



CITY OF PROVIDENCE, RHODE ISLAND

**Department: Public Property/Purchasing**

**RFP Title: TRANSLATION AND INTERPRETATION SERVICES – THREE-YEAR CONTRACT WITH  
TWO ONE-YEAR OPTIONS**

**Opening Date: 29 Jun 2026**

**Addendum #: 1**

**Issuing Date: 15 Jun 2026**

The purpose of this addendum is to:

- Clarify section numbering
- Clarify language capacity requirements
- Provide answers to questions from prospective bidders

One-Year

## **Translation and Interpretation Services**

Addendum #1

### **Clarification Regarding Section Numbering**

The City hereby clarifies that the solicitation contains an administrative numbering error.

The section titled “Responsibility Review,” currently identified as Section 11, shall be redesignated as Section 10.

The section titled “Contract Administration,” currently identified as Section 11, shall remain Section 11.

All subsequent sections shall retain their current numbering.

Accordingly, the section sequence shall be interpreted as follows:

- Section 9 – Pricing
- Section 10 – Responsibility Review
- Section 11 – Contract Administration
- Section 12 – Cooperative Use
- Section 13 – No Guaranteed Spend
- Section 14 – Termination

This clarification is administrative in nature and does not modify any substantive requirement, pricing provision, evaluation methodology, or contract term contained in the solicitation.

All other terms and conditions remain unchanged.

### **Clarification Regarding Language Capacity Requirements**

The City hereby clarifies that bidders may submit bids for one or more service categories. Bidders shall complete the Language Availability Matrix and identify all languages and service delivery methods available through their organization, including any subcontracting arrangements.

The City anticipates the greatest demand for Spanish, Portuguese, Haitian Creole, Cape Verdean Creole, Arabic, Mandarin Chinese, and American Sign Language (ASL). The City may consider language coverage, interpreter availability, response times, certifications, and subcontracting arrangements when determining bidder responsibility and making awards.

The requirement on Page 10 stating that "Failure to provide coverage for all required languages shall render the bid non-responsive" is hereby deleted in its entirety.

The City reserves the right to make multiple awards, category-specific awards, and establish primary, secondary, and tertiary contractors in order to ensure adequate language access services.

#### Q&As

1. Could you please provide the potential locations where ASL interpretation services will be required?

**Answer:** ASL services may be required at various City facilities and community meeting locations throughout Providence. Most assignments are expected to support public meetings, hearings, resident engagement activities, and departmental operations. Services will be requested on an as-needed basis.

2. We provide ASL interpretation both in-person and via Video Remote Interpreting (VRI). Should we include our hourly rates in both the ASL section under Category E and the VRI section under Category B?

**Answer:** Yes. If your firm offers ASL through VRI, you may include those rates under Category C (VRI). In-person ASL services should be priced under Category E (ASL Services).

3. On page #15, it is stated: "If the bidder's company is based in a state other than Rhode Island, list name and contact information for a local agent for services of process that is located within Rhode Island". If an out-of-state bidder does not possess a local agent or physical presence within Rhode Island, is that bidder still considered eligible for contract award? Or will this disqualify the bid proposal as non-responsive?

**Answer:** Yes. An out-of-state bidder remains eligible to bid. If selected for award, the bidder may be required to designate a Rhode Island agent for service of process prior to contract execution.

4. Regarding Bid Form 1 for IFB PVD26-72: is the local agent for service of process field mandatory for bid responsiveness, or may it be provided prior to contract execution if selected?

**Answer:** No. If a bidder does not currently maintain a Rhode Island agent, that information may be provided prior to contract execution if requested by the City.

5. The IFB identifies American Sign Language (ASL) as a Tier 1 required language and states that failure to provide coverage for all required languages renders a bid non-responsive. Be Moore Interpreting does not offer ASL services — not due to a gap in

capacity, but for the reasons I've outlined below. My question is: Would a bid submitted for all service categories except Category E (ASL) be considered responsive and eligible for award on those categories? Or, alternatively, is the ASL requirement limited to bidders who are bidding on Category E specifically?

Answer: Yes. Bidders may submit bids for one or more service categories. A bidder will not be deemed non-responsive solely because it does not offer ASL services or elects not to bid on Category E (American Sign Language Services). The City reserves the right to make category-specific awards and multiple awards as determined to be in the best interest.

6. Based on our review of the solicitation document, it appears that proposals may be required to be submitted in person. Could you please confirm whether proposal submissions for PVD26-72 are exclusive to in-person delivery, or whether there is any possibility for our company to submit the proposal digitally by email or through an approved electronic submission method?

Answer: No. At this time, bids must be submitted in accordance with the instructions contained in the solicitation. In-person, mail, and courier services are permitted. Electronic submissions are not permitted.

7. We would like to confirm whether bidders may submit a proposal for selected service categories and selected languages only, or whether all bidders must provide coverage for all mandatory languages listed in the IFB, including Spanish, Portuguese, Haitian Creole, Cape Verdean, and ASL.

Answer: Bidders may submit proposals for one or more service categories and may identify the languages for which they can provide services. Bidders shall complete the Language Availability Matrix included in the solicitation and disclose all available languages, certifications, response capabilities, and any subcontracting arrangements. The City reserves the right to make multiple awards and category-specific awards to ensure adequate language access services.

8. We would also appreciate clarification on whether subcontracting or teaming arrangements are acceptable to satisfy mandatory language coverage and emergency/after-hours service requirements.

Answer: Yes. The City will permit subcontracting and teaming arrangements, provided the bidder remains responsible for contract performance and clearly identifies any subcontracting arrangements in its proposal.

9. We are currently reviewing Solicitation PVD26-72 and would like to kindly request clarification regarding Category C – Video Remote Interpretation (VRI). The solicitation lists Spanish, Portuguese, Haitian Creole, Cape Verdean, and American Sign Language (ASL) as required languages. However, ASL is also listed separately under Category E –

American Sign Language Services. Could you please clarify whether bidders submitting pricing for Category C – VRI are required to include ASL VRI coverage under that category, or whether ASL should be treated exclusively under Category E?

Answer: No. Bidders submitting pricing for Category C (Video Remote Interpretation) are not required to provide ASL VRI services.

Category E has been established specifically to allow the City to procure American Sign Language (ASL) services as a standalone service category. However, bidders that offer ASL through Video Remote Interpretation (VRI) may identify that capability in their response and include applicable pricing under category C.

Bidders may submit bids for one or more service categories, and the City reserves the right to make category-specific awards, multiple awards, and split awards as determined to be in its best interest.

10. I tried to reach Ms Diaz with you Cc'ed about the WBE/MBE waiver but your server blocks my emails.

Answer: Please include a copy of your email to the MBE/WBE Outreach Director in your bid submission. This will be considered a bona fide effort to get the signature for the waiver form.

11. Will the Government specify a page count for offerors to address the minimum qualifications outlined in this section?

Answer: No. The City has not established a page limit. Bidders are encouraged to provide concise responses that clearly demonstrate compliance with the minimum qualification.

12. Will the Government accept electronic submissions?

Answer: No. See Question 6.

13. Will the Government accept hard copies of proposal through private shipping services?

Answer: Yes. Proposals may be delivered by courier or private carrier, provided the City Clerk receives them before the submission deadline.

14. What is the due date for MBE/WBE waivers for this opportunity?

Answer: See Question 10. If, by the time you submit your bid, you can't get the waiver form signed and returned by the MBE/WBE Coordinator, the City may require a complete and signed form if you're selected for award.

15. What phone system does the City use today?

Answer: This information is not material to this solicitation and will not be provided.

16. Do the services you use today tie into your phone system, or are they are separate 800 servie that you schedule?

Answer: Services are requested by departments on an as-needed basis. No integration with the City's telecommunications systems is required under this solicitation.

17. Are partial bids accepted?

Answer: Yes. Bidders may submit bids for one or more categories. The City reserves the right to make category-specific awards, multiple awards, split awards, and establish primary, secondary, and tertiary contractors as provided in the solicitation.

18. Are multiple awards expected for the same service?

Answer: Yes. The City reserves the right to make multiple awards by category and establish primary, secondary, and tertiary contractors.

19. If multiple awards are made, how will the work be apportioned?

Answer: Departments will first utilize the Primary Contractor. If the Primary Contractor cannot meet the request, departments may use the Secondary or Tertiary Contractor. The City may also utilize any awarded contractor when operational needs require it.

20. What is the estimated value/budget of the contract?

Answer: No estimated contract value or guaranteed spending amount is available. The contract is an IDIQ term contract with no guaranteed minimum volume.

21. What is the Period of Performance?

Answer: A recommendation for award is expected to be completed by July 2026. The base term would end on June 30, 2029, with two (2) optional one-year renewals, for a maximum contract term of five (5) years.

22. Could you please share past usage statistics broken down by service and language?

Answer: Historical usage data is not available in a format suitable for release. Estimated annual quantities are provided solely for bid evaluation purposes.

23. What is the name of the incumbent(s) and their contract number(s)?

Answer: The previous solicitation and renewals can be found [here](#).

24. Did the incumbent(s) cover every single assignment successfully?

Answer: See Question 23.

25. What challenges have you faced with a similar scope of work from vendors you worked with?

Answer: Challenges have included interpreter availability, emergency response times, specialty language coverage, scheduling conflicts, and consistency of service delivery.

26. Could you please provide the incumbent rates for each of the services requested in this solicitation?

Answer: See Question 23.

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

Answer: See Question 23.

28. Do you have in-house linguists who handle part of the work?

Answer: No. The City relies primarily on contracted language service providers.

29. In what formats are the documents to be translated? Are there InDesign files?

Answer: Documents may include PDFs, Word documents, forms, notices, public communications, outreach materials, presentations, and other administrative documents. InDesign files may occasionally be required but are not guaranteed.

30. What is the average length of an interpreting assignment?

Answer: Assignment lengths vary significantly depending on department needs. No average duration is available.

31. What is the average number of words in a document needing translation?

Answer: Document lengths vary significantly. No average word count is available.

32. Can we ask for a debriefing in case we are not awarded?

Answer: Yes. Bidders may request a debriefing after contract award.

33. What mathematical calculation will be used to determine the lowest bidder?

Answer: Please refer to Section 9 – Pricing of the solicitation.

34. Can the business license/registration be obtained upon award?

Answer: Yes. Any required Rhode Island registrations must be completed prior to contract execution.

35. How should we complete the rate sheet for unoffered services?

Answer: Insert "N/B" (Not Bidding) or leave the line blank and clearly indicate that the category is not included in your proposal.

36. Apart from the forms listed in the "Bid Package Checklist" section, are you interested in receiving additional content, such as a description of services, references, or an executive summary?

Answer: Yes. Bidders may include supporting information such as qualifications, references, staffing plans, quality assurance procedures, and company experience.

37. Is it a requirement to bid on all services?

Answer: No. Bidders may bid on one or more categories. The City reserves the right to make category-specific awards, multiple awards, and split awards in the best interest of the City.

38. Is there an incumbent and could you provide the supplier's name?

Answer: See Question 23.

39. Could you provide the current pricing?

Answer: See Question 23.