34: For the OPI or VRI requests, will they be on demand or scheduled?

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County Response: Both on-demand and scheduled requests will be required under this contract. Some participating entities may need immediate, on-demand interpretation services, while others may schedule sessions in advance based on operational needs. Vendors should have the capability to support both request types efficiently.

Question #35: Will translation be needed for desktop publishing?

County Response: Yes.

Question #36: Will translations need to be ADA remediated?

County Response: Yes.

Question #37: Are you accepting responses for out of state vendors?

County Response: Yes.

Question #38: If in person interpreters are not available for ASL, will you accept virtual interpreters?

County Response: In general yes, however each participating agency, and each language services customer, may have specific needs that require in person service.

Question #39: Could you kindly confirm if this RFP will go out for bid as scheduled, based on the date listed on the current contract?

County Response: The solicitation is currently available.

Question #40: Could you kindly confirm if the RFP can be submitted via email?

County Response: Faxed or emailed bids are unacceptable.

Question #41: What languages are currently needed? Are you planning to expand to more languages soon?

County Response: Due to the fact that this solicitation is a cooperative sourcing agreement, all the languages listed in the Languages Required Section may be needed.

Question #42: Translation expenditures vary based on the needs of participating agencies and contract utilization. While we do not have a consolidated national spend report for 2023 and 2024, participating agencies independently manage their translation budgets. Vendors are encouraged to provide competitive pricing structures that account for potential volume discounts and multi-language service capabilities.

County Response: This is a new solicitation intended to establish a cooperative contract with multiple qualified suppliers. The final number of awarded suppliers will depend on the proposals received and their ability to meet the scope of work and evaluation criteria. Participating agencies may contract with awarded vendors based on their individual needs and requirements.

Question #43: How many suppliers are currently under contract?

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County Response: Data not available at this time.

Question #44: What is the Primary Business Objective for launching this sourcing event? (Replacing a supplier, adding an additional supplier, quality issues, risk mitigation, looking to add new solutions and technologies, more competitive pricing, etc.)

County Response: The primary business objective for launching this sourcing event is to renew the services. Contracts for services are typically re-solicited after approximately 5 to 7 years.

Question #45: What systems or tools are you using to manage and store your documents that will require translation? We ask because we would like to see if Onondaga County would be interested in having APIs in place to help automate the request and project delivery process between your environment and ours. Could you please advise on this?

County Response: This contract will be available nationally. Services that are optional above those required, or additional software licenses should be offered and priced as value-add options in supplier response.

Question #46: Has Onondaga County procured licensing for a TMS (Translation Management System) that you manage and host in your environment or have you been working with a vendor or vendors who manage and host on their side?

County Response: No, but also be aware that this contract will be available nationally. Services that are optional above those required, or additional software licenses should be offered and priced as value-add options in supplier response.

Question #47: How is Onondaga County currently submitting requests for translation? Do you have a centralized team to which all requests first funnel before going to the vendor or do all the different teams with translation requirements engage directly with the vendor?

County Response: Participating entities submit requests directly to the vendor using their assigned credentials. There is no centralized request system at the national level; each entity interacts with the vendor independently based on their specific needs.

Question #48: Does Onondaga County have team members who complete any final linguistic review or sign-off of the vendor's work before publishing, etc.?

County Response: Each participating entity is responsible for reviewing translated materials before publication. The review process varies by entity and may involve internal subject matter experts, bilingual staff, or external reviewers to ensure accuracy and appropriateness for the intended audience.

Question #49: For your translation requirements, where is Onondaga County currently in adopting AI into the workflow? For example, have you been using machine translation, machine translation + human post-edit, or any other AI services like automated quality evaluation or automated post-editing?

County Response: Adoption of AI in translation workflows varies among participating entities. Some use machine translation with human post-editing for efficiency, while others rely on traditional human translation methods. AI-driven quality evaluation tools may be used to assess

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translation accuracy, but implementation depends on each entity's specific needs and capabilities.

Question #50: Are there additional source documents than Microsoft Word, Excel, PageMaker, QuarkXPress that Onondaga County may utilize? Ex. InDesign or PDF?

County Response: These are the only platforms mentioned in the solicitation. Since this is a cooperative contract other agencies may submit translation requests on documents created using other packages.

Question #51: Please share the pricing schedule for written translations?

County Response: Please refer to the pricing schedule attached to this addendum. The completed pricing schedule must be submitted with the proposal using the pricing spreadsheet.

Question #52: How likely would be for a vendor to receive a translation request vis USPS or another courier service?

County Response: The majority of translation requests are submitted electronically via email, online portals, or secure file transfers. While rare, some entities may submit requests via USPS or courier service, particularly when handling sensitive, original, or hard-copy documents. The frequency of such requests varies by entity and their internal policies.

Question #53: How often are translation requests submitted via facsimile?

County Response: Most translation requests are submitted digitally, but some entities may still use fax for secure or time-sensitive documents. The frequency of fax submissions varies based on the technology preferences and security protocols of each participating entity.

Question #54: How is CoreTrust connected to this sourcing event?

County Response: CoreTrust is the cooperative that is being utilized to issue and assist the County in this effort. Please note that, as a cooperative contract, any of the jurisdictions listed in the solicitation may utilize the services.

Question #55: Is CoreTrust looking to add an addition supplier/partner to their portfolio or replace on of the existing partners like CulturaLink or LSA?

County Response: Coretrust has a private sector contract platform that may have existing relationships. However, Coretrust public sector is required to execute a best value competitive solicitation to support the needs of public sector customer.

Question #56: If Onondaga County is a current member of CoreTrust, why are they not buying off the exiting exclusive contracts with either CulturaLink or LSA?

County Response: Coretrust has a private sector contract platform that may have existing relationships. However, Coretrust public sector is required to execute a best value competitive solicitation to support the needs of public sector customer.

Question #57: What are the top requested languages for written translation?

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County Response: The most commonly requested languages for written translation vary by region and entity but frequently include Spanish, Chinese, Arabic, French, Vietnamese, Russian, Korean, Tagalog, Haitian Creole, Portuguese, and German. The specific demand for languages depends on demographics and jurisdictional needs.

Question #58: What is the frequency of languages requested outside of the top 12 New York State languages for written translation?

County Response: As this is a national contract, language demand varies based on the jurisdiction. Less common languages may be requested based on the needs of specific entities. Vendors should be prepared to accommodate a wide range of language requests.

Question #59: The RFP states on page 58: "The respondent shall provide a detailed cost proposal in the form required in Section O." However, it is a blank page. Can we provide our own cost proposal form?

County Response: Pricing schedule is attached. Completed pricing spreadsheet must be submitted with the proposal.

Question #60: What is the % of requests for on-site (in-person spoken/ASL) interpreters are requested within:

- More than 1 weeks' notice?
- 48 hours' notice?
- Less than 48 hours' notice?
- Within the same day notice?

County Response: Request urgency varies by jurisdiction and setting (e.g., medical, legal, government services). Vendors should be prepared to accommodate urgent and scheduled requests.

Question #61: What was the total number of on-site interpretation hours fulfilled in 2024 by language and by setting (e.g., Legal, Medical, Financial, etc.)?

County Response: This data is not available at the national level. Usage varies by jurisdiction.

Question #62: How many on-site requests are made per month, broken down by language?

County Response: Request volume varies by entity. Vendors should expect fluctuating demand based on jurisdictional needs.

Question #63: Please share your current process for requesting document translation services, submission, and finalizing/approving translation projects?

County Response: Processes vary by jurisdiction. Typically, entities submit translation requests via email, online portals, or vendor platforms. Final approvals may be handled by internal staff or department leads before publication.

Question #64: Please provide your historical volume for document translation services, broken down by language and turnaround time? Is this an annual volume?

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County Response: This data is not available at a national level. Demand for translation services varies based on jurisdictional needs.

Question #65: How often do you request document translation?

County Response: Frequency varies widely depending on the entity. Some jurisdictions may have ongoing translation needs, while others may require services on an as-needed basis.

Question #66: Will translation and localization projects be managed centrally, or will they be handled by individual departments or locations?

County Response: As each jurisdiction enters into the contract they will handle arranging services for their jurisdiction.

Question #67: Do you currently use a translation portal for submitting and retrieving files?

County Response: Usage of translation portals varies by jurisdiction. Some entities may use dedicated platforms, while others may rely on email or vendor portals.

Question #68: For document translation, what is the estimated word count per page?

County Response: The estimated word count per page typically ranges from **250 to 350 words**, depending on formatting and content type.

Question #69: Do you have an internal review process for document translation, and if so, who is responsible for it (e.g., internal linguists, project managers)?

County Response: Review processes vary by entity. Some may have internal linguists or bilingual staff review translations, while others rely on department leads or external reviewers.

Question #70: For CoreTrust. Assuming we are awarded as a provider and agree to pay the administrative fee, will this result in a National Supplier Agreement with CoreTrust?

County Response: This contract will result in a national cooperative contract and will be available for use and adoption to over 90,000 governments nationwide.

Question #71: For CoreTrust. Is there a reason for using CoreTrust vs using the NYS OGS contract?

County Response: Local Governments in New York State are not required to use the OGS contract for any services. In this case the County has determined it to be in it best interest to solicit directly and offer the resulting contract to all governments nationwide through the Coretrust Public Sector platform.

Question #72: Did the incumbent(s) cover every single assignment successfully?

County Response: Onondaga County has contracted for language services in the past, however this solicitation represents a broader scope on behalf of agencies across the county. Please respond to this solicitation's scope without previous pricing or vendor references.

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Question #73: What challenges have you faced with a similar scope of work from vendors you worked with?

County Response: Onondaga County has contracted for language services in the past, however this solicitation represents a broader scope on behalf of agencies across the county. Please respond to this solicitation's scope without previous pricing or vendor references.

Question #74: If there is no incumbent, please describe how you are obtaining these services up to now and what you are paying for the service.

County Response: Onondaga County has contracted for language services in the past, however this solicitation represents a broader scope on behalf of agencies across the county. Please respond to this solicitation's scope without previous pricing or vendor references.

Question #75: Do you have in-house linguists who handle part of the work?

County Response: The availability of in-house linguists varies by participating entity. Some jurisdictions may have internal staff who handle limited translation or interpretation needs, while others rely entirely on contracted vendor services.

Question #76: Can we advertise among the agencies mentioned in the solicitation?

County Response: Vendors must follow all applicable procurement and solicitation guidelines. Any advertising or outreach to participating agencies should comply with contract terms and relevant regulations.

Question #77: Can we ask for a debriefing in case we are not awarded?

County Response: Yes.

Question #78: Is simultaneous interpreting needed too?

County Response: Simultaneous interpreting may be required depending on the needs of participating entities. Vendors should be prepared to offer both simultaneous and consecutive interpreting services as needed.

Question #79: In what formats are the documents to be translated? Are there InDesign files?

County Response: Document formats vary by jurisdiction and project. Common formats include Microsoft Word, PDFs, Excel spreadsheets, PowerPoint presentations, and occasionally InDesign files or other specialized formats. Vendors should be able to accommodate a variety of file types.

Question #80: What is the average length of an interpreting assignment?

County Response: The length of interpreting assignments varies widely based on the setting and request type. Assignments may range from short phone or video calls to multi-hour or full-day in-person sessions. Vendors should be prepared to accommodate different durations based on the needs of participating entities.

Question #81: What is the average number of words in a document needing translation?

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County Response: This solicitation will result in a contract available to over 90,000 government entities. Documents may range from simple online notices, to translations or white papers and institutional documents such as the state of state or state of the city documents, masters and other large multiple page documents, including PowerPoints, Word and Excel documents, financial and legal documents and a wide variety of other permutations. Supplier should not rely on averages to offer pricing.

Question #82: What mathematical calculation will be used to evaluate pricing?

County Response: Pricing will be worth 30% of the score.

Question #83: Is digital notarization accepted?

County Response: No, New York does not currently have a statutory provision for digital notarization

Question #84: Are electronic, scanned or rubber stamp signatures acceptable?

County Response: Yes.

Question #85: Are there any priority or additional languages Onondaga County prefers?

County Response: Language preferences will vary by jurisdiction. For reference the top 12 spoken in New York are ى (Arabic) | বাঙালি (Bengali) | 中文 (Chinese) | Kreyòl ayisyen (Haitian-Creole) | Italiano (Italian) | 한국어 (Korean) | Polski (Polish) | Русскийу (Russian) | Español (Spanish) | יידיש (Yiddish) | Français (French) | اُردُو (Urdu). Vendors should be prepared to accommodate a broad range of languages.

Question #86: What is the estimated volume of content requiring translation on a monthly or annual basis?

County Response: The volume of translation requests will vary widely based on jurisdictional needs. Some agencies may have ongoing high-volume translation needs, while others may require services on an as-needed basis. Vendors should be able to scale services to meet fluctuating demand.

Question #87: Is there a current vendor handling translation services? If so, what are their key strengths and challenges?

County Response: Various vendors currently provide translation services across different jurisdictions. Strengths and challenges will depend on the individual agency's experiences, but common considerations include accuracy, turnaround time, pricing, technology capabilities, and industry-specific expertise.

Question #88: What are the current pricing structures in place for translation services?

County Response: Pricing structures vary across jurisdictions and contracts. Respondents should provide competitive and transparent pricing in line with industry standards.

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Question #89: Has a budget been allocated for translation services, and is it fixed or flexible?

County Response: This solicitation will result in a national contract available to over 90,000 governments. While the current budget status is widely varied, all individual governments will be responsible for encumbering money before purchasing off this contract, or providing alternative payment methods.

Question #90: Are there industry-specific terminologies or compliance requirements that must be strictly followed?

County Response: Yes. Some jurisdictions may require adherence to **industry-specific terminology** and compliance standards, particularly in **legal, medical, government, and technical** translations. Vendors should have the capability to ensure accuracy and consistency in specialized terminology. If not already included, the solicitation may require the development of a **government-specific terminology glossary** for consistent translations.

Question #91: What is the turnaround time for emergency requests?

County Response: Turnaround times for emergency translation requests will vary based on service type and jurisdictional needs. Vendors should be prepared to provide expedited services for urgent requests, which may include same-day or 24-hour turnaround for critical documents and immediate response times for interpretation services.

All proposals must be received by the Division of Purchase in accordance with the delivery instructions outlined in the RFP and this addendum. Late proposals will not be accepted.

The all future communications the only correct email address is RFP@ongov.net. This should replace any reference to any other email address in solicitation or the electronic posting.

Sincerely,

DocuSigned by:
Daniel Hammer
57E9E966235047B...

Daniel Hammer,
Purchasing Director