



RFP #081225
REQUEST FOR PROPOSALS
for
Language Services: Interpretation, Translation, Testing, and Training

Proposal Due Date: August 12, 2025, 4:30 p.m., Central Time

Sourcewell, a State of Minnesota local government unit and service cooperative, is requesting proposals for Language Services: Interpretation, Translation, Testing, and Training to result in a procurement solution for use by its Participating Entities. Sourcewell Participating Entities include thousands of governmental, higher education, K-12 education, nonprofit, tribal government, and other public agencies located in the United States and Canada. A full copy of the Request for Proposals can be found on the Sourcewell Procurement Portal [<https://proportal.sourcewell-mn.gov>]. Only proposals submitted through the Sourcewell Procurement Portal will be considered. Proposals are due no later than August 12, 2025, at 4:30 p.m. Central Time, and late proposals will not be considered.

SOLICITATION SCHEDULE

Public Notice of RFP Published:	June 24, 2025
Pre-proposal Conference:	July 22, 2025, 1:00 p.m., Central Time
Question Submission Deadline:	August 4, 2025, 4:30 p.m., Central Time
Proposal Due Date:	August 12, 2025, 4:30 p.m., Central Time Late responses will not be considered.
Opening:	August 12, 2025, 4:30 p.m., Central Time See RFP Section V.G. "Opening"

I. ABOUT SOURCEWELL

A. SOURCEWELL

Sourcewell is a State of Minnesota local government unit and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that facilitates a competitive public solicitation and master agreement award process for the benefit of its 50,000+ participating entities across the United States and Canada. Sourcewell's solicitation process complies with State of Minnesota law and policies, conforms to Canadian trade agreements (including Canadian Free Trade Agreement, Ontario-Quebec Trade and Cooperation Agreement, and Canada-European Union Comprehensive Economic and Trade Agreement, as applicable), and results in cooperative purchasing solutions from which Sourcewell's Participating Entities procure equipment, products, and services.

Cooperative purchasing provides participating entities and suppliers increased administrative efficiencies and the power of combined purchasing volume that result in overall cost savings. At times, Sourcewell also partners with other purchasing cooperatives to combine the purchasing volume of their membership into a single solicitation and master agreement expanding the reach of awarded suppliers' potential pool of end users.

Sourcewell uses a website-based platform, the Sourcewell Procurement Portal, through which all proposals to this RFP must be submitted.

B. USE OF RESULTING MASTER AGREEMENTS

In the United States, Sourcewell's master agreements are available for use by:

- Federal and state government entities¹;
- Cities, towns, and counties/parishes;
- Education service cooperatives;
- K-12 and higher education entities;
- Tribal government entities;
- Some nonprofit entities; and
- Other public entities.

The following entities are listed in this solicitation to satisfy the procurement requirements of Oregon, Utah, and Virginia [[Political Subdivision List - Oregon, Utah, and Virginia](#)].

In Canada, Sourcewell's master agreements are available for use by current and future members including:

¹ Pursuant to HAR §3-128-2, the State of Hawaii, Department of Accounting and General Services, State Procurement Office, on behalf of the State of Hawaii and participating jurisdictions, has provided notice of its Intent to Participate in the solicitation as a participating entity.

- Federal, provincial, and territorial government departments, ministries, agencies, boards, councils, committees, commissions, and similar agencies;
- Indigenous self-governing bodies;
- Regional, local, district, and other forms of municipal government, municipal organizations, school boards, and publicly funded academic, health, and social service entities referred to as MASH sector (this should be construed to include but not be limited to the cities of Calgary, Edmonton, Toronto, Ottawa, and Winnipeg), as well as any corporation or entity owned or controlled by one or more of the preceding entities;
- Crown corporations, government enterprises, and other entities that are owned or controlled by these entities through ownership interest; and
- Canoe procurement group of Canada's current and future members. Canoe members include:
 - Federal, provincial and territorial government departments, ministries, agencies, boards, councils, committees, commissions, and similar agencies;
 - Crown corporations, government enterprises, and other entities that are owned or controlled by these entities through ownership interest;
 - Indigenous self-governing bodies;
 - Airport authorities;
 - Regional, local, district, and other forms of municipal government, municipal organizations, school boards, and publicly funded academic, health, and social service entities referred to as MASH sector (this should be construed to include but not be limited to the cities of Calgary, Edmonton, Toronto, Ottawa, and Winnipeg), as well as any corporation or entity owned or controlled by one or more of the preceding entities; and
 - Canoe procurement group of Canada's current and future partner associations, including Saskatchewan Association of Rural Municipalities, Association of Manitoba Municipalities, Local Authorities Services/Association of Municipalities Ontario, Nova Scotia Federation of Municipalities, Federation of Prince Edward Island Municipalities, Municipalities Newfoundland Labrador, Union of New Brunswick Municipalities, Northwest Territories Association of Communities, Association of Yukon Communities, CivicInfo BC, Association and their current and future members.

For a listing of current United States and Canadian Participating Entities visit Sourcewell's website (note: there is a tab for each country): <https://www.sourcewell-mn.gov/sourcewell-for-vendors/agency-locator>.

Participating Entities typically access master agreements for equipment, products, or services through a purchase order issued directly to the awarded supplier. A Participating Entity may request additional terms or conditions related to a purchase. Use of Sourcewell master agreements is voluntary and Participating Entities retain the right to obtain similar equipment, products, or services from other sources.

To meet Participating Entities' needs, Sourcewell broadly publishes public notice of all solicitation opportunities, including this RFP. In addition, where applicable, other purchasing cooperatives and procurement officials receive notice and are encouraged to re-post the solicitation opportunity.

Proof of publication will be available at the conclusion of the solicitation process.

C. INTERGOVERNMENTAL SUPPORT AGREEMENTS

Pursuant to 10 U.S.C. § 2679, United States Department of Defense authorized installations may access Sourcewell's awarded cooperative purchasing master agreements through an Intergovernmental Support Agreement with Sourcewell. All transactions completed through this Intergovernmental Support program are directly facilitated by Sourcewell and may be subject to additional terms and conditions.

II. SOLICITATION DETAILS

A. SOLUTIONS-BASED SOLICITATION

This RFP and contract award process is a solutions-based solicitation; meaning that Sourcewell is seeking equipment, products, or services that meet the general requirements of the scope of this RFP and are commonly desired or are required by law or industry standards.

B. REQUESTED EQUIPMENT, PRODUCTS, OR SERVICES

It is expected that proposers will offer a wide array of equipment, products, or services at lower prices and with better value than what they would ordinarily offer to a single government entity, school district, or regional cooperative.

The intent of this RFP is to procure services delivered by **professional, qualified human linguists**. Proposals offering solely artificial intelligence (AI), machine translation, automated transcription, or other software-driven language technologies **WILL NOT** be considered responsive.

1. Sourcewell is seeking proposals for nationwide language services, including but not limited to:
 - a. On-demand interpreting available 24/7/365;
 - b. Translation services;
 - c. Language testing and training; and,
 - d. Solutions related to a. – c. above, including onsite interpretation, program implementation, ongoing account management and support, applications or platforms for delivering language services, and required equipment or devices.

This solicitation does not include equipment, products, or services covered under categories included in pending or planned Sourcewell solicitations, or in master agreements currently maintained by Sourcewell, identified below:

- a. Software Solutions with Related Services for Public Sector and Education Administration (RFP #060624)
- b. Staffing with Related Services and Solutions (RFP #061324)
- c. Public Safety Software (RFP #030425)
- d. Virtual Behavioral Health Therapy and Related Services (RFP #072225)
- e. Digital Health Products and Solutions (RFP #012722)

Generally, the solutions for Participating Entities are turn-key solutions, providing a combination of equipment, products and services, delivery, and installation to a properly operating status. However, equipment-only or products-only solutions may be appropriate for situations where Participating Entities possess the ability, either in-house or through local third-party contractors, to properly install and bring to operation the equipment or products being proposed.

Sourcewell prefers suppliers that provide a sole source of responsibility for the equipment, products, and services provided under a resulting master agreement. If proposer is including the equipment, products, and services of its subsidiary entities, the proposer must also identify all included subsidiaries in its proposal. If proposer requires the use of distributors, dealers, resellers, or subcontractors to provide the equipment, products, or services, the proposal must address how the equipment, products or services will be provided to Participating Entities, and describe the network of distributors, dealers, resellers, and/or subcontractors that will be available to serve Participating Entities under a resulting master agreement.

Sourcewell encourages suppliers to offer the broadest possible selection of equipment, products, and services being proposed over the largest possible geographic area and to the largest possible cross-section of Sourcewell current and future Participating Entities.

C. REQUIREMENTS

It is expected that proposers have knowledge of all applicable industry standards, laws, and regulations and possess an ability to market and distribute the equipment, products, or services to Participating Entities.

1. Safety Requirements. All items proposed must comply with current applicable safety or regulatory standards or codes.
2. Deviation from Industry Standard. Deviations from industry standards must be identified with an explanation of how the equipment, products, and services will provide equivalent function, coverage, performance, and/or related services.

3. New Equipment and Products. Proposed equipment and products must be for new, current model; however, proposer may offer certain close-out equipment or products if it is specifically noted in the Pricing proposal.
4. Delivered and operational. Unless clearly noted in the proposal, equipment and products must be delivered to the Participating Entity as operational.
5. Warranty. All equipment, products, supplies, and services must be covered by a warranty that is the industry standard or better.

D. PROSPECTIVE MASTER AGREEMENT TERM

The term of any resulting master agreement(s) awarded by Sourcewell under this solicitation will be four years. Sourcewell and supplier may agree to up to three additional one-year extensions based on the best interests of Sourcewell and its Participating Entities. Sourcewell retains the right to consider additional extensions beyond seven years as required under exceptional circumstances.

E. ESTIMATED MASTER AGREEMENT VALUE AND USAGE

Based on past volume of similar master agreements, the estimated annual value of all transactions from master agreements resulting from this RFP are anticipated to be USD 10 Million; therefore, proposers are expected to propose volume pricing. Sourcewell anticipates considerable activity under the master agreement(s) awarded from this RFP; however, sales and sales volume from any resulting master agreement are not guaranteed.

F. MARKETING PLAN

Proposer's sales force will be the primary source of communication with Participating Entities. The proposer's Marketing Plan should demonstrate proposer's ability to deploy a sales force or dealer network to Participating Entities, as well as proposer's sales and service capabilities. It is expected that proposer will promote and market any master agreement award.

G. ADDITIONAL CONSIDERATIONS

1. Master agreements will be awarded to proposers able to best meet the need of Participating Entities. Proposers should submit their complete line of equipment, products, or services that are applicable to the scope of this RFP.
2. A proposer may submit only one proposal. If related, affiliated, or subsidiary entities elect to submit separate proposals, rather than a single parent-entity proposal, each such proposal must be prepared independently and without cooperation, collaboration, or collusion.
3. If a proposer works with a consultant on its proposal, the consultant (an individual or company) may not assist any other entity with a proposal for this solicitation.
4. Proposers should include all relevant information in its proposal, since Sourcewell cannot consider information that is not included in the proposal. Sourcewell reserves

the right to verify proposer's information and may request clarification from a proposer, including samples of the proposed equipment or products.

5. Depending upon the responses received in a given category, Sourcewell may need to organize responses into subcategories in order to provide the broadest coverage of the requested equipment, products, or services to Participating Entities. Awards may be based on a subcategory.
6. A proposer's documented negative past performance with Sourcewell or its Participating Entities occurring under a previously awarded Sourcewell master agreement may be considered in the evaluation of a proposal.

III. PRICING

A. REQUIREMENTS

All proposed pricing must be:

1. Either Line-Item Pricing or Percentage Discount from Catalog Pricing, or a combination of these:
 - a. **Line-item Pricing** is pricing based on each individual product or service. Each line must indicate the proposer's published "List Price," as well as the "Master Agreement Price."
 - b. **Percentage Discount from Catalog or Category** is based on a percentage discount from a catalog or list price, defined as a published Manufacturer's Suggested Retail Price (MSRP) for the products or services. Individualized percentage discounts can be applied to any number of defined product groupings. Proposers will be responsible for providing and maintaining current published MSRP with Sourcewell, and this pricing must be included in its proposal and provided throughout the term of any master agreement resulting from this RFP.
2. The proposer's not to exceed price. A not to exceed price is the highest price for which equipment, products, or services may be billed to a Participating Entity. However, it is permissible for suppliers to sell at a price that is lower than the agreed upon price.
3. Stated in U.S. and Canadian dollars (as applicable).
4. Clearly understandable, complete, and fully describe the total cost of acquisition (e.g., the cost of the proposed equipment, products, and services delivered and operational for its intended purpose in the Participating Entity's location).

Proposers should clearly identify any costs that are NOT included in the proposed product or service pricing. This may include items such as installation, set up, mandatory training, or initial inspection. Include identification of any parties that impose such costs and their relationship to the proposer. Additionally, proposers should clearly describe any unique distribution and/or delivery methods or options offered in the proposal.

B. ADMINISTRATIVE FEES

Proposers awarded a master agreement are expected to pay to Sourcwell an administrative fee in exchange for Sourcwell facilitating the resulting master agreements. The administrative fee is normally calculated as a percentage of the total sales to Participating Entities for all equipment, products, or services made during a calendar quarter, and is typically one percent (1%) to two percent (2%). In some categories, a flat fee may be an acceptable alternative.

IV. MASTER AGREEMENT

Proposers awarded a master agreement will be required to execute a master agreement with Sourcwell (see attached template). Only those modifications the proposer indicates in its proposal will be available for discussion. Much of the language in the Master Agreement reflects Minnesota legal requirements and cannot be altered. Numerous and/or onerous exceptions that contradict Minnesota law may result in the proposal being disqualified from further review and evaluation.

To identify any exception, or to request any modification, to Sourcwell's standard master agreement terms, conditions, or specifications, a proposer must submit the proposed exception(s) or requested modification(s) via redline in the Master Agreement Template provided in the "Documents" section of the "Bid Details" page on the Sourcwell Procurement Portal and uploaded as part of its response. Only those exceptions noted at the time of the proposal submission will be considered.

Exceptions must:

1. Clearly identify the affected article and section.
2. Clearly note the requested modification; and as applicable, provide requested alternative language.

Unclear requests will be automatically denied.

Only those exceptions that have been accepted by Sourcwell will be included in the master agreement document provided to the awarded supplier for signature.

If a proposer receives a master agreement award resulting from this solicitation it will have up to 30 days to sign and return the master agreement. After that time, at Sourcwell's sole discretion, the master agreement award may be revoked.

V. RFP PROCESS

A. PRE-PROPOSAL CONFERENCE

Sourcwell will hold an optional, non-mandatory pre-proposal conference via webcast on the date and time noted in the Solicitation Schedule for this RFP and on the Sourcwell Procurement Portal. The purpose of this conference is to allow potential proposers to ask questions regarding this RFP and Sourcwell's competitive procurement process. Information

about the webcast will be sent to all entities that have registered for this solicitation opportunity through their Sourcewell Procurement Portal Vendor Account. Pre-proposal conference attendance is optional.

B. QUESTIONS REGARDING THIS RFP AND ORAL COMMUNICATION

All questions regarding this RFP must be submitted through the Sourcewell Procurement Portal. The deadline for submission of questions is found in the Solicitation Schedule and on the Sourcewell Procurement Portal. Answers to questions will be issued through an addendum to this RFP. Repetitive questions will be summarized into a single answer and identifying information will be removed from the submitted questions.

All questions, whether specific to a proposer or generally related to the RFP, must be submitted using this process. Do not contact individual Sourcewell staff to ask questions or request information as this may disqualify the proposer from responding to this RFP. Sourcewell will not respond to questions submitted after the deadline.

C. ADDENDA

Sourcewell may modify this RFP at any time prior to the proposal due date by issuing an addendum. Addenda issued by Sourcewell become a part of the RFP and will be delivered to potential proposers through the Sourcewell Procurement Portal. Sourcewell accepts no liability in connection with the delivery of any addenda.

Before a proposal will be accepted through the Sourcewell Procurement Portal, all addenda, if any, must be acknowledged by the proposer by checking the box for each addendum. It is the responsibility of the proposer to check for any addenda that may have been issued up to the solicitation due date and time.

If an addendum is issued after a proposer submitted its proposal, the Sourcewell Procurement Portal will WITHDRAW the submission and change the proposer's proposal status to INCOMPLETE. The proposer can view this status change in the "MY BIDS" section of the Sourcewell Procurement Portal Vendor Account. The proposer is solely responsible to check the "MY BIDS" section of the Sourcewell Procurement Portal Vendor Account periodically after submitting its proposal (and up to the Proposal Due Date). If the proposer's proposal status has changed to INCOMPLETE, the proposer is solely responsible to:

1. make any required adjustments to its proposal;
2. acknowledge the addenda; and
3. ensure the re-submitted proposal is received through the Sourcewell Procurement Portal no later than the Proposal Due Date and time shown in the Solicitation Schedule above.

D. PROPOSAL SUBMISSION

Proposer's complete proposal must be submitted through the Sourcewell Procurement Portal no later than the date and time specified in the Solicitation Schedule. Any other form of proposal submission, whether electronic, paper, or otherwise, will not be considered by Sourcewell. **Late proposals will not be considered.** It is the proposer's sole responsibility to ensure that the proposal is received on time.

It is recommended that proposers allow sufficient time to upload the proposal and to resolve any issues that may arise. The time and date that a proposal is received by Sourcewell is solely determined by the Sourcewell Procurement Portal web clock.

In the event of problems with the Sourcewell Procurement Portal, follow the instructions for technical support posted in the portal. It may take up to 24 hours to respond to certain issues.

Upon successful submission of a proposal, the Sourcewell Procurement Portal will automatically generate a confirmation email to the proposer. If the proposer does not receive a confirmation email, contact Sourcewell's support provider at support@bidsandtenders.ca.

To ensure receipt of the latest information and updates via email regarding this solicitation, or if the proposer has obtained this solicitation document from a third party, the onus is on the proposer to create a Sourcewell Procurement Portal Vendor Account and register for this solicitation opportunity.

Within the Sourcewell Procurement Portal, all proposals must be digitally acknowledged by an authorized representative of the proposer attesting that the information contained in the proposal is true and accurate. By submitting a proposal, proposer warrants that the information provided is true, correct, and reliable for purposes of evaluation for potential master agreement award. The submission of inaccurate, misleading, or false information is grounds for disqualification from a master agreement award and may subject the proposer to remedies available by law.

E. GENERAL PROPOSAL REQUIREMENTS

Proposals must be:

1. In substantial compliance with the requirements of this RFP or it will be considered nonresponsive and be rejected.
2. Complete. A proposal will be rejected if it is conditional or incomplete.
3. Submitted in English.
4. Valid and irrevocable for 90 days following the Proposal Due Date.

Any and all costs incurred in responding to this RFP will be borne by the proposer.

F. PROPOSAL WITHDRAWAL

Prior to the proposal deadline, a proposer may withdraw its proposal.

G. OPENING

The Opening of proposals will be conducted in the Sourcewell Procurement Portal immediately following the proposal due date and time. To view the list of proposers resulting from the opening, verify that the Sourcewell Procurement Portal opportunities list search is set to “All” or “Closed.”

Members of the public may attend the Opening at Sourcewell’s office located at 202 12th Street NE, Staples, MN to hear the results.

VI. EVALUATION AND AWARD

A. EVALUATION

It is the intent of Sourcewell to award one or more master agreements to responsive and responsible proposers offering the best overall quality, selection of equipment, products, and services, and price that meet the commonly requested specifications of Sourcewell and its Participating Entities. The award(s) will be limited to the number of proposers that Sourcewell determines is necessary to meet the needs of its Participating Entities.

Factors to be considered in determining the number of master agreements to be awarded in any category may include the following:

1. Total evaluation scores (giving consideration to natural breaks in the scoring of responsive proposals);
2. The number and geographic location of highest-scoring proposers that offer:
 - a. A comprehensive selection of the requested equipment, products, or services;
 - b. A sales and service network ensuring availability and coverage for Participating Entities’ use; and
 - c. Other attributes of the proposer or contents of its proposal that assist Participating Entities in achieving environmental and social requirements, and goals.

Information submitted as part of a proposal should be as specific as possible when responding to the RFP. Do not assume Sourcewell has any knowledge about a specific supplier or product.

B. AWARD(S)

Award(s) will be made to the highest-scoring proposer(s) whose proposal conforms to all conditions and requirements of the RFP, and consistent with the award criteria defined in this RFP.

Sourcewell may request written clarification of a proposal at any time during the evaluation process.

Proposal evaluation will be based on the following scoring criteria and the Sourcewell Evaluator Scoring Guide (a copy is available in the Sourcewell Procurement Portal):

Conformance to RFP Requirements	Pass/Fail
Financial Viability and Marketplace Success	50
Ability to Sell and Deliver Solutions	150
Marketing Plan	100
Value Added Attributes	100
Depth and Breadth of Offered Solutions	200
Pricing	400
TOTAL POINTS	1000

C. PROTESTS OF AWARDS

Any protest made under this RFP by a proposer must be in writing, addressed to Sourcewell's Executive Director, and delivered to the Sourcewell office located at 202 12th Street NE, P.O. Box 219, Staples, MN 56479. All documents that comprise the complete protest package must be received, and time stamped at the Sourcewell office by 4:30 p.m., Central Time, no later than 10 calendar days following Sourcewell's notice of master agreement award(s) or non-award. A protest must allege a procedural, technical, or legal defect, with supporting documentation. A protest that merely requests a re-evaluation of a proposal's content will not be entertained.

A protest must include the following items:

- The name, address, and telephone number of the protester;
- Identification of the solicitation by RFP number;
- A precise statement of the relevant facts;
- Identification of the alleged procedural, technical, or legal defect;
- Analysis of the basis for the protest;
- Any additional supporting documentation;
- The original signature of the protester or its representative; and
- Protest bond in the amount of \$20,000 (except where prohibited by law or treaty).

Protests that do not address these elements will not be reviewed.

D. RIGHTS RESERVED

This RFP does not commit Sourcewell to award any master agreement, and a proposal may be rejected if it is nonresponsive, conditional, incomplete, conflicting, or misleading. Proposals

that contain false statements or do not support an attribute or condition stated by the proposer may be rejected.

Sourcewell reserves the right to:

- Modify or cancel this RFP at any time;
- Reject any and all proposals received;
- Reject proposals that do not comply with the provisions of this RFP;
- Select, for master agreements or for discussion, a proposal other than that with the lowest cost;
- Independently verify any information provided in a proposal;
- Disqualify any proposer that does not meet the requirements of this RFP, is debarred or suspended by the United States or Canada, State of Minnesota, Participating Entity's state or province; has an officer, or other key personnel, who have been charged with a serious crime; or is bankrupt, insolvent, or where bankruptcy or insolvency are a reasonable prospect;
- Waive or modify any informalities, irregularities, or inconsistencies in the proposals received;
- Clarify any part of a proposal and discuss any aspect of the proposal with any proposer; and negotiate with more than one proposer;
- Award a master agreement if only one responsive proposal is received if it is in the best interest of Participating Entities; and
- Award a master agreement to one or more proposers if it is in the best interest of Participating Entities.

E. DISPOSITION OF PROPOSALS

All materials submitted in response to this RFP will become property of Sourcewell and will become public record in accordance with Minnesota Statutes Chapter 13, after negotiations are complete, including pricing and financial data. Sourcewell considers negotiations complete upon execution of a resulting master agreement.

Proposers are explicitly cautioned not to submit any data that they consider to be confidential, proprietary, or trade secret, as such data will not be treated as confidential and will be subject to public disclosure in accordance with Minnesota law.



06/26/2025

Addendum No.1

Solicitation Number: RFP 081225

Solicitation Name: Language Services: Interpretation, Translation, Testing, and Training

Consider the following Question(s) and Answer(s) to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

Question 1:

What information will be shared during the public bid opening?

Answer 1:

Refer to Section V., subsection G. Opening of the RFP, or the FAQ posted to the Sourcewell Procurement Portal.

Question 2:

What is the language mix of your current usage by percentage (e.g., Spanish - 70%, Mandarin - 5%, etc.)?

Answer 2:

RFP 081225 Language Services: Interpretation, Translation, Testing, and Training is a new solicitation category for Sourcewell. No historical data is available.

Question 3:

What is the anticipated and/or historical volume per month for phone interpretation and video interpretation?

Answer 3:

This is a new solicitation category. Sourcewell does not have any historical or anticipated data pertaining to the volume of calls or videos.

Refer to Section II. E. Estimated Master Agreement Value and Usage of the RFP for an estimated annual value of all transactions.

Question 4:

Who is/are the incumbent vendor(s)? Can you share the rates you are currently being charged?

Answer 4:

Refer to answer 2.

Question 5:

What is the anticipated contract start date/award date?

Answer 5:

The duration of the evaluation period is dependent on the number of responses. ALL proposers will be provided an email update as to the status of the evaluation process at 120-days post-closing.

Question 6:

Good morning - Will you be publishing documents in addition to the two on the procurement website? For example, a statement of work, a response form template, a pricing model? Thank you.

Answer 6:

All documents pertaining to the solicitation have been posted to the Sourcewell Procurement Portal. The RFP outlines the scope of work, pricing models, etc. Some materials will be proposer generated.

Review the Resource Materials posted to the homepage of the [Sourcewell Procurement Portal](#).

End of Addendum

Acknowledgement of this Addendum to RFP 081225, posted to the Sourcewell Procurement Portal on 06/26/2025, is required at the time of proposal submittal.



06/27/2025

Addendum No.2

Solicitation Number: RFP 081225

Solicitation Name: Language Services: Interpretation, Translation, Testing, and Training

Consider the following Question(s) and Answer(s) to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

Question 1:

Could you please clarify the intent of the section regarding the proposer's sales force and marketing plan? I'm unclear on the context and what exactly is expected of the proposer.

Answer 1:

Refer to RFP Section II. F. Marketing Plan, "Proposer's sales force will be the primary source of communication with Participating Entities." It is left to the Proposer's discretion to determine the information necessary to best demonstrate the ability to promote and market any contract award.

Sourcewell's Supplier Development team will provide support and resources to expand and enhance awarded suppliers' marketing efforts.

Question 2:

Is there a usage fee applied to any months in which a vendor does not make any sales?

Answer 2:

Refer to RFP Section III. B. Administrative Fees, "The administrative fee is normally calculated as a percentage of the total sales to Participating Entities for all equipment, products, or services made during a calendar quarter."

Question 3:

What types of marketing-assistance information will be provided by Sourcewell (e.g., buyer's lists, access to participate in webinars about the service, etc.)?

Answer 3:

Refer to answer 1.

Question 4:

The over the phone interpretation is on call or prescheduled?

Answer 4:

Refer to RFP Section II. B. 1., "Sourcewell is seeking proposals for nationwide language services, including but not limited to: **on-demand interpreting available 24/7/365.**"

End of Addendum

Acknowledgement of this Addendum to RFP 081225, posted to the Sourcewell Procurement Portal on 06/27/2025, is required at the time of proposal submittal.



07/03/2025

Addendum No.3

Solicitation Number: RFP 081225

Solicitation Name: Language Services: Interpretation, Translation, Testing, and Training

Consider the following Question(s) and Answer(s) to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

Question 1:

Also, are there any restrictions on the location of the bidder?

Answer 1:

Sourcewell does not have any restrictions on the location of the proposer.

End of Addendum

Acknowledgement of this Addendum to RFP 081225, posted to the Sourcewell Procurement Portal on 07/03/2025, is required at the time of proposal submittal.



07/11/2025

Addendum No.4

Solicitation Number: RFP 081225

Solicitation Name: Language Services: Interpretation, Translation, Testing, and Training

Consider the following Question(s) and Answer(s) to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

Question 1:

How many awards have historically been given?

Answer 1:

This is a new category for Sourcewell. No historical data is available.

Question 2:

Although there are no points for a local preference, does Sourcewell/MN prefer a local vendor?

Answer 2:

Proposals are evaluated on the content submitted based on the criteria stated in the RFP. Sourcewell does not provide local preference points in the evaluation process.

Question 3:

Please can you provide names and rates of current contracts (vendors) under the Sourcewell contract. Does Sourcewell and participating entities have any issues with the current vendors?

Answer 3:

Refer to Answer 1.

Question 4:

Please can you provide past volumes on spend for this contract per category. i.e. \$1 million for on demand interpreter over the last 5 years, \$2 million for translation, \$2 million for \$3 million for languages testing and \$1 million for onsite interpretation.

Answer 4:

Refer to Answer 1.

Question 5:

Please can you provide based on past volumes percentage of language distribution i.e. 70% of requests for on demand are in Spanish, 10% in Vietnamese, 5% in Russian etc. for each category.

Answer 5:

Refer to Answer 1.

End of Addendum

Acknowledgement of this Addendum to RFP 081225, posted to the Sourcewell Procurement Portal on 07/11/2025, is required at the time of proposal submittal.



07/17/2025

Addendum No.5

Solicitation Number: RFP 081225

Solicitation Name: Language Services: Interpretation, Translation, Testing, and Training

Consider the following Question(s) and Answer(s) to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

Question 1:

As a U.S.-based entity, are we required to submit pricing in both U.S. dollars (USD) and Canadian dollars (CAD)?

Answer 1:

Refer to RFP Section III. A. 3., "All proposed pricing must be: Stated in U.S. and Canadian dollars (as applicable)." If a proposer intends to offer its solutions to Sourcewell's Canadian participating entities it must identify its Canadian pricing.

Question 2:

Do we need to be registered or authorized to do business in Minnesota, Oregon, Utah, and Virginia to submit a proposal or be awarded a contract?

Answer 2:

It is left to the discretion of each proposer to determine the licensures and supporting documentation necessary to best demonstrate their ability to serve Sourcewell participating entities.

Question 3:

Should pricing be structured by service type only (e.g., translation, interpretation), or broken down by service and language (e.g., Spanish OPI, Mandarin VRI, ASL on-site)?

Answer 3:

Refer to RFP Section III. Pricing and the FAQ posted to the [Sourcewell Procurement Portal](#) homepage under Resource Materials.

Question 4:

Will American Sign Language (ASL) services be required or expected under this contract?

Answer 4:

Sourcewell utilizes a competitive, solutions-based solicitation approach that is not based on detailed specifications, finite quantities or locations. Any of Sourcewell's participating entities could use the contract, if applicable. Sourcewell is requesting proposals to meet the various needs of its 50,000+ Participating Entities as a whole, across the United States and Canada, NOT individual entities' needs. The use of Sourcewell contracts is voluntary for Participating Entities. In this competitive solicitation process, Sourcewell will not advise a proposer on the way it should submit a proposal. It is left to the discretion of each proposer to articulate and propose the approach that aligns with its business methods and satisfies the requirements of the RFP. Participating Entities' unique needs, and Solutions from awarded supplier(s), will be determined if and when Participating Entities choose to utilize a contract resulting from this solicitation.

Question 5:

What type(s) of language testing are required oral, written, or both? Is there a preferred testing format or standard?

Answer 5:

The Sourcewell RFP is an open and competitive solicitation process. Each proposer, in its discretion, will propose the equipment, products, and services that it deems to fall within Sourcewell's requested equipment, products, and services as described in the RFP, Section II. B. Requested Equipment, Products, or Services. Only those products within the scope of the RFP will be included in any contract awarded by Sourcewell as a result of the solicitation, and each Proposal will be evaluated based on the criteria

stated in the RFP. A proposer is not required to offer all possible items or services described in the requested equipment, products, or services to be considered for an award. Proposals are evaluated based on the criteria as stated in the RFP.

Also refer to Answer 4.

Question 6:

What is the expected scope of training? Who will receive the training (e.g., interpreters, educators, public employees), and what is the format or subject matter?

Answer 6:

Refer to Answers 4 and 5.

Question 7:

Are there required or preferred certifications (e.g., ATA, RID, CCHI) or a minimum number of years of experience for linguists and testers?

Answer 7:

Sourcewell does not have any required or preferred certifications for this solicitation. A Participating Entity may request additional terms or conditions related to a purchase.

Question 8:

Are background checks or security clearances required for interpreters or translators providing services under this contract?

Answer 8:

Participating Entities' unique needs, requirements, and Solutions from awarded supplier(s), will be determined if and when Participating Entities choose to utilize a contract resulting from this solicitation.

Question 9:

Are there any specific technology or platform requirements for service delivery, reporting, or scheduling?

Answer 9:

Refer to Answer 8.

Question 10:

Will we contract and invoice directly with each Participating Entity, or will Sourcewell serve as the intermediary for coordination and payment?

Answer 10:

Refer to RFP Section I. B. Use of Resulting Master Agreements. Participating Entities typically access master agreements for equipment, products, or services through a purchase order issued directly to the awarded supplier. A Participating Entity may request additional terms or conditions related to a purchase. Use of Sourcewell master agreements is voluntary and Participating Entities retain the right to obtain similar equipment, products, or services from other sources.

Question 11:

Are there specific templates or forms we must use for pricing, service descriptions, or exceptions beyond those posted in the procurement portal?

Answer 11:

Refer to Addendum 1 and the Frequently Asked Questions (FAQ) guide posted to the [Sourcewell Procurement Portal](#) under the Resource Material section.

Question 12:

If an offeror is awarded, when competing for purchase orders from Sourcewell Participating Entities, will these entities have further restrictions, requirements, qualifications, or mandates required of offerors at the purchase order level? Essentially, will there be further potential restrictions to an offeror's eligibility for purchase order award that will not be disclosed until competition of the purchase order?

Answer 12:

Refer to Answer 10.

Question 13:

Would any data relevant to contract be stored in US for suppliers proposing solely Canadian based services?

Answer 13:

Refer to Answers 8 and 10.

Question 14:

Is there a flat rate or maximum rate for administrative costs charged by suppliers?

Answer 14:

In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to articulate and propose the pricing approach that aligns with their business methods and satisfies all the requirements of RFP Section III. Pricing. Proposals are evaluated based on the criteria stated in the RFP.

Question 15:

Are there resources available for Market rate for Canadian entities for services procured?

Answer 15:

There is no specific market rate data associated with this solicitation.

Refer to Answer 14.

Question 16:

Are there any preferred or suggested platform for service delivery for on demand services in Canada?

Answer 16:

Refer to Answers 4 and 5, and the Frequently Asked Questions (FAQ) Guide posted to the [Sourcewell Procurement Portal](#) under the Resource Material section.

End of Addendum

Acknowledgement of this Addendum to RFP 081225, posted to the Sourcewell Procurement Portal on 07/17/2025, is required at the time of proposal submittal.



07/23/2025

Addendum No.6

Solicitation Number: RFP 081225

Solicitation Name: Language Services: Interpretation, Translation, Testing, and Training

Consider the following Question(s) and Answer(s) to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

Question 1:

What is the % breakdown of approx. spend/volume of \$10M for Interpretation (example: Over the phone, video remote, onsite,), translation and testing/training?

Answer 1:

Refer to Addendum 1, Answer 3.

This is a new solicitation category. Sourcewell does not have any historical data.

Question 2:

In section 1d. It states "including onsite interpretation" can you clarify this?

Answer 2:

Each proposer, at its discretion, will propose the equipment, products, and services that it deems to fall within Sourcewell's requested equipment, products, and services as described in the RFP, Section II. B. Requested Equipment, Products, or Services.

Sourcewell is seeking proposals for nationwide language services; including but not limited to:

- a. On-demand interpreting available 24/7/365;
- b. Translation services;
- c. Language testing and training; and,
- d. Solutions related to a. – c. above, including onsite interpretation, program implementation, ongoing account management and support, applications, or platforms for delivering language services, and required equipment or devices.

Question 3:

Can you share a list of your participating agencies or at least how many in each vertical?

Answer 3:

Refer to the FAQ, Section V. Participating Entities, posted to the [Sourcewell Procurement Portal](#) homepage under Resource Materials.

Sourcewell maintains a link to a list on the “Become an awarded Sourcewell supplier” page of the Sourcewell website, with a separate worksheet for both the US and Canada at <https://www.sourcewellmn.gov/sourcewell-for-vendors/agency-locator>. The list is updated weekly.

Question 4:

Will this RFP allow the use of subcontractors? Meaning, could a vendor bid on translation services and subcontract a separate vendor for OPI?

Answer 4:

Refer to the FAQ, Section III. Dealers, Resellers, or Subcontractors, posted to the [Sourcewell Procurement Portal](#) homepage under Resource Materials.

It is left to the discretion of each proposer to determine the information or documentation necessary to best demonstrate their ability to serve Sourcewell Participating Entities and satisfy all the requirements included in the questionnaire tables. If a proposer may require the use of subcontractors, refer to RFP Section II.B Requested Equipment, Products, or Services. This section states, “if Proposer requires the use of dealers, resellers, or subcontractors to provide the products or services, the Proposal should address how the products or services will be provided to Participating Entities and describe the network of dealers, resellers, and/or subcontractors that will be available to serve Participating Entities under a resulting contract.”

Question 5:

If we submit a proposal covering multiple service categories and both Canada and the United States, is it possible to be awarded a contract for only select services or only one geographic area (e.g., the U.S. only)?

Answer 5:

Refer to the FAQ, Section VI. Canada, posted to the [Sourcewell Procurement Portal](#) homepage under Resource Materials. A proposer is not required to cover every geographic region to be considered for an award. Each proposal is evaluated based on the criteria stated in the RFP.

Question 6:

To confirm, your agencies are not required to participate in this agreement/offering?

Answer 6:

Refer to Addendum 5, Answer 10.

Use of Sourcewell master agreements is voluntary and Participating Entities retain the right to obtain similar equipment, products, or services from other sources.

Question 7:

Will award preference be given to vendors that CAN provide all service categories?

Answer 7:

Refer to the FAQ, Section VII. Miscellaneous, posted to the Sourcewell Procurement Portal homepage under Resource Materials.

Proposal evaluations will be based on scoring criteria identified in the RFP, Section VI.B., the expectations and requirements of the individual scoring attribute (e.g., Pricing) as described in the RFP, and the Sourcewell Evaluator Scoring Guide available on the homepage under the "Resource Materials" section of the Sourcewell Procurement Portal. A proposal is not scored in direct comparison to the other proposals. Sourcewell does not use a standardized cut-score when making an award(s).

Question 8:

My copy of the document RFP states "PREVIEW". Do I have the correct version?

Answer 8:

Multiple Sourcewell participating entities re-post Sourcewell's solicitations. All current and active solicitation documents must be accessed through the Sourcewell Procurement Portal. Active documents obtained from the portal DO NOT contain a "PREVIEW" watermark.

Question 9:

When you say "Acknowledge" do you mean "read?" Or is there some sort of box we are to check or indicate elsewhere that we have read it?

Answer 9:

It is the responsibility of the proposer to "read" *and* "acknowledge" all issued addenda prior to submitting their proposal. Acknowledgement of all addenda within the portal is required prior to submission.

Question 10:

Purchasing organizations/GPO's we work with typically have a standard admin fee. To confirm you would like the bidders to propose a fee paid to Sourcewell? Any suggestions?

Answer 10:

Refer to RFP Section III. B. Administrative Fees for directions on proposing an administrative fee. It is left to the discretion of each proposer to determine and propose an administrative fee that is consistent with its business practices and industry.

Also refer to the FAQ, Section IV. Pricing, posted to the [Sourcewell Procurement Portal](#) homepage under Resource Materials.

Question 11:

How does Sourcewell communicate to agencies about the service providers selected ?

Answer 11:

Refer to Addendum 2, Answer 1.

Question 12:

Is this a single opportunity or will there be an onboarding process for new awards later (6 months later, 1 year later, etc.)

Answer 12:

Refer to RFP Section II. D. Prospective Master Agreement Term. The term of any resulting master agreement(s) awarded by Sourcewell under this solicitation will be four years. Sourcewell and supplier may agree to up to three additional one-year extensions based on the best interests of Sourcewell and its Participating Entities.

This is a single opportunity and awarding process. No awards are issued after the initial solicitation award.

Question 13:

Are the bidding rates per hour ? We respond on a minimum of two hours. Where can we detail that.

Answer 13:

In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to articulate and propose the pricing approach that aligns with their business methods and satisfies all the requirements of RFP Section III. Pricing. Proposals are evaluated based on the criteria stated in the RFP.

Question 14:

If we submit references that are eligible for Sourcewell participation but are not currently working with Sourcewell, will you ask them to join Sourcewell?

Answer 14:

Eligible participating entities can join Sourcewell at no cost and no obligation. Eligible entities can complete the [online registration form](#).

Question 15:

Our rates are dependent on standard and emergency basis as well as working schedule and outside of our regular schedule. Is there a way to detail.

Answer 15:

Refer to Answer 13.

Question 16:

We understand that suppliers have to pay a commission to Sourcwell, Could you please give us some details?

Answer 16:

Refer to Answer 10.

Question 17:

The FAQ Section VII. (page 9 - 3rd question) states: Examples of potential supporting material are identified in the text of the question on financial strength and stability in the specification tables (questionnaire). It is unclear what the text of the question on financial strength and stability in the specification tables (questionnaire) means or where these examples are to be found.

Answer 17:

Examples of financial documents are listed in Line 13 of the RFP questionnaire/specifications and were discussed in the pre-proposal conference. A PDF of the Pre-Proposal slides and a link to view a recording of the Pre-Proposal Conference will be distributed to all registered plan takers and posted to the "Bid Documents" page in the Sourcwell Procurement Portal within 1-2 business days after the pre-proposal.

End of Addendum

Acknowledgement of this Addendum to RFP 081225, posted to the Sourcwell Procurement Portal on 07/23/2025, is required at the time of proposal submittal.



07/24/2025

Addendum No.7

Solicitation Number: RFP 081225

Solicitation Name: Language Services: Interpretation, Translation, Testing, and Training

Consider the following Question(s) and Answer(s) to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

Question 1:

When offerors compete for Purchase Orders with Participating Entities, are the contents of those bids and awards also made public, just like the proposals and awards with Sourcewell?

Answer 1:

Refer to RFP Section VI. E. Disposition of Proposals and Article 2, Section 18 of the Master Agreement.

Question 2:

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

Answer 2:

Refer to Addenda 1 and 4. This is a new category for Sourcewell. No historical data is available.

Question 3:

What is the average length of an interpreting service requested?

Answer 3:

Refer to Addendum 5, Answers 4, 5, 6, and 7.

Question 4:

What file types, content type, etc. will be submitted for translation?

Answer 4:

Refer to Addendum 5, Answer 8.

End of Addendum

Acknowledgement of this Addendum to RFP 081225, posted to the Sourcewell Procurement Portal on 07/24/2025, is required at the time of proposal submittal.



07/30/2025

Addendum No.8

Solicitation Number: RFP 081225

Solicitation Name: Language Services: Interpretation, Translation, Testing, and Training

Consider the following Question(s) and Answer(s) to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

Question 1:

Table 6B: Please explain what you mean by “The pricing offered in this proposal is ...”
How should offerors respond to this question?

Answer 1:

In Table 6B, there is a drop-down menu option. Select the drop-down button and then select one (1) of the three (3) statements provided. Add comments to support your selection.

Question 2:

Table 2B (3): Please explain what is meant by “Sales Force” (26) and “Service Force” (27). How should offerors respond to these questions?

Answer 2:

Sourcewell provides instructions under the Table 3: Ability to Sell and Deliver Solutions header, which states, “Describe your company’s capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. **Your response should address in detail at least the following areas:** locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third

party), and any overlap between the sales and service functions.” This applies to questions found in Table 3.

Question 3:

Hello,
Would we be able to submit a partial bid for this RFP?

Answer 3:

A proposer, in its own discretion, determines what information to include with its proposal. All mandatory fields must be met to submit a proposal.

Question 4:

What is the most needed languages for this bid?

Answer 4:

Redundant question. Refer to Addendum 1.

Question 5:

Should we include the 1-2% Administrative fee (determined by us) within the pricing catalog, or somewhere else?

Answer 5:

Refer to RFP III. B. and Master Agreement Article 2, section 7 on Administrative Fees. The administrative fee is paid by the awarded supplier to Sourcewell and is not to be separately assessed to a participating entity.

This question is also addressed in the Frequently Asked Questions (FAQ) guide posted to the [Sourcewell Procurement Portal](#) under the Resource Material section.

Question 6:

If offerors provide prompt payment discounts, where should we note that?

Answer 6:

In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to articulate and propose the pricing approach that aligns with their business methods and satisfies all the requirements of RFP Section III. Pricing. Proposals are evaluated based on the criteria stated in the RFP.

Question 7:

From the pre proposal conference it was mentioned that everything will be public. Can we request to have our financials not disclosed to the public?

Answer 7:

Refer to RFP Section VI. E. Disposition of Proposals and the Frequently Asked Questions (FAQ) guide posted to the [Sourcewell Procurement Portal](#) under the Resource Material section.

Question 8:

Regarding Section III.A (Pricing Requirements): May proposers attach detailed rate sheets as supplementary pricing documentation in addition to completing the required pricing tables in the portal? This would help us provide comprehensive pricing information for the wide range of services requested.

Answer 8:

Refer to Answer 6.

Question 9:

Regarding billing and currency for cross-border services: For participating entities that may require services in both the United States and Canada, can suppliers issue invoices in the currency of service delivery, or must all invoices to a specific participating entity be in their home currency? Are there any restrictions on cross-border billing between U.S. and Canadian entities?

Answer 9:

Sourcewell prefers responses in U.S. dollars and Canadian Dollars (as applicable).

Also refer to Master Agreement, Article 3: Supplier Obligations to Participating Entities when entering transactions utilizing a resulting Master Agreement.

Question 10:

Regarding Line Item 15 (Canadian Market Share): Could you please clarify how proposers should represent Canadian market share if they have limited Canadian experience? For example, if a proposer has served 5 Canadian accounts versus no Canadian accounts, how should this be accurately reflected in the response?

Answer 10:

Each proposer, in its discretion, will determine the information that describes their marketplace success in the United States and Canada. However, a proposer is not required to cover every geographic region to be considered for an award. Each proposal is evaluated based on the criteria stated in the RFP.

Question 11:

Regarding offshore service delivery: Are there specific location requirements for linguists providing services (as opposed to the proposer's corporate location)? For example, must interpreters or translators be located within the United States or Canada when delivering services?

Answer 11:

Redundant question. Refer to Addendum 3.

Question 12:

Regarding required equipment or devices in Section II.B.1.d: Could you please clarify what constitutes required equipment? Are proposers expected to provide hardware to participating entities, or does this refer to interpreter equipment?

Answer 12:

Redundant question. Refer to Addendum 6, Answer 2.

Question 13:

Is it acceptable to provide a clearly formatted PDF containing all bid responses and supporting documentation in the “Documents” section, provided that all mandatory fields in the submission form are completed as required?

Answer 13:

The only acceptable proposal format is the Sourcewell Procurement Portal and the specification tables (questionnaire) contained therein. Proposers must submit relevant information through the portal. The proposer’s complete proposal must be submitted through the portal no later than the date and time specified in the Solicitation Schedule and all relevant information should be included in the proposal. Be thorough, clear, and concise in your narrative. Attachments should merely **SUPPLEMENT** your narrative.

This question is addressed in the Frequently Asked Questions (FAQ) guide posted to the to the [Sourcewell Procurement Portal](#) under the Resource Material section.

Question 14:

I am interested in Language Services: Interpretation, Translation, Testing, and Training solutions.

Would these services be accepted through an all-in-one web application without in-person, if the software is compliant?

Answer 14:

Redundant question. Refer to Addendum 5, Answer 5.

This question is addressed in the Frequently Asked Questions (FAQ) guide, section II. Requested Equipment, Products, and Services, posted to the to the [Sourcewell Procurement Portal](#) under the Resource Material section.

End of Addendum

Acknowledgement of this Addendum to RFP 081225, posted to the Sourcewell Procurement Portal on 07/30/2025, is required at the time of proposal submittal.



08/01/2025

Addendum No.9

Solicitation Number: RFP 081225

Solicitation Name: Language Services: Interpretation, Translation, Testing, and Training

Consider the following Question(s) and Answer(s) to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

Question 1:

My On-Demand Language Services have a voice latency of 60 seconds and prioritize each query. 20 users would wait up to 20 minutes for their voice translation. The software has never supported high volume calls and requires more equipment purchased.

Would this high-volume latency usage be considered on-Demand?

Answer 1:

It is left to the discretion of each Proposer to determine if its products or services meet the scope of RFP II. B. Requested Equipment, Products, or Services. Only those products within the scope of the RFP will be included in any contract awarded by Sourcewell as a result of the solicitation.

For further questions regarding the scope of this RFP, refer to the Frequently Asked Questions (FAQ) guide, Section II. Requested Equipment, Products, or Services, posted to the [Sourcewell Procurement Portal](#) homepage under Resource Materials.

Question 2:

In order to support 10,000 high volume users at any given time [our] computation requirements would require a set number of backend servers. Our software can be deployed on each Windows machine with an operator software license agreement that could contend with wait times under 60 seconds and optionally feature AI responses. Would this online Language Service and backend

licensed software deployment per operator and end-user and monthly usage fees, qualify for the bid procurement?

Answer 2:

Refer to Answer 1.

Question 3:

In Step 2 of Bid Submission, DOCUMENTS, the web form is non-responsive to allow document upload. I am using latest Chrome Android web browser. May I submit the requested documents through email or will I need to use another web browser or device?

Answer 3:

The only acceptable proposal format is the Sourcewell Procurement Portal and the specification tables (questionnaire) contained therein. The proposer's complete proposal must be submitted through the portal no later than the date and time specified in the Solicitation Schedule, and all relevant information should be included in the proposal. This question is addressed in the FAQ posted to the [Sourcewell Procurement Portal](#) under the Resource Materials section.

Technical support for the Sourcewell Procurement Portal is provided by bids&tenders®. If you continue to encounter technical issues after attempting to open in a different browser, please contact support@bidsandtenders.ca.

Question 4:

Is the proposal a bid for a GSA Schedule contract, Advisory and Assistance Services (A&AS) contract, or an Information Technology (IT) contract?

Answer 4:

Sourcewell is a separate entity from the Government Services Administration (GSA). Therefore, solutions resulting from this RFP will not be under any type of GSA contract. For further information regarding Sourcewell, refer to Section I. A. and B. of the RFP and the FAQ, Section V. Participating Entities, posted to the [Sourcewell Procurement Portal](#) homepage under Resource Materials.

Question 5:

Can we use a Department of Defense client for a reference on Table 2B?

Answer 5:

Per Table 2B of the Questionnaire, references must be eligible to be Sourcewell participating entities.

For further information regarding who qualifies as a participating entity, refer to RFP Section I. B. Use of Resulting Master Agreements and the FAQ, Section V. Participating Entities, posted to the [Sourcewell Procurement Portal](#) homepage under Resource Materials.

Question 6:

What is the different between the Master Agreement Price and the NTE Price, since we were under the assumption that the Master Agreement Price already was the NTE price?

Answer 6:

In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is up to the discretion of each proposer to determine and propose the pricing approach that aligns with its business methods and satisfies all the requirements of the RFP. All costs must be clearly identified and described.

For further information regarding pricing, refer to RFP Section III. Pricing; Master Agreement Article 1, Sections 10-11; and the FAQ, Section IV. Pricing, posted to [the Sourcewell Procurement Portal](#) homepage under Resource Materials.

Question 7:

The RFP mentions an estimated annual value of \$10M (Section II.E). Could Sourcewell clarify the expected distribution of this volume across service types (% for OPI vs. VRI vs. translation) to help proposers structure competitive pricing?

Are there benchmark rates or not-to-exceed price ceilings for key services (OPI per-minute, translation per-word) that Sourcewell considers reasonable for public-sector contracts?

Answer 7:

Redundant question. Refer to Addendum 4, Answer 1.

Regarding pricing considerations, refer to Answer 6.

End of Addendum

Acknowledgement of this Addendum to RFP 081225, posted to the Sourcewell Procurement Portal on 08/01/2025, is required at the time of proposal submittal.



08/05/2025

Addendum No.10

Solicitation Number: RFP 081225

Solicitation Name: Language Services: Interpretation, Translation, Testing, and Training

Consider the following Question(s) and Answer(s) to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

Question 1:

If offerors offer ancillary services that are not included in the RFP or SOW as the primary solutions being procured, can offerors still include these extra/ancillary items in their pricing catalog?

Answer 1:

The Sourcewell RFP is an open and competitive solicitation process. Each proposer, in its discretion, will propose the equipment, products, and services that it deems to fall within Sourcewell's requested equipment, products, and services as described in the RFP, Section II. B. Requested Equipment, Products, or Services. Only those products within the scope of the RFP will be included in any contract awarded by Sourcewell as a result of the solicitation, and each Proposal will be evaluated based on the criteria stated in the RFP. A proposer is not required to offer all possible items or services described in the requested equipment, products, or services to be considered for an award. Proposals are evaluated based on the criteria as stated in the RFP.

Refer to the Frequently Asked Questions (FAQ) Guide, Section II. Requested Equipment, Products, or Services, posted to the [Sourcewell Procurement Portal](#) under the Resource Materials section.

Question 2:

We have a question regarding this item in Table 7: Depth & Breath of Solutions Offered: 72. Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.

Answer 2:

No question was asked in Question 2.

Question 3:

The RFP requests that we “tell our Canadian market share for our proposed solutions.” Could you please clarify whether an existing Canadian market share is a prerequisite to be considered for providing services in Canada?

Answer 3:

Refer to the Frequently Asked Questions (FAQ) Guide, Section VI. Canada, posted to the [Sourcewell Procurement Portal](#) under the Resource Materials section.

Question 4:

Does Sourcewell anticipate that Participating Entities will either be interested in the use of machine-generated translations (MT) for at least some of its translatable content, or forbid the use of machine translation for its translatable content?

Answer 4:

Sourcewell utilizes a competitive, solutions-based solicitation approach that is not based on detailed specifications, finite quantities or locations. Any of Sourcewell’s Participating Entities could use the contract, if applicable. Sourcewell is requesting proposals to meet the various needs of its 50,000+ Participating Entities as a whole, across the United States and Canada, NOT individual entities’ needs. The use of Sourcewell contracts is voluntary for Participating Entities. In this competitive solicitation process, Sourcewell will not advise a proposer on the way it should submit a proposal. It is left to the discretion of each proposer to articulate and propose the approach that aligns with its business methods and satisfies the requirements of the RFP. Participating Entities’ unique needs, and Solutions from awarded supplier(s), will be determined if and when Participating Entities choose to utilize a contract resulting from this solicitation.

Question 5:

Does Sourcewell foresee the need for other ancillary services such as desktop publishing, accessibility services, voiceover recording services, bilingual supervision, etc.? If so, may we include these ancillary services in our pricing?

Answer 5:

See Answers 1 and 4.

Question 6:

How will work be distributed among vendors if multiple vendors are selected for award? Will the Participating Entities hold an RFQ process to determine which of the awarded vendors best meet their needs, or will they reach out directly to the awarded vendors for quotes?

Answer 6:

Participating Entities retain the right to choose any of the suppliers awarded under the Request for Proposal (RFP) contracts to carry out the scope of work at the start of a project. Generally, once a supplier is selected, they will proceed with a quote without additional competition from other RFP-awarded suppliers.

Refer to the Frequently Asked Questions (FAQ) Guide, Section V. Participating Entities, posted to the [Sourcewell Procurement Portal](#) under the Resource Materials section.

Question 7:

Given that there is only one week between the deadline for submitting questions and the proposal submission date, there will be insufficient time to receive answers, review them, and complete the extensive tables and other required sections. We kindly request an extension to allow adequate time to incorporate the Q&A responses and prepare a thorough, accurate proposal.

Answer 7:

An extension to the proposal deadline is not anticipated at this time.

Question 8:

The RFP states that proposals offering solely artificial intelligence (AI), machine translation, automated transcription, or other software-driven language technologies will not be considered responsive. However, it also requests that vendors describe any technological advances their proposed solutions offer. Could you please clarify your position on the use of AI and other technology within

the proposed solutions? Please confirm that you are seeking solutions that integrate such tools as part of a human-driven service model.

Answer 8:

Refer to Answer 1.

Question 9:

Question 1: Does Sourcewell host annual conferences, trade shows, or other events where awarded suppliers are expected or encouraged to participate? If so:

How many events per year? Is participation mandatory or optional?

Answer 9:

Awarded suppliers will discuss such opportunities with their Supplier Development Executive during the onboarding process.

Question 10:

For the marketing materials requested in Line Item 37:

Are you looking for existing materials we currently use, or newly created samples specific to this opportunity?

Answer 10:

In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to determine the information or documentation necessary to best demonstrate their ability to serve Sourcewell Participating Entities and satisfy all the requirements included in the questionnaire tables.

Question 11:

If awarded, are there any terms and conditions, contractual requirements, or obligations otherwise that would prohibit the awardee/service provider from working directly with a buyer? We ask this question out of concern that an exclusivity requirement could prevent us from accessing separate business opportunities with Sourcewell's thousands of members.

Answer 11:

Per the Master Agreement Article 1. 4., “the Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity’s use of this Agreement is at the Participating Entity’s sole convenience. Supplier will educate its sales and service forces about Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.”

For further information regarding eligible Participating Entities, refer to the FAQ, Section V. Participating Entities, posted to the [Sourcewell Procurement Portal](#) under the Resource Materials section.

Question 12:

Please elaborate on the role of the Supplier Development Executive that is assigned to each awardee, particularly as it relates to marketing and sales.

Answer 12:

Please refer to the RFP, section II. F. Marketing Plan, “Proposer’s sales force will be the primary source of communication with Participating Entities. The proposer’s Marketing Plan should demonstrate proposer’s ability to deploy a sales force or dealer network to Participating Entities, as well as proposer’s sales and service capabilities. It is expected that proposer will promote and market any contract award.” To the best of their ability, the Sourcewell Supplier Development team will provide support and resources to expand and enhance such marketing efforts.

Also refer to Answer 9.

Question 13:

How should supplier determine the administrative fee? We noted that some form of this question has been asked and answered in Addendum 2 Question 2 (A2Q2), A5Q14, A6Q10, and A8Q5. All Sourcewell responses direct suppliers to 1) RFP Section III. B. Administrative Fees and 2) Master Agreement Article 2, Section 7. However, neither source provides direction on fee setting to suppliers. Specifically, RFP Section III. B. states that ‘...The administrative fee is normally calculated as a percentage of the total sales to Participating Entities for all equipment, products, or services made during a calendar quarter, and is typically one percent (1%) to two percent (2%). In some categories, a flat fee may be an acceptable alternative.’ Master Agreement Article 2, Section 7 does not provide instruction on fee setting. We also understand that the administrative

fee is not part of the Sourcwell evaluating criteria. Normally, this sort of admin fee is set by the buyer. Sourcwell does mention 1% and 2% but those seem to be examples as opposed to requirements. From the supplier standpoint, we do not understand what the incentive or benefits are of proposing any administrative fee higher than 0% or \$0 flat fee.

Answer 13:

In the competitive process, Sourcwell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to determine and propose an administrative fee that is consistent with its business practices and industry.

Also refer to the FAQ, Section IV. Pricing, posted to the [Sourcwell Procurement Portal](#) homepage under Resource Materials.

End of Addendum

Acknowledgement of this Addendum to RFP 081225, posted to the Sourcwell Procurement Portal on 08/05/2025, is required at the time of proposal submittal.