



CITY OF WORCESTER, MASSACHUSETTS



Administration & Finance
Purchasing Division
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October 1, 2020

To All Bidders:

Subject: Bid No. CR-7481-W1, Interpretation Services – Spoken Language / WPS
ADDENDUM NO. 1

To Whom It May Concern:

With reference to our bid request relative to the above subject, please refer to the changes/modifications/clarifications to the original bid request.

SEE BELOW QUESTIONS RECEIVED AND RESPONSES FROM WPS

- 1. Who are the current incumbents? What are their rates? Please refer to the previous bid which is available on site using the search bids tool.
2. Is this bid open to individuals/single member LLC interpreters? (Interpreters who have incorporated themselves but do not have staff or a roster of multiple interpreters). We are open to any bidders that comply with our requirements.
3. Will this bid be awarded to multiple vendors? If so, how will the work be distributed? Yes, multiple vendor award as noted in the bid, and there is no specific obligation on our part as far as # of hours of service.
4. Page 10, 1.0 Service Requirements lists language interpretation "(in-person and virtual)." By "virtual", do you mean over the phone interpretation or video remote interpretation? Video remote interpretation
5. What are the most common languages requested? Albanian, Arabic, Nepali, Portuguese, Vietnamese, Spanish and Twi
6. What languages has WPS found to be the most difficult to fulfill? The most recent ones are Ewe, Dinka, Fanti, Kru (Krumen) and Somali
7. Can you please break down the frequency of each language requested for 2019? (Example: 50% Spanish, 20% Arabic, etc.) We do not have that information.
8. How often are interpretation requests scheduled for outside of school hours? Not often.
9. Does WPS have interpreters on-staff? If so, for what languages? Yes, WPS has 14 interpreters for various spoken languages and 3 interpreters for ASL.

Bidders are requested to acknowledge and/or include this addendum with bid. All other terms, conditions and specifications remain unchanged.

Very truly yours,

Christopher J. Gagliastro
Purchasing Director