

|  |                                 |  |   |  |                 |
|--|---------------------------------|--|---|--|-----------------|
| <b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>                            |                                 |  |   | 1. CONTRACT ID CODE                              | Page<br>1 of 16 |
| 2. AMENDMENT/MODIFICATION NO.<br>0003  | 3. EFFECTIVE DATE<br>07/02/2008 | 4. REQUISITION/PURCHASE REQ. NO.<br>OPS0800019 | 5. PROJECT NO. <i>(If applicable)</i>                 |  |                 |
| 6. ISSUED BY<br>CAO Procurement Management<br>327 Ford Bldg.<br>Washington, DC 20515 |                                 | CODE<br>CPM                                    | 7. ADMINISTERED BY <i>(If other than Item 6)</i> CODE |  |                 |
| 8. NAME AND ADDRESS OF CONTRACTOR <i>(No., street, county, State and Zip Code)</i>   |                                 |  | (X)   | 9A. AMENDMENT OF SOLICITATION NO.<br>OPR08000040 |                 |
|  |                                 |  | (X)   | 9B. DATED <i>(SEE ITEM 11)</i><br>05/20/2008     |                 |
|  |                                 |  |   | 10A. MODIFICATION OF CONTRACT/ORDER NO.          |                 |
|  |                                 |  |   | 10B. DATED <i>(SEE ITEM 13)</i>                  |                 |
| CODE   |                                 | FACILITY CODE                                  |   |  |                 |

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☒ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  
 (a) By completing Items 8 and 15, and returning \_\_see clause L1\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA *(If required)***

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF  
CONTRACTS/ORDERS.  
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

|                          |   |
|--------------------------|---|
| CHECK ONE                | A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.                          |
| <input type="checkbox"/> |   |
| <input type="checkbox"/> | B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14. |
| <input type="checkbox"/> | C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:  |
| <input type="checkbox"/> | D. OTHER <i>(Specify type of modification and authority)</i>  |

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return \_\_1\_\_ copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION** *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*  
 The purpose of this amendment is to provide answers to vendor questions, modify section C and extend the proposal submission date.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

|  |                  |   |                                |
|--|------------------|---|--------------------------------|
| 15A. NAME AND TITLE OF SIGNER <i>(Type or print)</i> |                  | 16A. NAME AND TITLE OF CONTRACTING OFFICER <i>(Type or print)</i><br>Toinetta Bridgeforth |                                |
| 15B. CONTRACTOR/OFFEROR                              | 15C. DATE SIGNED | 16B. U.S. HOUSE OF REPRESENTATIVES<br>BY _____  | 16C. DATE SIGNED<br>06/13/2008 |
| <i>(Signature of person authorized to sign)</i>      |                  | <i>(Signature of Contracting Officer)</i>   |                                |

| Line Item Summary  |  | Document Number                           | Title                         |               |            | Page       |
|--|--|---|-------------------------------|---------------|------------|------------|
|  |  | OPR08000040/0003                          | Language Translation Services |               |            | 2 of 16    |
|  |  |   |                               |               |            |            |
| Line Item Number   | Description  | Delivery Date<br>(Start date to End date) | Quantity                      | Unit of Issue | Unit Price | Total Cost |
| Line Item 0002 has been deleted.   |  |   |                               |               |            |            |
| Vendor's are to provide pricing rates and units for each task. See Attachment 2 - Spreadsheet. |  |   |                               |               |            |            |
| 0001   | Language Translation Services<br><br>Change in Extended Description<br>Contractor shall provide real -time telephonic interpretation services<br>Ref Req No: OPS0800019  |   | 0.00                          | ea            | \$ _____   | \$ _____   |
| 0002   | <br><br>Change in Description, Extended Description<br>Ref Req No: OPS0800019  |   | 0.00                          | ea            | \$ _____   | \$ _____   |
| 0003   | Language Translation Services - Document Translation<br>Change in Description, Extended Description<br>Contractor shall provide document translation services as needed as outlined in the Statement of Objectives<br>Ref Req No: OPS0800019 |   | 0.00                          | ea            | \$ _____   | \$ _____   |
| 0004   | Language Translation Services - Web Site Translation<br>Change in Description<br>Contractor shall provide web site support to develop native language versions of Members sites<br>Ref Req No: OPS0800019                                    |   | 0.00                          | ea            | \$ _____   | \$ _____   |
| 0005   | Language Translation Services - Other Contractor Services<br>Change in Description<br>Contractor shall provide background information on other contractor services available<br>Ref Req No: OPS0800019                                       |   | 0.00                          | ea            | \$ _____   | \$ _____   |

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## SECTION A -- SOLICITATION/CONTRACT FORM

### A.1 SUMMARY OF CHANGES

Clause 'HC.2.003 - Fixed Rates for Services - IDIQ' has been edited.

The free form item 'STATEMENT OF OBJECTIVES' has been added.

Clause 'HC.5.003 - Inspection of Services' has been deleted.

Clause 'HC.6.008 - Liquidated Damages' has been deleted.

Clause 'HC.6.014 - Termination' has been deleted.

Clause 'HC.7.005 - Performance Measurements' has been added.

Clause 'HC.7.006 - Contract Status and Review Meeting' has been added.

Clause 'HC.7.007 - Authorized House Representatives' has been edited.

The free form item 'AUTHORIZED USE BY OTHER LEGISLATIVE AGENCIES' has been added.

Clause 'HC.11.004 - Company Background' has been edited.

Clause 'HC.11.017 - Authorized Company Officials' has been deleted.

Clause 'HC.12.002 - Content of Proposals' has been edited.

Clause 'HC.12.003 - Submissions' has been edited.

Clause 'HC.13.001 - Evaluation Factors for Award' has been edited.

Clause 'HC.13.002 - Contract Award' has been edited.

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## SECTION B -- SUPPLIES OR SERVICES AND PRICES

### B.1 HC.2.003 FIXED RATES FOR SERVICES - IDIQ

AUGUST 2002

Unless separately priced and awarded the cost of all local (Washington, DC metropolitan area) services, travel and any other expenses incurred incident to performance of work shall be borne by the contractor.

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## SECTION C -- DESCRIPTIONS AND SPECIFICATIONS

### C.1 STATEMENT OF OBJECTIVES

#### STATEMENT OF OBJECTIVES

#### LANGUAGE TRANSLATION SERVICES

##### 1 Introduction

The United States House of Representatives (House), Office of Chief Administrative Officer (CAO) is seeking foreign language translation and interpretation services for the U.S. House of Representatives to include the 435 Member and District Offices located throughout the United States and its territories. The successful offeror shall provide comprehensive services and staff to provide translation and interpretation support to Member and District offices. The awarded Indefinite Delivery Indefinite Quantity (IDIQ) contract(s) may serve as the master contract(s) for the Legislative Branch because all Legislative Branch agencies will have the ability to issue Task Orders against the contract(s) based on their needs.

##### 2 Background

The CAO is one of three Officers of the U.S. House of Representatives along with the Office of the Clerk and the Sergeant at Arms. The officers, together with the Architect of the Capitol and other House offices, jointly provide a foundation of services to facilitate the work activities of the House, its Members, and Staff.

The Leadership of the House has identified a need for foreign language translation services for Members communicating with constituents and others via telephone, personal visits to the Member offices and District offices, in writing (documents), and published communications (such as web sites).

##### 3 The Scope of Work

The contractor shall provide foreign language translation support to 435 Member offices and their associated district offices throughout the United States and its' territories. The availability of the telephonic service shall be 24 hours a day, 7 days a week except during House observed Federal Holidays. Other services shall be comprehensive translation of communications including written documents, and published materials such as web sites. In response to this request, the contractor shall provide background information on the company and its services, any information on volume discounting for services and any value-added services in addition to the services required within this Statement of Objectives.

The following Federal holidays are observed:

New Year's Day  
Martin Luther King's Birthday  
President's Day  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day  
Veteran's Day  
Thanksgiving Day  
Christmas Day

##### 4 Objectives

The contract effort goals and objectives are to enable the Member and District offices to effectively and accurately communicate with their constituents despite any existing language barriers. The results of this effective communication between the constituents and their Member offices will be a better understanding of the constituents' issues, improved access to government, and the ability to respond expediently to requests for information.

The House desires to attain a high level of office participation in this program. Vendor success in achieving a high level of office participation will depend to a great degree on sales and marketing efforts and the ease of use of the vendor's product/s.

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At a minimum, offerors shall have expertise in the following languages (Vendor's proposals must include a list of supported languages):

|                    |            |            |
|--------------------|------------|------------|
| Arabic             | Indonesian | Thai       |
| Chinese (Mandarin) | Italian    | Turkish    |
| Danish             | Japanese   | Vietnamese |
| Dutch              | Korean     |            |
| Farsi              | Pashto     |            |
| French             | Polish     |            |
| German             | Portuguese |            |
| Greek              | Russian    |            |
| Hebrew             | Spanish    |            |
| Hindi              | Swedish    |            |

## 5 Tasks

Specifically, the tasks required of this effort includes:

1. The Contractor shall provide real-time telephonic translation services, and
2. The Contractor shall provide document translation services as needed, and
3. The Contractor shall report monthly billing of services provided by EFT (comma or tab delimited file) and interface with PeopleSoft for invoicing and payments. (see 7 Additional Information)
4. Contractor shall also provide either a Word document or Excel spreadsheet with breakdown of monthly charges.
5. The Contractor may provide partial website translation services to House offices. Translated web content would be delivered in HTML format on a page by page basis with all relevant meta data, special character encoding, and alternate text descriptions for visual elements (images or video) included. No access to House systems will be granted and site maintenance and support would not be involved.
6. The Contractor may provide full website translation services to House offices. Website files would be delivered to the Contractor, who would then return fully translated content in HTML format including all relevant meta data, javascript, special character encoding, graphics if displaying language, and alternate text descriptions for visual elements (images or video). No access to House systems will be granted and site maintenance and support would not be involved.

## 6 Deliverables

- Task 1: Delivery requires immediate and accurate interpretation services provided telephonic
- Task 2: Delivery requires standard commercial practices (which the contractor will identify) for turnaround time for documentation translation services, depending on size and complexity of document
- Task 3: Delivery requires standard commercial practices (which the contractor will identify) for web site support to develop native language versions of Member web sites
- Task 4: Delivery requires a monthly billing statement and invoice for services that will allow EFT payment processing

## 7 Response Times of Deliverables

- Task 1: Telephonic interpretation services must be provided within 5 seconds of the call. Offerors must identify a solution in cases where an interpreter may be readily available.
- Task 2: Documentation translation service: Offeror must provide the standard commercial turnaround times for the documents based on size and complexity.
- Task 3. Web site translation service: Offeror must provide the standard commercial turnaround times for websites based on the number of pages, size and complexity for both C.1.5(5) and C.1.5(6) above.

## 8 Additional Information

The vendor will work with the House to provide detailed billing information that will be used for financial reporting. An integral part of this service will be electronic billing and reporting. The House has implemented a paperless automated consolidated billing process for receipt and payment of invoices for the vendor that will supply these services to the House. The process converts electronic invoices provided by the vendor into a file that is processed by the House's core financial and accounting system, the Federal Financial System (FFS). The FFS interface file is processed to generate electronic reports for each House organization being billed as well as the electronic payment to the vendor. Any vendor credits that arise from billing errors or otherwise, are also passed through the automated consolidated billing interface.

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The financial management system currently in use at the House is CGI-AMS - Federal Financial System (FFS) which is operated through an off-site government franchise agency. In the future, the House intends to replace its current financial system, FFS, with Peoplesoft. If necessary, the vendor will make available resources to test the connectivity and facilitate the transition, currently scheduled in October 2008. There must be NO additional cost to the House for switching from FFS to Peoplesoft.

For billing of language interpretation services, we require the following high-level data elements:

- A. Fund Prefix
- B. Organization
- C. Program
- D. Budget Object Code (BOC)
- E. Amount
- F. Service Dates (Begin and End)
- G. Service was provided (ex. real-time telephonic translation service)

This data outlines which office incurred the cost and the associated program and budget object code that should be charged, how much did the service cost, the time period the cost was incurred and the service provided. The House will work with the selected vendor, after award, to determine the specific values, data formatting, and the best method of electronically transmitting the data to the House in an encrypted form.

The fixed rates as proposed by the selected contractor(s) shall apply for payment purposes for the duration of the contract; therefore, each vendor must provide (if applicable) escalation rates for each option year.

The rates set forth above cover all direct and indirect expenses (i.e. overhead, general and administrative expenses) and profit.

The House will issue Task Orders as its method of procurement under this IDIQ contract for document and web translation services. The rates listed in the Task Order will remain in effect for the life of the Task Orders even if it crosses into another period. Each Task Order will be assigned a Point of Contact to manage the services and invoices. The Contractor shall maintain records that at a minimum include the following (additional information may be requested):

- 1. Telephonic Service
  - a. The date and time of service
  - b. The duration of the call
  - c. The language
  - d. Name and location of interpreter
  - e. The name and office of the personal requesting service

- 2. Document and Web services
  - a. Task Order Number
  - b. The date service requested
  - c. Date service started
  - d. Number of pages translated
  - e. The language
  - f. Name and location of interpreter
  - g. The name and office of the personal requesting service
  - h. Date service completed



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## SECTION G -- CONTRACT ADMINISTRATION DATA

### G.1 HC.7.007 AUTHORIZED HOUSE REPRESENTATIVES

FEBRUARY 2005

#### a. Contracting Officer (CO):

1. Except as specified in paragraph (3) herein, no order, statement or conduct of House personnel who visit the contractor's facilities, or in any other manner communicate with contractor personnel during the performance of this contract, shall constitute a change (in scope, terms, conditions, requirements, pricing, and/or delivery schedules) under this contract.
2. The contractor shall not comply with any order, direction or request of House Personnel which would constitute a change under this contract, unless issued in writing and signed by the CO, or made pursuant to specific authority otherwise included in this contract.
3. The CO is the only person authorized to approve changes under this contract and, notwithstanding provisions contained elsewhere in the contract, said authority remains solely with the CO. In the event the contractor effects any change at the direction of any person other than the CO, that change shall be considered to have been made without authority and no adjustment in price shall be made in the contract to cover any increase in charges incurred as a result thereof. The CO may delegate certain responsibilities to authorized representatives.

#### b. Contracting Officer's Representative (COR):

1. The COR, appointed by the contracting officer, is designated to assist in the discharge of the contracting officer's responsibilities. The responsibilities of the COR include, but are not limited to: determining the adequacy of performance and/or the timeliness of delivery by the Contractor in accordance with the terms and conditions of this contract; acting as the contracting officer in charge of work at the site; ensuring compliance with the contract requirements insofar as the work is concerned; advising the contracting officer and contract administrator of any factors which may cause delays in delivery and/or performance of the work; and conducting or witnessing the conduct of any inspections and/or tests that may be required by the contract. The COR does not have the authority to make any changes to the terms, conditions, requirements, pricing, and/or delivery schedules of the contract or direct the contractor to perform services outside of the scope of the contract.
2. Additional responsibilities of the COR are as follows:
  - Monitor and evaluate contract performance, including preparing Vendor Performance Evaluations.
  - Review, approve, and process contractor invoices.
  - Submit periodic report(s) to the Contract Administrator (CA).
  - Provide the CA with notification of intent to exercise options or renewals 90 days prior to expiration date.

#### c. Contract Administrator:

CAO Procurement Management  
U.S. House of Representatives  
327 Ford House Office Building  
Washington, DC 20515  
phone: 202-225-2921 fax: 202-226-2214

The contract administrator prepares all modifications to the contract, maintains the official contract file with all reports and other contractual documentation, and responds to contractual inquiries or concerns from the COR or contractor on behalf of the CO.

### G.2 HC.7.006 CONTRACT STATUS AND REVIEW MEETING

FEBRUARY 2005

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The COR, CA, and authorized contractor representative(s) shall meet at least quarterly or more frequently as determined by the COR. The purpose of the meeting is to review the status reports, performance results, current/outstanding issues, and provide to the contractor any House-related informational materials. The goal is to keep track of performance, head-off any potential problems, resolve issues, and maintain a smoothly operating contract.

### G.3 HC.7.005 PERFORMANCE MEASUREMENTS

FEBRUARY 2005

a. The contractor shall provide performance summary reports acceptable in content and format to the contracting officer's representative (COR). The reports shall be submitted by the 15th of each month and pertain to services provided the previous month. Upon request, the contractor shall deliver supporting details of the summary information to the COR within ten calendar days. Failure to submit an acceptable performance report may subject the contractor to penalties for non-performance and/or jeopardize renewal of this contract. The status report shall include:

1. Reporting Period
2. Contractor's Program Manager's Name
3. Work Accomplished During the Period (i.e. new installations, relocations, etc), including at a minimum:
  - Itemized tasks with a description of the support/services utilized
  - Hours/dollars expended by task
  - Task status
4. Anticipated Activity for Next Reporting Period
5. Outstanding Issues

b. The contractor shall be assessed on a periodic basis through use of Vendor Performance Evaluations (VPEs). These VPEs shall be prepared by the COR at least once per year though they may be conducted more frequently at the discretion of the House. Any negative evaluations shall be provided to the contractor for comment and remediation.

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## SECTION H -- SPECIAL CONTRACT REQUIREMENTS

### H.1 AUTHORIZED USE BY OTHER LEGISLATIVE AGENCIES

Other Legislative Branch Agencies can issue Task Orders against this contract to acquire services within the scope of the Statement of Objectives. Below is a list including but not limited to Offices or Agencies that may use this contract. The House includes 435 Members, 23 Committees, 8 Leadership Offices and 4 joint entities. The House is supported by the following Officers and Legislative Offices:

Clerk of the House  
Sergeant at Arms  
Chaplain  
Chief Administrative Officer  
Parliamentarian  
Office of the Legislative Counsel  
Office of the Law Revision Counsel  
Office of the Inspector General

Joint entities supporting both the House and Senate include:  
Architect of the Capitol  
Attending Physician  
Capitol Police  
Joint Committee on Taxation

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## SECTION K -- REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

### K.1 HC.11.004 COMPANY BACKGROUND

JULY 2001

All offerors will be required to submit proposals to include the following information concerning the company background:

- a. Legal name of the company.
- b. Detailed business history.
- c. Organizational diagram and biographies for corporate officers.
- d. Disclose any lawsuits in which the Company is a named defendant within the last five (5) years and status of each such case.
- e. Key point of contact (POC) list and telephone number.

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## SECTION L -- INSTRUCTIONS, CONDITIONS AND NOTICES TO BIDDERS

### L.1 HC.12.003 SUBMISSIONS

MARCH 2004

#### **Submission of Proposal**

Offerors shall submit one (1) electronic version in MS Word or PDF format by 2:00 PM EST on July 15, 2008. The proposal should be prepared in such format and detail as to enable the House to make a thorough evaluation thereof, and to arrive at a sound determination as to whether or not the offeror can meet the House's requirements. Proposal shall clearly identify firm name and address and Solicitation Number. Proposals shall be emailed to the following e-mail address toinetta.bridgeforth@mail.house.gov and a copy to lawrence.toperoff@mail.house.gov.

#### **PROPOSALS RECEIVED BY HAND DELIVERY OR FACSIMILE WILL NOT BE ACCEPTED**

#### **Submission of Questions**

Vendor questions are due not later than 2:00 PM EST, June 2, 2008. Vendor questions must be provided via e-mail to toinetta.bridgeforth@mail.house.gov and a copy to lawrence.toperoff@mail.house.gov. Questions and Answers will be published in an amendment to the solicitation.

#### **Withdrawal of Proposal**

Proposals may be withdrawn by fax or e-mail, if received prior to award.

### L.2 HC.12.002 CONTENT OF PROPOSALS

OCTOBER 2001

Each proposal shall be sufficiently complete and organized to ensure that evaluation can be made on the basis of its content. It is important that the proposal be organized as specified since the score sheet used during the evaluation will parallel the order specified in the solicitation. Offerors are reminded to avoid excessively lengthy or overly extravagant proposals. Proposals that do not address all of the elements and requirements, in the order contained herein, shall be disqualified from further consideration.

**(1) Section A of RFP** - The offeror shall insert Section A of this solicitation with all required/applicable blocks completed.

**(2) Section B Price Schedules** - Offeror shall complete Section B and provide a proposed price which will address all requirements as well as others the offeror may wish to offer. This section is the only place in the proposal where pricing shall be noted.

**(3) Section G Contract Administration** - Offeror shall complete the required sections of Section G.

**(4) Section K** - Representations, Certifications, And Statements of Offerors - Offeror shall complete the required clauses of Section K.

#### **(5) Technical Proposal**

- (a) Specifications must comply with Section C.
- (b) Provide your mission statement to include the scope of quality service, customer care and philosophy in dealing with the House as a potential client.
- (c) List of supported languages

#### **(6) Management Approach**

- A. Clear demonstrated methodology for performing the tasks and subtasks contained in the Statement of Objectives
- B. Process for assuring the quality of deliverable products/service
- C. The contractor shall include a project management approach to track the delivery of and services related to this contract and to work with the COR. At a minimum this shall include:
  - (a.) Procedure for reporting performance of work on an accurate and objective basis and to identify any problems or issues as early as possible
  - (b.) Demonstrated positive working relationship with the designated COR and House staff
  - (c.) Staffing requirements in numbers and critical skills, whether those resources are already on hand and, if not, the plans for ensuring their availability.

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**(7) Corporate Capabilities**

1. Provide pertinent experience and qualifications in conducting similar services as stated in the solicitation, and specifically, corporate stability and sound organizational qualities.
2. Provide a general description of your company and its structure, including overall corporate capabilities and product offerings.
3. Discuss the reporting chain of the program/project manager within the structure (e.g., to whom the program/project manager reports and the level of that official and his/her reporting chain within the structure). Explain which other projects the program/project manager will be assigned to during the course Of contract performance.
4. Demonstrated financial capability sufficient to provide resources to finance day-to-day operations for legislative branch customers.

**(8) Past Performance** - Offeror shall provide references for three current or recent (within three years) customers, preferably in the public sector. List the agency name and address, name and title of the client contact, telephone number, opening date, building population (clients served), description of contract deliverables, pick-up and delivery sites, annual dollar value, performance periods, and type of contractual arrangements; e.g., percentage of sales, fixed price, management fee or other.

|                                   |   |  |               |
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## SECTION M -- EVALUATION FACTORS FOR AWARD

### M.1 HC.13.002 CONTRACT AWARD

JULY 2001

a. The House intends to make

1. A single award or multiple awards (one for each task) to offeror/s whose proposal meets the minimum requirements as stated in the solicitation.

b. The House may:

(1) reject any or all offers, if such action is in its interest,

(2) waive informalities and minor irregularities in offers received.

c. The House intends to evaluate proposals and to award a single or multiple contract(s) without discussion. Therefore, each initial offer should contain the offeror's best terms. However, the CO reserves the right to conduct discussions if they are later determined to be necessary.

### M.2 HC.13.001 EVALUATION FACTORS FOR AWARD

JULY 2001

Proposals will be evaluated based on the following evaluation factors that are listed in descending order of importance:

- (1) Technical approach
- (2) Management approach
- (3) Corporate capabilities
- (4) Past performance
- (5) \*Price

\*The proposal is presumed to represent the offeror's best efforts to respond to the solicitation. Any inconsistency, whether real or apparent between promised performance and price, must be explained in the proposal. For example, if unique and new approaches are the basis for an abnormally low estimate, the nature of these approaches and their impact on price must be explained. Any significant inconsistency, if unexplained, raises a fundamental issue of the offeror's understanding of the nature and scope of the work required. It also may reflect on the offeror's ability to perform the contract within the financial restraints and may be cause for rejection of the proposal. The burden of proof as to price credibility rests with the offeror.

1. Risk Assessment. Price proposals will be evaluated to identify and assess potential risks, which may be inherent in the offeror's approach. The estimated costs to correct any deficiencies in the offeror's proposal will also be evaluated.

2. Price Realism. Proposed pricing will be evaluated not only to determine if the price is reasonable, realistic, and affordable, but also to determine the offeror's understanding of the requirements.

3. Price. Evaluation factors other than price, when combined, are significantly more important than price.





The following questions were received in accordance with the established deadline of 2:00 PM EST June 2, 2008.

**VENDOR 1:**

**Question 1:** Do you need one contractor to provide all the services or will you consider having several contractors? For e.g. we can only provide document translation services. We cannot provide real time telephone translation.

**Answer 1:** **The House intends to award to a single vendor. However, based on proposals, the House may award to multiple vendors based on the following tasks as outlined in the Statement of Objectives:**

- 1. Real -time telephonic translation services**
- 2. Document translation services**
- 3. Web site support translation services**
- 4. Other contractor services available**

**In the event of multiple awards, there will only be one award per task.**

**Question 2:** Will one contractor be required to provide expertise in all the languages? Or would you consider having several contractors?

**Answer 2:** **See Section C.1.5 Tasks - Vendor's proposals must include a list of supported languages. At a minimum, offerors shall have expertise in the following languages:**

|          |                    |        |         |            |         |
|----------|--------------------|--------|---------|------------|---------|
| Arabic   | Chinese (Mandarin) | Danish | Dutch   | Farsi      | French  |
| German   | Greek              | Hebrew | Hindi   | Indonesian | Italian |
| Japanese | Korean             | Pashto | Polish  | Portuguese | Russian |
| Spanish  | Swedish            | Thai   | Turkish | Vietnamese |         |

**Also see Answer 1**

**VENDOR 2**

**Question 3:** Has this service been provided in the past? If yes, can you provide us with the vendor's name and its rates?

**Answer 3:** **Member Offices have worked directly with language translation firms in the past; however a contract issued by this office has never been issued. This office is not cognizant of the vendor's name and rate information and therefore is unable to provide.**

**Question 4:** Would you consider a vendor's proposal for only one service, for example: written translations, without in-person interpretation or phone interpretation? or does a vendor need to be able to provide all of the requested services as a package?

**Answer 4:** **See Answer 1.**

**Question 5:** Does the vendor need to be physically located in Washington? Are there any geographic restrictions for providing these services?

**Answer 5:** **No, the vendor does not have to be located in Washington, DC.**

**Question 6:** Are there any restrictions regarding the use of international workforce in the extreme case that a US based translator or phone interpreter is not available?

**Answer 6:** **Any persons performing work under this award must be eligible to obtain a Federal government security clearance. See HISPOL 002.0 (House Information Security Policies). A copy can be downloaded from the House's website <http://www.house.gov/cao-opp/currentsol.shtml>**

**Question 7:** On the pricing sheet could you please indicate which lines correspond to written translations, in person interpretation, phone interpretation, published materials etc?

**Answer 7:** **See page 2-3 of Amendment 0003.**

**VENDOR 3**

**Question 8:** Has any consideration been given to making this either an 8(a) sole source or a small business set-aside?

**Answer 8:** **The U.S. House of Representatives, does not classify solicitations as 8(a), small business etc. This allows for full and open competition award(s) based upon the contractor/s meeting the requirements of the solicitation.**

**Question 9:** Is this a new requirement or a re-bid of a current contract?

**Answer 9:** **See Answer 3**

**Question 10:** If this is a re-bid, who is the current contractor providing this service?

**Answer 10:** **See Answer 3.**

**Question 11:** If this is a re-bid, can you please provide the dollar amount of the existing contract?

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**Answer 11:** See Answer 3.

**Question 12:** Is a multiple award being considered?

**Answer 12:** See Answer 1.

**Question 13:** Does a contractor have to provide all services listed, or can it bid on particular services?

**Answer 13:** See Answer 1.

**Question 14:** What languages does the House anticipate a need for? Contractor did not see any noted in the RFP.

**Answer 14:** See Answer 2.

**Question 15:** The SF1449 states that the contractor must submit "sealed" offers (1 original and 1 copy) to the CO by closing date and time. However, on page 28, Section L.2 under submission of proposals, it states that the contractor must submit the proposal via email to the two email addresses noted in the RFP. Which method of submission should be used?

**Answer 15:** Proposal must be sent via email as outlined in Section L.2.

#### **VENDOR 4**

**Question 16:** There is no indication in the RFP of which language(s) need translation.

**Answer 16:** See Answer 2.

#### **VENDOR 5**

**Question 17:** Will it be acceptable if the vendor only provides part of the services (i.e. document translation) to bid on this solicitation?

**Answer 17:** See Answer 1.

**Question 18:** Under the statement of work task 4, please clarify the definition of provide website support to develop "native" language versions of member sites.

**Answer 18:** The primary language of a community.

**Question 19:** Under deliverables, task 2, we assume the telephonic translation should be face-to-face interpretation, correct?

**Answer 19:** No, Task 1 and 2 have been combined see Section C.1.5 Task of the Statement of Objectives. See Amendment 3. The House is asking for telephonic translation. The Member or District office would teleconference in an interpreter for continuants that walk into their office.

**Question 20:** Historically, what are the most requested languages for each deliverables under this solicitation, and what are the volumes for each task (by hours or words)?

**Answer 20:** This office does not hold historical information.

**Question 21:** Does the procurement agency plan to award one contract or it will be a multiple awards?

**Answer 21:** See Answer 1.

**Question 22:** What will be the percentage for each of the evaluation criteria listed on M1 of the solicitation?

**Answer 22:** See Amendment 0003 HC.13.001

**Question 23:** What are the expected budget amount for this procurement?

**Answer 23:** The House does not release this information.

**Question 24:** Is there an incumbent who are providing the requested services currently? If yes, may we ask for the incumbent's name and pricing information based on the Freedom of Information Act?

**Answer 24:** See Answer 3 and the U.S. House of Representatives, as part of the Legislative branch of the Federal government is not subject to FOIA. FOIA governs the executive branch of the federal government. As stated in 5 U.S.C. § 552(f):

*For purposes of this section, the term "agency" as defined in section 551(1) of this title includes any executive department, military department, Government corporation, Government controlled corporation, or other establishment in the executive branch of the Government (including the Executive Office of the President), or any independent regulatory agency.*

**Question 25:** Will there be any cost incurred for the vendor to process the required background check, if yes, how much will it cost per candidate and how long will it take?

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**Answer 25:** **There is no processing cost incurred by the vendor, however see Answer 27.**

**Question 26:** For the face-to-face interpretation services, will the assignments only take place in Washington DC area or it could take place in 435 member and district offices throughout the U.S.?

**Answer 26:** **See Answer 19.**

**Question 27:** If interpreters are needed for assignment outside of Washington DC area, will it the same background process for the interpreters to go through (complete the Capital Police Forms and fingerprinted by the Capital Police)?

**Answer 27:** **Individuals located within the continental US will be sent finger-print cards which they will take to their local police department to be finger-printed. The cards will then be sent back to the House (at the vendor's expense) to be delivered to the U.S. Capitol Police.**

#### **VENDOR 6**

**Question 28:** We offer services in over 150 languages. Prices vary quite a lot. Is it possible to bid separately for individual languages?

**Answer 28:** **Yes. Offerors may submit a separate pricing sheet for each language and service. Offerors shall include pricing for the base year and the option years. See Answer 2**

**Question 29:** Will in-person interpreter services be required in literally ANY location in the Continental United States?

**Answer 29:** **See Answer 19.**

**Question 30:** Can we break down interpreter rates by language and location? Rates vary according to location and by language type. For example, finding a Spanish language interpreter in New York City is much easier and cheaper than finding a Japanese language interpreter in Des Moines, Iowa.

**Answer 30:** **See Answer 19 and Answer 28.**

**Question 31:** Can we include a CLIN for travel, per diems, accommodations and other expenses when they are required?

**Answer 31:** **Yes, but none is anticipated.**

**Question 32:** Is this a new contract or is there an incumbent? If there is an incumbent, who is it and what is the current price the House of Representatives is paying for all services?

**Answer 32:** **See Answer 3.**

**Question 33:** Is there a projected volume for any of the services requested?

**Answer 33:** **No**

**Question 34:** Which languages will be used the most?

**Answer 34:** **See Answer 20.**

**Question 35:** Is there a minimum amount of usage for face-to-face interpreting services? The industry standard is to bill for a minimum of 2 hours.

**Answer 35:** **See Answer 19.**

**Question 36:** How far in advance will you schedule on-site face-to-face interpreting assignments? Is there a cancellation policy in place or can we provide our standard policies?

**Answer 36:** **See Answer 19.**

#### **VENDOR 7**

**Question 37:** Is there an incumbent on this contract? If so, who is the company and how long have they been performing this work.

**Answer 37:** **See Answer 3.**

#### **VENDOR 8**

**Question 38:** Is this RFP for a new requirement or for an existing requirement?

**Answer 38:** **See Answer 3.**

**Question 39:** If this is a re-compete of an existing requirement, please identify the incumbent provider.

**Answer 39:** **See Answer 3.**

**Question 40:** Is any metric data available concerning the language needs, for example, list of languages, number of phone calls, number of interpreter hours, number of words and data broken down by language requirement, etc?

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**Answer 40:** See Answer 20.

**Question 41:** Will the government consider revising its cost proposal to propose prices against the offeror's GSA Schedule? The services requested are all available on the Schedule and are organized along logical CLINS for the language services industry. The RFP in its current format does not identify costing requirements in CLINS that are customary to the industry. For example, Telephonic interpreters are normally priced per minute, website translations are customarily charged in words and hours based on text, engineering and graphical requirements. Since there are no quantities specified, a proposed structured discount from offerors against the GSA Schedule might offer the House of Representatives a more comprehensive pricing strategy.

**Answer 41:** Offeror's may submit pricing customary to industry standards. The House intends to award this as an IDIQ contract, as such no quantity is guaranteed; however offerers should propose their best pricing.

**Question 42:** Are classified language services required?

**Answer 42:** No.

**Question 43:** The performance period identified in the RFP is dated May 2001 (p. 12). Please clarify the anticipated award date and POP.

**Answer 43:** The May 2001 date refers to the date the clause was last modified. The anticipated period of performance shall be one year from date of award with 3 one-year options. See clauses HC.6.002 and HC.6.003.

**Question 44:** The RFP states that invoicing must be compatible with Peoplesoft. Is MS Excel an acceptable format for invoicing provided all necessary billing codes and fields are supplied per the SOW?

**Answer 44:** See Section C.1.8. Offeror will coordinate acceptable format for invoicing after award.

**Question 45:** Does the government anticipate making multiple awards?

**Answer 45:** See Answer 1.

**Question 46:** The SOW references a requirement for immediate response. Please provide definition as to expected response times. Please take into consideration, that different services may have different lead times for response depending on whether the government is funding dedicated staff that would be immediately available as opposed to on-call services which will have some lead time associated with them.

**Answer 46:** See Amendment 0003 section C.1.7 of the Statement of Objectives. The House has requested the offerors provide standard commercial turnaround times for Deliverables.

## **VENDOR 9**

**Question 47:** Who is the current contractor?

**Answer 47:** See Answer 3.

**Question 48:** Is this contract awarded all or nothing, or can it be awarded to multiple contractors?

**Answer 48:** See Answer 1.

**Question 49:** How many different languages will need to be made available for the telephonic interpretation?

**Answer 49:** See Answer 2.

**Question 50:** How many hours of telephonic interpreting are currently used per month? Are there call volume statistics available?

**Answer 50:** See Answer 20.

**Question 51:** How many documents/web sites are currently translated per month?

**Answer 51:** See Answer 20.

**Question 52:** What is the unit currently used in determining the billing for document and web site translation? What is the current unit price?

**Answer 52:** The House will not release this information.

**Question 53:** How would the Members deliver the documents to the contractor for translation? Is there a preferred method for delivery of the final product? What are the current delivery methods?

**Answer 53:** Delivery method will be determined at the discretion of each Member Office before the issuance of the task order.

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**VENDOR 10**

**Question 54:** As a general rule, translation agencies charge different rates for different languages (i.e. Korean and Japanese being more expensive than Spanish). This holds true for document translation, in-person interpretation and other services such as editing, proofreading, and web content development. Charges for document translation are per-word while the other services are charged hourly. How can we incorporate this into the line item as provided in the solicitation? Can the line item structure be amended to incorporate different rates for different languages?

**Answer 54:** See Answer 28 and 41.

**Question 55:** What languages will be required for this solicitation?

**Answer 55:** See Answer 2.

**Question 56:** How much has the Office of the CAO budgeted for these services?

**Answer 56:** This information will not be released.

**Question 57:** How much has the Office of the CAO spent on these services in the past?

**Answer 57:** See Answer 3.

**Question 58:** Who are the incumbent currently providing language services to the Office of the CAO and what are their rates for the services outlined in this solicitation?

**Answer 58:** See Answer 3.

**Question 59:** In Section L.1 (5), there is mention of a 'product sample'. Can you please clarify what that means in the context of this solicitation?

**Answer 59:** This reference been removed. See HC.12.0003 - Amendment 0003.

**Question 60:** Section L.2 states that the proposal is due 2:00 PM EST on June 2. Elsewhere in the solicitation it refers to a due date of June 20. Can you please confirm which is in fact correct?

**Answer 60:** See Amendment 0003 of this solicitation which revised the date released of Amendment 0001.

**VENDOR 11**

**Question 61:** Is it possible to provide a copy of the RFP in word format?

**Answer 61:** No.

**VENDOR 12**

**Question 62:** I am a small business. As a factor in deciding to bid as a prime or sub, could the House release the list of interested bidders so I can initiate possible teaming arrangements?

**Answer 62:** The House is not compiling a list of interested bidders.

**Question 63:** Is there an incumbent for any of the services listed in this solicitation?

**Answer 63:** See Answer 3.

**Question 64:** Regarding the telephonic interpreting service, do you have any records as to the past usage in minutes per year, or per month?

**Answer 64:** See Answer 20.

**Question 65:** What were your per minute price of the telephonic interpreting?

**Answer 65:** See Answer 3.

**VENDOR 13**

**Question 66:** We would like to participate as a subcontractor on RFP OPR08000040, please. We're a small business that performs technical and scientific translations from English to Spanish; German, Portuguese, Italian and vice versa. We can provide telephonic translation services, language and document translations. If we can register as a potential subcontractor for you, we would really appreciate any help. We're located in Brazil and would like to work on a new contract.

**Answer 66:** This office does not compile a list of potential subcontractors.

**VENDOR 14**

**Question 67: Telephone Calls**

- a. Interpreter hours of availability?
- b. Should the provider have demonstrated experience in supporting U.S. Federal agencies with interpretation services?
- c. Should the provider be listed on the Federal GSA schedule?
- d. Should the provider describe their ability and process to qualify, train, schedule and monitor their interpreter workforce?

**Answer 67a: Telephonic interpreter services should be available between the hours of 8:00 AM through 8:00 PM EST.**

**Answer 67b: This is not a requirement; however offeror's may submit this information in the Past Performance section of the proposal.**

**Answer 67c: No, this is not a requirement**

**Answer 67d: This information must be submitted in the Management Approach section of the offeror's proposal. See clause HC.12.002 of Amendment 0003**

**Question 68: Face to face visitors interpretation support** - Are you looking for products to help assist with face to face visitors, such as dual hand set phones?

**Answer 68: See Answer 19**

**Question 69: Document Translation Services**

- a. What languages will be required for this effort?
- b. What type of documents would require translation?
- c. What file format are they created in?
- d. Do all documents require translation into all languages?
- e. Are any documents for internal purposes only, or will all be used for mass distribution?
- f. Do any documents have content that is shared between them?
- g. Do any documents have regular updates which require only a small amount of the content to be revised and thus translated? If so, how often?
- h. Will anyone be assigned to the review of translations provided?

**Answer 69a: See Answer 2.**

**Answer 69b: This will be determined at the discretion of each Member office a during the task order issuance. This contract does not cover classified or confidential documents.**

**Answer 69c: This will be determined at the discretion of each Member office a during the task order issuance.**

**Answer 69d: No**

**Answer 69e: The purpose of the documents may vary; however we anticipate the majority will be Member responses to continuant's correspondence.**

**Answer 69f: We do not understand the question.**

**Answer 69g: We do not understand the question.**

**Answer 69h: Not at this time.**

**Question 70: Web site Localization for Member Sites**

- a. Will sample source files for member sites be available?
- b. Many sites have links to press releases and secondary information. Will this content require translation?
- c. Is there a central repository of "general information" site content that is used across all sites?
- d. Will member sites be translated at the same time or will they be staggered?
- e. Will anyone be assigned to reviewing the site translations prior to it going live?

**Answer 70a: See Amendment 0003 - Section 5 - Task of the Statement of Objectives**

**Answer 70b: Translate service for a Member's website will be determined by each Member office**

**Answer 70c: See Section 5 - Task of the Statement of Objectives**

**Answer 70d: Translate service for a Member's website will be determined by each Member office**

**Answer 70e: There were be a point of contact assigned to each task order**

**Question 71: Questions for Deliverables**

- a. Immediate and accurate telephonic (SLAs) – What is considered immediate?
- b. Immediate and accurate for face to face (dual handset phones?) Again, what is considered immediate?
- c. Turnaround time for documentation translation services (size and complexity as variables)
- d. Turnaround time for language versions of member websites

**Answer 71a: See Answer 46.**

**Answer 71b: See Answer 19**

**Answer 71c: This will be determined at the discretion of each Member office a during the task order issuance.**

**Answer 71d: This will be determined at the discretion of each Member office a during the task order issuance.**

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**VENDOR 15**

**Question 72:** Block 9 of the cover page provides a due date of 20 June at 2PM, while Section L.2 provides a due date of 2 June for the proposal and the next paragraph indicates 20 June for questions. Is an assumption that the 2 June date refers to questions correct?

**Answer 72:** See Answer 60

**Question 73:** What is the expected list of languages, and to what volume?

**Answer 73:** See Answer 2 and Answer 20.

**Question 74:** What is the anticipated or historic volume for phone translation requests?

**Answer 74:** See Answer 20.

**Question 75:** What is the anticipated or historic volume for constituent translation requests?

**Answer 75:** See Answer 20.

**Question 76:** What is the anticipated or historic volume for document translation?

**Answer 76:** See Answer 20.

**Question 77:** Will there be a need for cleared (Secret or Top Secret) translation or interpretation?

**Answer 77:** See Answer 6.

**Question 78:** Will there be budgeted funds for travel if needed to transport a translator/interpreter to a service location?

**Answer 78:** See Answer 31.

**Question 79:** Is the procurement limited to GSA Language Schedule holders?

**Answer 79:** See Answer 67c.

**Question 80:** Is there a small business percentage requirement?

**Answer 80:** No.

**VENDOR 16**

**Question 81:** The Synopsis posted states that questions are due to you by June 2nd at 2:00pm. On page 28 of the actual solicitation, under L.2 HC.12.003 - it states that "Vendor questions are due no later than 2:00pm EST, June 20, 2008.

**Answer 81:** See Answer 60.

**Question 82:** The synopsis says that proposals are due June 20th. The solicitation sets the time and date as "2:00 PM EST on June 2, 2008."

**Answer 82:** See Answer 60.

**VENDOR 17**

**Question 83:** Is there or has there been an existing contract in place for these services and if yes, what is the name of the vendor(s) and what were the rates and/or total costs billed for these services?

**Answer 83:** See Answer 3.

**Question 84:** Section C.1.1. Introduction – Does the 24 hours a day, 7 days a week requirement apply to document translation and web site support services as well as to telephonic interpreting services?

**Answer 84:** No, the requirement for 24 hours a day, 7 days a week requirement applies to telephonic interpreting services.

**Question 85:** Section C.1.5. Tasks –

a. Can offerors bid on tasks 3-6 only?

b. For tasks 3 and 5, which languages will require document translation and web site support services?

c. For task 3, what types of documents will require translation services? Will there be any technical material, i.e. scientific, legal etc. requiring translation?

**Answer 85a:** See Answer 1.

**Answer 85b:** See Answer 2.

**Answer 85c:** The need and type of document translation service will be determined at the time of service.



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**Question 86:** Section C.1.7. Additional Information – Whether interfacing with the current FFS system or with Peoplesoft in the future, what software will the vendor be required to have in order to generate electronic invoices?

**Answer 86:** **No additional software will be required.**

**Question 87:** Section F.2. Option to Extend the Term of the Contract – In the event House decides to exercise subsequent option years, will the vendor have an opportunity to make justified requests for rate increases?

**Answer 87:** **See Amendment 0003, Section C.1.8.**

**Question 88:** Section F.7. Place of Performance – Industry-wide, most telephonic interpreting as well as translation work is handled by independent contractors working from their homes, for contractors. Thus, the actual Place of Performance is not always the contractor's facility – is this model permitted under this contract?

**Answer 88:** **Yes.**

**Question 89:** Section H.1. Prospective Employee Background Check

- a. Does the screening requirement described herein apply to all independent contractors providing these services through the contractor?
- b. Can the contractor provide fingerprints to the Capitol Police using official fingerprint forms or will individuals need to travel to Washington D.C. in order to be fingerprinted on-site by the Capitol Police?
- c. Are individuals who already possess other Government clearances (e.g. Secret, VA or SSA clearances) required to go through this process?

**Answer 89 a:** **Yes**

**Answer 89 b:** **See Answer 27**

**Answer 89 c:** **Yes**

**Question 90:** **Section L.1. Content of Proposals (3) Section G Contract Administration** – We do not see any sections of section G requiring completion – please clarify.

**Answer 90:** **An example of a section in G requiring completion is HC.7.008. (there may be addition sections requiring completion.)**

#### **VENDOR 18**

**Question 91:** Is there a current incumbent supporting this program? If so, could you provide the name and contact information?

**Answer 91:** **See Answer 3.**

**Question 92:** What is the anticipated volume of work per month for each of the following categories: translation, telephone interpretation, face to face interpretation and web-site translation?

**Answer 92:** **See Answer 20.**

**Question 93:** In which languages is the majority of the work?

**Answer 93:** **This office does not hold historical information.**

**Question 94:** What is the anticipated dollar expenditure per year?

**Answer 94:** **See Answer 23.**

#### **VENDOR 19**

**Question 95:** The "Introduction" to the SOW states that the contractor will provide on-demand translation support to Member District offices 24 hours a day, 7 days a week. Where are the locations of the various District offices around the country where a contractor will provide translation services?

**Answer 95:** **See Answer 19.**

**Question 96:** Will there be a need for any international travel? If so, please provide a list of the potential travel destinations.

**Answer 96:** **No.**

**Question 97:** If international travel is anticipated to support the translation support needs of US House of Representatives Members, please provide guidance as to how a bidder should account for these expenses in the price proposal.

**Answer 97:** **None required.**



**Question 98:** In the discussion of the objectives of the proposed program in the SOW, the government states that vendor success in achieving a high level of office participation will depend to a great degree on sales and marketing efforts and the ease of use of the vendor's product/s. Will the government require the successful vendor to institute a marketing effort/strategy for the proposed program? If so, please identify the targeted audience.

**Answer 98:** **Yes, The target audience will be Member Offices including Washington, DC and District Office locations**

**Question 99:** What languages will the contractor be expected to support under the proposed program?

**Answer 99:** **See Answer 2.**

**Question 100:** What type of translation support does the customer need? Consecutive meetings? Simultaneous conference? Whisper interpreting? Escort Interpreting?

**Answer 100:**

**Question 101:** For simultaneous conferences, will the customer provide equipment?

**Answer 101:** **This type of translation service is not required.**

**Question 102:** Section L (Instructions), subparagraph 2) directs Offerors to complete Section B and provide a proposed price which will address all requirements as well as others the offer may wish to offer. It is our experience that units of translation service of the type described in the SOW are usually priced as follows:

- a. Translation is typically charged per word
- b. Consecutive Interpreting is charged per hour
- c. Simultaneous interpretation is charged per day
- d. Telephonic is charged per minute
- e. Localization and web development is charged per hour of IT work as well as the various per word charges for translation
- f. For Section B, what pricing unit does the customer require for each of the Line Item Numbers?

**Answer 102a:** **See Answer 28 and 41.**

**Answer 102b:** **See Answer 28 and 41**

**Answer 102c:** **See Answer 28 and 41**

**Answer 102d:** **See Answer 28 and 41**

**Answer 102e:** **See Section C.1.5 – Task of the Statement of Objectives, See Answer 28 and 41.**

**Answer 102f:** **See Answer 28 and 41**

**Question 103:** Section E, Inspection and Acceptance, states that the contractor must maintain a quality assurance system acceptable to the House covering the services under this contract. What type of quality assurance records will the contractor be required to maintain and make available to the customer during the term of the contract?

**Answer 103:** **At a minimum, the vendor will be required maintain and submit records that include the following (additional information may be requested):**

**1. Telephonic Service**

- a. The date and time of service
- b. The duration of the call
- c. The language
- d. Name and location of interpreter
- e. The name and office of the personal requesting service

**2. Document and Web services**

- a. Task Order Number
- b. The date service requested
- c. Date service started
- d. Number of pages translated
- e. The language
- f. Name and location of interpreter
- g. The name and office of the personal requesting service
- h. Date service completed

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**VENDOR 20**

**Question 104:** How many "associated district offices throughout the United States and its territories" are there?

**Answer 104:** **There are approximately 932 Member district offices in the 110<sup>th</sup> Congress.**

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- Question 105:** For interpretation of telephone calls, will these be scheduled conference calls with advance notice or do you need instant, on demand, 24/7 interpretation for all calls at any time?  
**Answer 105:** **Instant interpretation of telephone calls. See Section C.1.5**
- Question 106:** For which languages do you need translation/interpretation services?  
**Answer 106:** **See Answer 2.**
- Question 107:** For the “face to face” interpretation events, will these be scheduled events or spontaneous at any day/hour?  
**Answer 107:** **See Answer 19.**
- Question 108:** For document translation services, what is the required turn-around time for translations?  
**Answer 108:** **See Answer 46.**
- Question 109:** Will the documents for translation be submitted to us originally in electronic or printed form?  
**Answer 109:** **This will be determined based on the Member office’s capabilities.**
- Question 110:** For web site support, which “native language(s)” do you require?  
**Answer 110:** **See Answer 2 and 18.**
- Question 111:** What is meant by the term “value added services” in Line Item No. 0006?  
**Answer 111:** **Value added services means any additional services the offeror can provide to the House not listed in Section 5– Task of the Statement of Objective.**
- Question 112:** The contract is characterized as IDIQ. Do you have any idea of the anticipated volume of work in each category, an estimate by week, month or year?  
**Answer 112:** **No.**
- Question 113:** The Statement of Work says that vendor success will depend “to a great deal on sales and marketing efforts and the ease of using vendor’s products.” What “products” are you looking for us to provide; the solicitation talks only about “services.” Are you looking for us to sell (promote) our services to encourage Members of Congress and their staffs to use these services?  
**Answer 113:** **Yes, See Answer 98.**
- Question 114:** For the website development and support, do you have another vendor to actually create and maintain the websites? Are you looking for just the translation of English language sites into other languages, or do you want us to actually develop original website content and graphics?  
**Answer 114:** **See Amendment 0003 revised Section C.1.5-Task of the Statement of Objectives**
- Question 115:** The place of performance is stated as “House Capitol Hill office buildings, Washington, DC or contractor’s facility.” Elsewhere in the solicitation it talks about serving all congressional offices and district offices throughout the USA and its territories. Can you clarify the geographic scope of the place of performance?  
**Answer 115:** **Services for district office will be provided telephonically.**
- Question 116:** Do you require background checks of all contract personnel, or just those who may work on site in Congressional offices in Capitol Hill?  
**Answer 116:** **See Answer 6.**
- Question 117:** The solicitation talks about “individual task orders.” How exactly will requests for services be initiated? Will they come from any and all congressional offices, or will they be cleared through some central office or COTR?  
**Answer 117:** **See Section 7 Additional Information of the Statement of Objectives. Task Orders will be issued by the CAO Procurement Management Office for Tasks 2, 5 and 6 in Section 5 of the Statement of Objectives of Amendment 0003.**
- Question 118:** The solicitation says that Task Orders will be “Time and Material or Firm Fixed Price.” Elsewhere the solicitation says that the contract will be firm fixed price. Can you clarify?  
**Answer 118:** **The contract is an IDIQ fixed rates. Each Task Order will be firm fixed price. See the Statement of Objectives for additional information.**
- Question 119:** The solicitation states that all local (Metro DC area) travel will be at the contractor’s expense. Will there be other travel requirements (outside of the DC area) and if so, can you give us some idea of the frequency or volume of such travel and who will pay for it?

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**Answer 119:** None anticipated.

**Question 120:** Have funds been appropriated for this contract?

**Answer 120:** Each task order will be individually funded.

**Question 121:** The solicitation states that there is no obligation for a minimum service order and no obligation to procure such services exclusively through this contract vehicle. Can you give us any idea of what may be the anticipated volume of work (so we can reasonably anticipate staffing needs in our proposal) and does the government intend ultimately to solicit multiple contracts for this work?

**Answer 121:** See Answer 1 and 20.

**Question 122:** Are there any page limitations on the various sections of the proposal?

**Answer 122:** No.

**VENDOR 21**

**Question 123:** Is there an incumbent providing some or any of these services outlined in the SOW and if so, whom?

**Answer 123:** See Answer 3.

**Question 124:** Will the incumbent be competing for this requirement?

**Answer 124:** See Answer 3.

**Question 125:** In the CLINS outlined on page 2, please clarify the following:

- a. For CLIN 0001 "Language Translation Services", what is the unit for "real-time telephonic translation services?"
- b. Is the unit of measure for 0001 by the minute the quarter-minute (both of which are usually industry-standards for this type of translation service)?
- c. For CLIN 0002 "Face to Face Visitors Translation Services", what is the unit of measure, question is same as 3b above?
- d. Face to face Translation is usually considered interpretation (translation is normally associated with document translation). In-person interpretation services are either escort, consecutive or simultaneous and each requires a different technical skill to be performed by the linguist. Please indicate which of these three interpretation services are meant by "face to face" for 0002?
- e. CLIN 0003 "Document Translation Services", what is the unit of measure?
- f. Usually the unit of measure for this service is by the word or thousands of words, please indicate for 0004 which of these it is?
- g. For CLIN 0004 "Web site support", please indicate what is the unit of measure?
- h. Is the web site support for translation by the hour, by the word or by the thousands of words for 0005?
- i. For CLIN 0004, please define if web site support should include authoring, writing, formatting, digital compression or other items so that the website in the native language has "virtually" the same look as the English language website?
- j. If the answer to 3i is that these services will be required, which is likely in order to properly format any native language into a website, will there be a separate CLIN for this?
- k. For CLIN 0005, "info on other contractor services available", please indicate what is the unit of measure for pricing to be included? For example, if other services may include providing multi-media services for use on the native language and/or English websites, how is a contractor supposed to quantify that when this item is so vague for these "other services?"
- l. How can the line items include all costs if there is no clarity to the units of measure, the "other services" as they are not outlined clearly either in the CLINS or the statement of work?
- m. Since the "other services" will vary significantly by contractor, how can the government adequately determine a "Best Value" award when the CLINS for this line item and others require further clarification?
- n. For CLIN 0006 "volume discounting", what is the unit of measure and how shall that be determined for providing a total cost?
- o. For CLIN 0006 will this be a part of the prompt pay act, which if this were a TBD, would therefore be all-encompassing under this act?

**Answer 125a:** See Answer 28 and 41.

**Answer 125b:** See Answer 28 and 41.

**Answer 125c:** See Answer 28 and 41.

**Answer 125d:** See Answer 19 and 100.

**Answer 125e:** See Answer 28 and 41.

**Answer 125f:** See Answer 28 and 41.

**Answer 125g:** See Answer 28 and 41.

**Answer 125h:** See Answer 28 and 41.

**Answer 125i:** See Amendment 0003 Statement of Objectives – 5 Tasks

**Answer 125j:** See Answer 28 and 41.

**Answer 125k:** See Answer 28 and 41

**Answer 125l:** See Answer 28 and 41

**Answer 125m:** See Answer 28 and 41

**Answer 125n:** See Answer 28 and 41

**Answer 125o:** Although the House endeavors to pay properly submitted and uncontested invoices within 30 days, Congress is specifically excluded from the prompt payment act.

**Question 126:** As a contractor who provides linguists for various government entities and in order to protect national security for any issues that may need interpretation (face-to-face), document translation or telephonic interpretation, it seems this solicitation should at the very least require a criminal, credit and/or employment background check, possibly an SF85 or SF85P be submitted by any potential linguist working on something as vital as communications for the House of Representatives, will this be considered?

**Answer 126:** See Answer 6 and Answer 19.

**Question 127:** To the point of national security and fulfilling the requirement of the trustworthiness owed to our Representatives, constituents and the nation, it is recommended the contractor who receives this award should possess a Top Secret Security Facility Clearance, will that be considered?

**Answer 127:** See Answer 6.

**Question 128:** Will this solicitation be exclusively offered only to US Companies as a means of maintaining trustworthiness toward the end of national security as regards House of Representatives communications?

**Answer 128:** See Answer 6.

**Question 129:** The SOW states that “on-demand translation support to Member and District offices 24/7” both CONUS and its territories is to be provided (page 7, #1.) Yet for “Place of Performance” (F.7 HC .6.020, pg 14) it states “House Capitol Hill Office Buildings, Washington, DC or contractor’s facility. Please clarify where the place of performance is for this will significantly affect the pricing structure of the submission.

**Answer 129:** See Answer 88.

**Question 130:** Based on the lack of clarity in the CLINS, the methodology for determining “Best Value” for the “other services” and the lack of clarity as to the place of performance, it is requested that there be a modification that extends the submission date for this proposal.

**Answer 130:** See Amendment 0003.

## **VENDOR 22**

**Question 131:** What languages are expected to be supported under this requirement?

**Answer 131:** See Answer 2.

**Question 132:** Are these visits only in Washington DC or could they be in the representative’s home states? Do you have any idea how many visits may be required?

**Answer 132:** See Answer 19.

**Question 133:** For line item 0003 do you have an estimate of the number of pages per document?

**Answer 133:** No.

**Question 134:** Line item 0004 covers web sites. How many different languages/web sites are to be supported?

**Answer 134:** See Answer 2.

**Question 135:** I'm assuming if the period of performance is extended as stated, the price per line item for the out years will be negotiated at that time, Is this correct?

**Answer 135:** No, offerors shall including pricing for the base year and for the option years. See C.1.8 of the Statement of Objectives.

## **VENDOR 23**

**Question 136:** What is anticipated volume of contract per type of work?

**Answer 136:** Statistical information is not available.

**Question 137:** What is the turnaround time for translation services? Advance notice time for interpretation services?

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**Answer 137:** See Answer 46.

**Question 138:** What are locations of in-person interpreter assignments? List of local offices?

**Answer 138:** In-person interpreter are not requirement at this time.

**Question 139:** May we bid minimums (hourly for interpretation and word count for translation)?

**Answer 139:** Yes.

**Question 140:** How many contracts will be awarded? If more than one, how will government decide who gets assignments?

**Answer 140:** See Answer 1.

**Question 141:** Is this a new procurement or a re-bid? If re-bid, who is incumbent? If new, how are services procured now?

**Answer 141:** See Answer 3.

**Question 142:** a. Must all interpreters and translators have CP491 clearance? b. Telephonic interpreters too? c. Will you accept other agency security clearances/background checks?

**Answer 142a:** See Answer 6.

**Answer 142b:** Yes.

**Answer 142c:** No.

**Question 143:** Can you provide a breakdown on the number and type of requests received during normal business hours (say 8 AM to 6 PM, M-F) vs. after-hours?

**Answer 143:** Statistical information is not available.

**Question 144:** Liquidated damages Clause on p. 14. How is the total contract cost per day calculated? Also, there is a provision for 15% administrative fee. What is this 15% a percentage of?

**Answer 144:** This clause has been removed.

**Question 145:** How many times a day, week or month do they require interpretation.

**Answer 145:** See Answer 20.

**Question 146:** Can they provide historical data for the past 6 to 12 months to show how often they used interpretation and a break down of the languages used (ie: used 100 times, 30% Spanish, 20% Russian, 10% ,Mandarin 40% all other languages)

**Answer 146:** See Answer 20.

**Question 147:** How long do they normally require interpretation (call center – 5 minute calls, site visits – one hour visit etc).

**Answer 147:** See Answer 20.

**Question 148:** How far in advance do they know that they will require interpretation (not required for call center)

**Answer 148:** See Answer 20.

**Question 149:** For the real-time telephonic translation services requested, does the HOR expect the use of such services to require dual-hand set telephone? If so, will each Representative provide such phones in their respective offices?

**Answer 149:** No.

**Question 150:** How has the House and affiliated offices resolved the specific language communication barriers between constituents and their representatives in the past? Are there any incumbent vendors that have provided a portion of any of the specific tasks requested in the solicitation? If so, please identify such incumbents?

**Answer 150:** See Answer 3.

**Question 151:** Which specific languages does the House expect will be requested or required the most for telephonic, face-to-face, and document translation services respectively? What data has the House tracked or have in support of any anticipated need for translation services classified by language(s)?

**Answer 151:** See Answer 2 and 19.

**Question 152:** Will face-to-face visitor translation services be scheduled in advance with 24-48 hours notice? Or will such services be required for on-demand? (I.E. in under 24 hour notice?)

**Answer 152:** See Answer 19.

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**Question 153:** If face-to-face visitor translation services are needed on-demand, where will the respective interpreters be housed while waiting for assignments?

**Answer 153:** See Answer 19.

**Question 154:** The submission of the proposal deadline is set for June 2, 2008, whereas the submission of questions deadline is after June 2<sup>nd</sup>, and on June 20, 2008. Please let us know if the two dates are meant to be interchanged.

**Answer 154:** See Answer 60.

**VENDOR 24**

**Question 155:** We currently have a US Representative who is already our client and who uses our services for both his district and DC offices. If we are awarded this contract, will this agreement replace the agreement we already have with him? If we are not awarded the contract, will he be required to stop using our services and to use the service you select instead?

**Answer 155:** This contract will not replace any agreements already in place.

**Question 156:** Are individual Representatives' staff aware that you are issuing this RFP?

**Answer 156:** The Committee on House Administration approved the release of this solicitation on behalf of the House.

**Question 157:** Is it possible to submit a bid for some of the work, but not all? Being located outside of DC, we can provide phone interpreting, but on-site languages are limited. May we still bid for the phone portion?

**Answer 157:** See Answer 1.

**Question 158:** Regarding on-site interpreting, each Congressperson has a home, district office as well. Will on-site interpreting be required for their district offices or only for the DC offices? Very few companies have this geographically large of an on-site scope. In addition, the cost of on-site interpreting varies widely from region to region, much as the cost of living. How should this be addressed in our quote? Do you want 51 different rates (one for DC and one for each State)?

**Answer 158:** On-site interpreting is not required.

**Question 159:** To help handle the geographic diversity and the volume required, will more than one company be selected for on-site interpreting or other services? For example, one vendor could handle the Southeast, another New England, and so on.

**Answer 159:** No, See Answer 1.

**Question 160:** Could you please provide a list of which languages are most in demand for which type of service?

**Answer 160:** See Answer 2 and 20.

**Question 161:** What does section "I.4 HC.9.004 Availability of Funds" mean? Does this mean that we might not get paid for services rendered if funding is no longer available, falls through, etc? Or does it mean that the funding for this bid has not yet been approved and that no proposals may be accepted if the funding falls through? This is not clear to me or to my staff.

**Answer 161:** No. No.

**Question 162:** The RFP does not address the equipment used in telephone interpreting. Will the selected company be responsible for buying and/or supplying dual-handset phones or splitters? Will the House get this equipment on its own? If the selected company is responsible, will this equipment be purchased by the House or will it be on loan from the company?

**Answer 162:** See Answer 19. See Answer 101. See Answer 161.

**VENDOR 25**

**Question 163:** Do we have to provide all the languages services from bid OPR08000040 in order to participate? If not, will you award the bid to a few agencies instead of one agency only?

**Answer 163:** See Answer 1 and 2.

**VENDOR 26**

**Question 164:** The referenced RFP does not identify the foreign languages for which the government requires the translation services described in the Statement of Work (SOW). The price for providing the types of foreign language services described in the SOW may vary from one foreign language to another because of various considerations (e.g., commonality, complexity, etc.). To ensure that bidders provide the most realistic fixed price quote for each of the Line Items contained in Section B, we request that the government identify the foreign languages for which the desired services will be provided under the proposed contract.



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**Answer 164:** See Answer 2. See Answer 28. See Answer 41.

**Question 165:** What level of foreign language proficiency must contractor staff proposed for this effort possess in order to meet the government's performance expectations?

**Answer 165:** The contractor staff shall at a minimum be at the level of Professional Working Proficiency which includes:

- able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social, and professional topics
- can discuss particular interests and special fields of competence with reasonable ease
- has comprehension which is quite complete for a normal rate of speech
- has a general vocabulary which is broad enough that he or she rarely has to grope for a word
- has an accent which may be obviously foreign; has a good control of grammar; and whose errors virtually never interfere with understanding and rarely disturb the native speaker.

**Question 166:** Must contractor staff proposed for this effort possess any special language or technical certifications? If so, please identify.

**Answer 166:** No. However offeror can provide a list of the special language and/or technical certifications possess by its staff in their proposal.

**Question 167:** The SF 33 accompanying the solicitation identifies June 20, 2008 (2:00pm) as the due date for submission of proposals. However, paragraph L.2 of the RFP states that proposals are due by June 2, 2008 (2:00pm). Please clarify.

**Answer 167:** See Answer 60.

**Question 168:** Paragraph L.2 of the RFP states that vendor questions are due no later than 2:00pm EST on June 20, 2008 and that the proposal is due June 2, 2008 by 2:00pm EST. Please clarify.

**Answer 168:** See Answer 60

**Question 169:** Paragraph H.11 (Incidental Services, Travel, and Expenses) states that the contractor shall bear the cost of all local (Washington, DC and metropolitan area) services, travel, and any other expense incurred incident to the performance of the work. Paragraph C.1 states that the contractor shall provide foreign language translation services for Members communicating with constituents and others via telephone, and personal visits to Member offices and District offices. This last statement suggests that some travel outside the metropolitan area may be required during the term of the contract. If this interpretation is correct, we request that the government provide an estimated cost for travel to Member District offices.

**Answer 169:** See Answer 1 and 19.

**Question 170:** Is the work described in the referenced RFP currently being provided by an incumbent contractor or is this new work? If there is an incumbent, please identify.

**Answer 170:** See Answer 3.

**Question 171:** The evaluation factors described in Section M of the RFP include (1) Technical Approach, (2) Management Approach, (3) Corporate Capabilities, (4) Past Performance, and (5) Price. However, Section L.1 (Content of Proposal) does not provide instructions on the content of the Management Approach. Please clarify.

**Answer 171:** See Amendment 0003 clause HC.12.002.

**Question 172:** As described in paragraph L.1 (subpart 5), the content of the Technical Proposal shall contain "product sample and specifications" that comply with Section C. Section C of the RFP only describes the translation "services" required. The paragraph on "Deliverables" describes the service level requirements for each task area. From the information provided in the RFP, it is difficult to discern what the government means by product sample and specifications. Please clarify.

**Answer 172:** See Amendment 0003 clause HC.12.002.

**Question 173:** Section L.1 (subpart 7) provides guidance on the types of information a bidder must provide for three (3) current or recent references. For each contract reference cited a bidder must identify/describe "pick-up and delivery sites". Please explain what is meant by this phrase in the context of the SOW requirements.

**Answer 173:** See Amendment 0003 clause HC.12.002.

**Question 174:** Approximately how many man-hours were devoted to the delivery of each type of translation support services identified below during each of the past two fiscal years?

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- a. real-time telephonic translation services
- b. face-to-face visitors translation services
- c. document translation services
- d. web-site support to develop native language versions of Member sites

**Answer 174a:** See Answer 20.

**Answer 174b:** See Answer 20.

**Answer 174c:** See Answer 20.

**Answer 174d:** See Answer 20.

**Question 175:** The government's reply to this inquiry (particularly as regards the content of the technical proposal and the estimated level of effort) will have a significant impact on the responsiveness and compliance of vendor proposals. To ensure that bidders are allowed enough time to adjust proposal strategy and content based on the government's answers to these and other questions, we respectfully request an extension of the due date to June 27, 2008.

**Answer 175:** See Amendment 0003 Clause HC.12.003.

**VENDOR 27**

**Question 176:** Please identify the languages for which you are interested in obtaining translation services support?

**Answer 176:** See Answer 2.

**VENDOR 29**

**Question 177:** Re: L.1(7) Please confirm that the government is requesting three current or recent past performance references for each member of the Offeror's team.

**Answer 177:** Providing three current or recent past performance references is required only for the Offeror.

**Question 178:** Re: G.1 - Please provide further information regarding the issuance of task orders. Specifically, does the Government plan to issue:

- (a) one task/delivery order for each type of translation service (telephonic, face-to-face, document translation, or web site support) against which all Member and District Offices may order to obtain that specific type of translation service? [potential of 4 task/delivery orders in total]
- (b) one task/delivery order for each of the 435 Member and District Offices to obtain all translation service types [potential of 435 task/delivery orders in total]
- (c) a separate task/delivery order for each type of translation service for each of the 435 Member or District Offices [potential of 435x4 task/delivery orders in total]

**Answer 178a: No, See Answer 117.**

**Answer 178b: No, See Answer 117.**

**Answer 178c: No, See Answer 117.**

**Question 179:** Re: C.1.6 (Task 2) - Please confirm that the word "telephonic" should be removed from the description of Task 2 in Section 6, Deliverables.

**Answer 179:** No. See Answer 19.

**VENDOR 30**

**Question 180:** Is it your intent that all of the quantities of Section B are "0.00"? Having a zero quantity implies that we are just quoting rates.

**Answer 180:** See Answer 28 and 41.

**Question 181:** All of the deliverable units of Section B are marked as "ea". Since this is an IDIQ contract, this seems inappropriate. We would assume that CLINs 0001 and 0002 should have a unit of "HR" since these require actual linguist time. CLINs 0003 and 0004 deliverable units would seem to be more appropriately either "HR" or "Page" or "Word" while CLINs 0005 and 0006 might be better specified as a onetime "LOT" or not separately priced ("NSP"). Please clarify the units required so that we could accurately bid these costs.

**Answer 181:** See Answer 28 and 41.

**Question 182:** Section C.3.1, paragraph 2 mentions support being provided to all district offices. Do you have a master list of all district offices and other locations where translation services would be potentially required?

**Answer 182:** Travel to district offices is not required at this time. Translation services will be provided telephonically.

**Question 183:** Do you have any historical data that shows the frequency and duration of services desired by either the House membership or by their various offices? Is there any expectation of certain languages that will be required?

**Answer 183:** See Answer 3 and 20.



**Question 184:** Section C.3.1, paragraph 3 requires 24x7 support. However, what is the response time requirement for personal face-to-face support? It obviously cannot be instantaneous since the solicitation does not contemplate the permanent stationing of linguists at each office. What is the contract mandated response time for face-to-face support?

**Answer 184:** See Answer 19.

**Question 185:** Section C.3.1, paragraph 5.4 requires Web page support. Is this support strictly translation, or does it also include web page development and formatting?

**Answer 185:** See Section C.1.5 of the Statement of Objectives.

**Question 186:** Section K.3., paragraph c requires a "Current Staffing Document." What information is desired in this document?

**Answer 186:** See Amendment 0003 clause HC.11.004.

**Question 187:** Section L.1, paragraph 7 requires customer references. Is it sufficient to provide recent DEA or DoD past performance surveys?

**Answer 187:** No.

**Question 188:** Section L.2 specifies that the proposal should be delivered by 2 June, while the due date on the Solicitation cover page (block 9) is shown as 20 Jun 2008. Is that the 20 June date the correct one?

**Answer 188:** See Answer 60.

**Question 189:** Section L.2 also requires that questions be submitted by 20 June. Is it correct to assume that questions need to be submitted by 2 June?

**Answer 189:** Yes.

#### **VENDOR 31**

**Question 190:** Please clarify the following discrepancy on page 7 of the SOW: "5 Tasks" #2 indicates the "Contractor shall provide face-to-face visitors translation services" (which sounds like an on-site interpreter is needed) but in "6 Deliverables" #2 the text reads "Delivery requires immediate and accurate telephonic translation services for face-to-face visitors" (which sounds like the Member or District office would simply teleconference in an interpreter for their face-to-face meeting). For face-to-face visitors, is the Government asking for telephonic translation or a translator to make a personal call at the office?

**Answer 190:** See Answer 19.

**Question 191:** Regarding the "sales and marketing efforts" mentioned in "Objectives 4" on page 7 of the SOW, what does the Government expect? Are they asking for the vendor to promote the program (e.g., advertise via email, mail out brochures, make sales calls at each Member and District Office, etc.)?

**Answer 191:** Yes.

**Question 192:** In Section L.1(5) instructs the offeror to include a product sample that complies with Section C. However, I didn't see any text in Section C (SOW) that provided additional information about the product sample. Please advise.

**Answer 192:** See Answer 59.

**Question 193:** Does the term "District Offices" refer to offices in each congressman's home state? If so, then translation and interpretation services would be required in all 50 states--correct?

**Answer 193:** See Answer 19.

**Question 194:** Is there an incumbent vendor currently performing translation services for the House? Or is this a new service contract?

**Answer 194:** See Answer 3.

**Question 195:** To clarify pricing in Section B, I provide fixed rates for each of the six CLINs and the actual billable amount will depend on the volume each month--correct?

**Answer 195:** See Answer 28 and 41.

**Question 196:** Is there a minimum or maximum amount the Government plans on paying the vendor the first year?

**Answer 196:** No.

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**Question 197:** Are there any reimbursable expenses that are part of this contract? For example, Section G.6 on page 17 mentions a post award conference where the contractor and COR meet. Are travel expenses reimbursable?

**Answer 197:** **No.**

**Question 198:** Section G.5(b) mentions that "The ACR shall provide periodic status reports to the COR pursuant to clause H.C.7.005 of this contract." However, I cannot locate clause H.C.7.005 in the document. Can you tell me which page this clause is on?

**Answer 198:** **See Amendment 0003 clause H.C.7.005.**

## ATTACHMENT 2

## Telephonic Interpretation Services

[illegible]

## Document Translation Sevices

[illegible]

## Web Site Translation Sevices

[illegible]

[illegible]