



The City of **WORCESTER**

Administration & Finance – Purchasing Division
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October 5, 2026

To All Bidders:

Subject: **Bid No. CR-8822-M7, 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 proposal request.

Questions Received by the City and their answers below:

1. Mode of delivery. Section 1.0 describes the service as "oral face-to-face foreign language consecutive or simultaneous interpretation (in-person and virtual)." The operational provisions that follow — arrival ten minutes before the scheduled time, reporting to school personnel on arrival, mileage reimbursement, and the inclement-weather provisions at Section 1.7 — are written for on-site attendance.

Please confirm whether virtual interpretation is acceptable as the primary mode of delivery for assignments, or whether on-site attendance is expected by default with virtual delivery available only in specified circumstances. If virtual delivery is acceptable, please also confirm whether a bidder may be placed on the eligibility list on a virtual-only basis for one or more languages, and whether the Worcester Public Schools uses a particular platform for virtual assignments.

The primary mode of interpretation depends on the requester's needs. Generally, the requester determines whether VRI will be the primary and only mode of interpretation for a scheduled meeting or whether on-site interpretation will be the primary mode, with VRI serving as a secondary or backup option.

For virtual interpretation, WPS primarily uses Google Meet and, on occasion, Zoom.

2. Placement of a company bidder on the eligibility list. The pricing page invites a rate for each of the thirty-two listed languages, and the bid states that successful bidders will be placed on the appropriate list by language in ascending order starting with the lowest hourly rate.

Please confirm:

A. Whether a bidder may quote rates for a subset of the listed languages and be placed on the eligibility list for only those languages, leaving the remaining rows blank without being deemed non-responsive.

Yes. A bidder may submit rates for a subset of the listed languages and is not required to submit rates for every language.



B. Where the bidder is a company rather than an individual, whether the company is placed on the eligibility list as a single entry at its quoted rate, or whether its individual interpreters are listed separately.

The eligibility list includes the bidder, which may be either a company or an individual. When the bidder is a company, the company is listed as the eligible vendor; its individual interpreters are not listed separately.

Accordingly, the company must submit one quoted rate per language on behalf of the company rather than separate rates for each individual interpreter it employs or contracts with.

C. How the Worcester Public Schools expects a company bidder's interpreters to be registered for assignment purposes — specifically, how those interpreters receive and accept assignments through the WPS Request Dropbox described at Section 1.3, and how their CORI checks and fingerprints are placed on record with the Worcester Public Schools under Section 1.2.

WPS communicates directly with the vendor, not the vendor's individual interpreters. Only the vendor receives login access to the WPS scheduling system. When WPS sends an assignment to the vendor, the vendor is responsible for assigning an appropriate interpreter and communicating with that interpreter about all matters related to the assignment.

CORI and fingerprinting requirements: As part of Worcester Public Schools' approval process for language interpretation services, all individual interpreters assigned under the contract must successfully complete a Criminal Offender Record Information (CORI) check prior to providing services.

To complete this requirement, each interpreter must submit a completed CORI authorization form and provide a copy of a valid government-issued photo ID. Worcester Public Schools staff will verify the interpreter's identity and submit the documentation for processing. Interpreters will be eligible to provide services only after WPS Human Resources has completed the review and notified the contractor that the CORI check has been cleared.

3. The solicitation references approximately 7,277 hours of spoken-language interpretation in FY26. Could you provide an approximate breakdown of in-person versus virtual interpretation hours, if available?

Approximately 88% of interpretation services were VRI, while approximately 12% required in-person-only services.

4. Are Over-the-Phone Interpretation (OPI) and Video Remote Interpretation (VRI) included within the scope of this bid? If so, please clarify how WPS currently accesses these services (e.g., dedicated hotline, web/mobile application, or another platform).



For VRI services, WPS primarily utilizes Google Meet (approximately 99% of virtual assignments) and Zoom (approximately 1%). For meetings scheduled through Google Meet, the requester provides the meeting link. For Zoom meetings, the requester may provide the link or ask the vendor to create it, particularly for larger events that require a business-level Zoom account.

5. The solicitation states that assignments are managed through the WPS Request Dropbox. Could you please provide additional information on how this system operates? In particular, is the Dropbox shared among all approved vendors, or are assignments sent directly to selected vendors/interpreters? Each approved vendor receives unique login access to the WPS Request Dropbox. WPS sends assignments directly to an individual vendor rather than sharing them with all approved vendors at once.

The vendor is expected to respond within 24 hours indicating whether it can fulfill the assignment. This gives WPS enough time to seek another provider when needed.

Through the WPS Request Dropbox, vendors indicate whether they have secured a provider and accepted the assignment or whether they must decline it. After completing the assignment, the vendor marks it as completed and submits the corresponding timesheet.

At the end of each month, each vendor must submit two separate invoices: one for general interpretation assignments and one specifically for Special Education-related assignments.

6. Apart from the end of tenure, is there any other reason to release this solicitation?
No.
7. Are there specific technical requirements for this proposal?
Vendors awarded a contract must be able to use the WPS scheduling system. WPS will provide individual training on the scheduling system following contract award.
8. Can the district please provide a detailed explanation for how points will be awarded for the pricing section of this solicitation (i.e., lowest bill rate receives maximum points, and next lowest vendor receives a prorated amount; lowest bill rate receives maximum points, and the next lowest vendor receives a predetermined amount of points)?
Pricing will be considered based on the relationship between competitive rates and service quality, with the objective of identifying the best overall value for WPS.
9. Can we have a copy of the agreement for review?
There is no agreement for this contract. Vendors are placed on a call list. Standard Worcester Purchase Order Terms & Conditions apply.
10. Can we provide different rates for each FY of this 3-year term?
No, vendor must maintain consistent rates throughout the contract term.
11. Can we provide separate rates for virtual and in-person interpreters?
Yes. Vendors may provide separate rates for virtual and in-person interpretation services.



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12. Will proposals that only submit in-person services be weighted more favorably? Or does the district expect to award multiple vendors?
WPS expects to award contracts to multiple vendors. Proposals offering in-person-only services may be submitted; however, the district intends to establish a pool of qualified vendors that can meet its interpretation needs.
13. Can the district please provide incumbent rates for contracts in place for similar services?
Current rates vary significantly by vendor type, service modality, and assignment requirements. Factors include whether services are provided in person or virtually, whether consecutive or simultaneous interpretation is required, whether the request is last-minute, and the language requested. Therefore, no single incumbent rate applies to all interpretation services.
14. Does the district want the SLI resume and certification with the proposal or post-award?
WPS requires the SLI resume and applicable certification with the proposal.
15. Do you expect to award this tender to one or to multiple vendors?
See #12.
16. Are partial bids permitted?
Yes, see #2A.
17. If there is a current incumbent, could you please provide their current rates so we know in advance if we can submit a competitive offer?
See #13.
18. Would you consider proposals that include coverage in other languages as optional available services?
Vendors should only bid languages listed.
19. What was your historical spending on these types of services last year?
WPS does not have that information available.
20. Can you please indicate if, historically, other departments, dependencies or units have taken advantage of your contracts to request services?
City Interpretation/Translation services are handled under separate solicitation.
21. Is there a preference for local providers?
No.
22. Is there a preference for SBE, WOB, or other disadvantaged businesses?
No.
23. Are out-of-state vendors permitted to submit a bid?
Yes.
24. Insurance and Worker's compensation. If services are provided remotely, is Automobile insurance still required?
Yes.



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25. Insurance and Worker's compensation. If services are provided remotely by professionals not necessarily from the state of Massachusetts, would compensation insurance still be necessary to submit?

Yes.

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

Very truly yours,

Stephen R. McDonald
Assistant Purchasing Director