

UNIVERSITY MEDICAL CENTER OF SOUTHERN NEVADA
Bid No. 2015-01
Video and Telephonic Interpreters and Document Translation Services

March 24, 2015

ADDENDUM NO. 2

QUESTIONS / ANSWERS

- Q.1 If a vendor is only proposing to provide services for telephonic interpretation (which would not interface with UMC's databases or technology systems in any way), can we safely assume that Attachment 6 is not relevant to our scope of work?**
- A.1 Attachment 6 was included in this Bid to provide as a guide in case vendor's system had to be interfaced with UMC's system.
- Q.2 Would UMC consider split pricing for Spanish and all other languages?**
- A.2 No.
- Q.3 Can a vendor bid only for Telephonic interpreting?**
- A.3 Yes. Award of any service will be on a Lot by Lot basis per Section II General Conditions, Method of Award.
- Q.4 Under Attachment 1 "Customer's Insurance Requirements" it states that the Certificate of Insurance (COI) will be required 10 calendar days after the award by UMC. However, on page 24 under "Attachments to Bid Form" it states that Attachment 1 Certificate of Insurance is required or the bid may be rejected. Please clarify if Certificate of Insurance is required with the submittal of the Bid or will be required after award.**
- A.4 Thank you for pointing this out as Attachment 1 is UMC's standard COI template. The keyword in the Attachment to Bid Form is "may". Ideally UMC wants everything upfront, this helps expedite the process. However those deemed successful Bidder(s), upon issuance of Notification of Intent to Award, will have to provide this.
- Q.5 Will a vendor located outside the State of Nevada be required to obtain a Clark County Business License or Vendor Registration?**
- A.5 The determination will be made by the Clark County Business License Department (CCBL) wherein the facilitator of this Bid will coordinate with CCBL. Vendor may also contact CCBL per Section I Instruction to Bidders #37 if there are any questions. UMC will go by what CCBL recommends.
- Q.6 Does Attachment 6 require a response from the vendor or will this information be specifically requested after the award of the contract?**
- A.6 Attachment 6 was included in this Bid to provide as a guide in case vendor's system had to be interfaced with UMC's system. No response is needed from vendor.
- Q.7 What challenges have you had in the past?**
- A.7 None. Due to the dollar threshold, UMC has to comply with NRS 332 on Purchasing for Local Governments.
- Q.8 Regarding phone charges, UMC indicated that there should be no charges for the phones but then it mentions a line item for "maintenance charges for phones". These two instructions appear to contradict each other. Can you please elaborate/clarify?**
- A.8 Use/lease/rent of phones should bear no added cost to UMC however UMC included this Maintenance question in case vendor decides to charge UMC. Please note that if vendor decides to charge UMC for maintenance versus a vendor who does not charge for maintenance (i.e. offers free maintenance), this will impact the result of each vendor's bid.

Q.9 The document translation formatting fee is requested as a price per document. However, the industry standard is to provide these services on an hourly basis. Will UMC consider revising this requirement?

A.9 No.

Q.10 For Video Remote Interpreting, what percentage of requests are for ASL versus other spoken languages? What is the percentage breakdown by language? How is this service currently being provided to UMC?

A.10 90% ASL and 10% Other depending on availability.

Q.11 Will UMC need new phones (100 phones) or is UMC simply looking at replacement costs should an existing phone break?

A.11 New phones will be needed (dual set). Refer to Q.8.

Q.12 Page 21, Lot 1, Item 1.1 – Line item states that telephonic interpretation will be charged per minute, however call time will be rounded to the nearest second. Will UMC please clarify if it will be expecting billing for telephonic interpretation per second or per minute?

A.12 Statistics are done per minute rather than per second. However, UMC does prefer to be billed per second for telephonic interpretations.

Q.13 What is the estimated value of this contract?

A.13 UMC declines to answer this question.

Q.14 If multiple vendors are selected, how will the work be divided and what does your current disbursement strategy look like?

A.14 Not applicable. Only one vendor is selected (per Lot)

Q.15 How will cost be evaluated for rating offerors?

A.15 Overall pricing/fiscal impact will be evaluated per bidder – how each bidder prices a Lot(s).

Q.16 Will cost be evaluated on the base year or total including optional years?

A.16 Evaluation will be based on how bidder prices a Lot(s).

Q.17 Will the unit cost be used or the unit cost times the quantities provided to come up with a total cost?

A.17 If a column asks for an Extended Total, UMC will go by the Extended Total (UMC double-checks the multiplication and corrects the result if needed). If a question asks for Per Unit only, it will go by Per Unit.

Q.18 What percentage or weight does cost carry in the overall Bid?

A.18 Most of it as we initially go by the lowest responsive and responsible bidder.

Q.19 Is there an Evaluation template that will be used? If so, can it be provided?

A.19 UMC declines to answer this question.

Q.20 Does UMC own the phone equipment currently utilized for telephonic interpretation?

A.20 No.

Q.21 If the answer to Question 20 is yes, could a vendor supply a maintenance and service contract versus supplying new phone equipment?

A.21 N/A

The Bid due date of **Wednesday, April 8, 2015 at 2:00:00 P.M.** remains the same. Should you have any questions, please contact me at (702) 383-2423 or via email at Kristine.sy@umcsn.com.

Issued by:

Kristine Sy
Sr. Management Analyst - Contracts
UMC