

Cleveland Hopkins International Airport  
Interpretation Services Request for Qualifications

Addendum No. 1

December 7, 2012

1. The following Addendum is hereby made part of the RFQ Documents for "Interpretation Services" dated October 24, 2012.
2. The Proposal submittal date remains 4:00 p.m., December 21.

This Addendum contains all questions received pertaining to this Request for Qualifications.

- 1. What is the number of calls received per month and what is the average length of the call?**
  - A. On average, we received about 3 calls per month and the calls last approximately 10 minutes each.
- 2. In reference to Section 2.2, General Scope B "Successful firm will be required to purchase all telephone and information technology services from the Airport." Please explain what these telephone and information technology services are and the anticipated cost per month.**
  - A. Currently, we have phone cradles already in place. However, there is a video component for American Sign Language. The successful firm would have to be the one to make the recommendation on the equipment as well as provide the cost estimate to the airport. This is all part of the contract award and the services provided in the contract.
- 3. In reference to Section 2.2, Over the Phone Language Interpretation Services J "Shall repair and/or replace existing non-functioning dual headset phones, bases, cords and the like within 24 hours". How many dual handset phones does the Airport currently have? Will the Successful Firm need to replace all of them and will they be able to charge the Airport at normal phone technician rates to make service visits to the Airport to repair and/or replace defective phone components?**
  - A. Currently there are 3 handsets in use at the Airport. As part of the proposal, recommendations and/or options for how the successful firm is able to replace, the cost, if service is compatible with current system at the airport.
- 4. What is the percentage of calls that are for Spanish?**
  - A. The percentage of calls for Spanish translation is 5%.

- 5. What is the current price per minute for telephone interpretation?**  
A. The current price is \$1.20 per minute.
- 6. Who is the incumbent?**  
A. Currently, there is no incumbent. Former contract holder was Language Service Associates.
- 7. What are the most common languages called upon for interpretation and translation?**  
A. The most common languages used are Spanish, Mandarin, and Vietnamese.
- 8. Do you have any information regarding translation and interpretation historical volume?**  
A. On average, the number of calls per month is 3 per month.
- 9. In terms of telephone interpretation, what is your current (or estimated) volume of minutes of usage for this service per month?**  
A. On average, the monthly minutes are 10 minutes per call.
- 10. What is the anticipated volume of written translation request per language?**  
A. None. We have had no such request; however, that is not to say we won't get such a request.
- 11. What is the expected size (# of words) of documents to be translated?**  
A. See question 10.
- 12. Do you currently have providers for these services?**  
A. No we do not.
- 13. Do you require on-site interpretation?**  
A. We may have a request for on-site interpretation; however, is only in the case of a diverted flight to Cleveland Hopkins International Airport. In that case, we have identified airport employees who could provide on-site interpretation for passengers.
- 14. How do you assess whether a person is qualified to provide advice to the Director on any communications and cultural barriers of limited English speaking passengers? Do you have a protocol sheet of questions to help guide an interpreter in this assessment?**  
A. The Successful Firm is considered the qualified advisor. As part of the proposal, recommendations and/or options should be explain the process by how the proposer would assess and/or determine possible cultural barriers. There is no protocol sheet but the Successful Firm should be to perform this assessment using its own protocols.
- 15. How many Video Remote Interpreting ("VRI") locations will be required at the Airport?**  
A. The number of VRI locations will be assessed and recommended by The Successful Firm.

- 16. For providing service to the speech impaired, is the Airport requiring, or requesting, the Successful Firm to furnish TTY/TDD phones?**
- A. As part of the proposal, recommendations and/or options on how the successful firm would be outlined.
- 17. Regarding the need to provide “informational/directional signage”, what are the specifications (size, materials, colors, text, languages, artwork and design) and number required for each such “informational/directional signs”? Does the Airport require the Successful Firm to do the printing and placement of the signage or do you have personnel or other vendor contracts to cover that?**
- A. As part of the proposal, recommendations and/or options for fabricating informational/directional signage should be included as well as a recommendation on the number of signs and location.
- 18. Are these informational/directional signs to be located throughout the Airport directing non-English speakers to interpreter phone locations or are they User Guide type posters located with the interpreter phones or both? How many languages should the text be in on each sign? Can we charge for the signs, other than the User Guide type posters located with the interpreter phones and who will install them?**
- A. As part of the proposal, recommendations and/or options for sign placement should be included as well as the languages displayed on each sign. Recommendations and/or options on whom and how the signs should installed should be included in the proposal.
- 19. Will the interpreter service Successful Firm personnel who install and replace the dual handset interpreter phones need a special permit or badge to perform this work at the Airport? Are there any Union rules at the Airport that would be an issue with performing this work with non-Union personnel?**
- A. Airport badging will not be necessary unless successful firm makes to have a single point of contact for the airport. If there is a single point of contact, then the airport will determine if badging is necessary. There are no union issues as it relates to performing work within the airport.
- 20. Can the interpretation Successful Firm provide the dual handset phones, but give the responsibility for phone installation and replacement to the Airport’s current telephone service and repair provider?**
- A. As part of the proposal, recommendations and/or options on the installation and replacement of the dual handset phones should be included.
- 21. Would the Airport want the option to purchase the dual handset phones instead of leasing them?**
- A. As part of the proposal, recommendations and/or options on leasing dual handsets should be included.

- 22. Why should it be expected that a language interpretation company should provide its employees' time to install and replace phones throughout the Airport for free?**
- A. As part of the proposal, recommendations and/or options should be included, regarding repairs and installation by the successful firms' staff.
- 23. Does the Airport provide a secure location for each phone?**
- A. Yes, the phones are stored in a locked cabinet behind the Information Counter.
- 24. What data does the Airport have on the percentage and frequency of phones that need replacing due to abuse, theft or neglect?**
- A. None at this point. The phones currently in the airport are one year old.
- 25. Will there be only one contract awarded or might there be one for the telephone interpretation and a separate contract for Video Remote Interpreting?**
- A. There will be only one contract awarded; however, the successful firm may recommend and/or provide the option for a sub contractor to handle the other portion of the contract and that should be included in the proposal.
- 26. What company are you currently using for your Over the Phone ("OPI") services?**
- A. There is no contract in place currently.
- 27. What are the rates you are currently paying for these services?**
- A. The rate was \$1.20 per minute.
- 28. How many minutes are you using monthly/annually?**
- A. The average call was approximately 10 minutes.
- 29. Does your current contract specify any performance metrics that must be met? If so, are there penalties associated with non-performance?**
- A. Currently, there is no contract in place; however, as part of the proposal, recommendations and/or options regarding performance and how the firm intends to manage non-performance issues should be included.
- 30. How are travelers accessing the OPI service?**
- A. If a passenger needs translation services, they are directed to the Information Counter.
- 31. How many dual handset phones are currently in use at the Airport for this service? Where are they located? What make and model are they?**
- A. Currently there are 3 handsets in use at the Airport. Yes, the Successful Firm would need to replace the existing ones with new ones. The Successful Firm would make a recommendation and/or provide options as part of the scope of work in the proposal.

- 32. Please describe how you are using the VRI service today.**
- A. Currently, we are not using VRI services.
- 33. What company is currently providing the VRI service?**
- A. Currently, we are not using VRI services.
- 34. What rates are you currently paying for VRI service?**
- A. Currently, we are not using VRI services.
- 35. How many minutes/hours of VRI service are you using monthly/yearly?**
- A. Currently, we are not using VRI services.
- 36. How are travelers accessing the VRI service?**
- A. Currently, we are not using VRI services.
- 37. What video terminal equipment are you currently using for VRI service?**
- A. Currently, we are not using VRI services.
- 38. Can you provide a sign-in sheet for the pre-bid conference and documentation of the answers provided to questions posed there?**
- A. The pre-bid conference sign-in is currently posted on the Web site and answers to all questions will be posted on Dec. 7<sup>th</sup> to the Web site.
- 39. Section J of the VRI scope mentions the vendor must provide a toll-free connection for use of the service. Most VRI services piggy-back a client's existing internet connection. Could you clarify what you expect the vendor to supply?**
- A. The vendor should supply a full design document on how their solution would standalone or integrate into CLE's network. With an integration design, a discovery phase would need to happen to fully understand, qualify, and quantity the solution before moving forward.
- 40. How is the WiFi coverage for the facility?**
- a. **What are the coverage boundaries?**
    - i. Terminal concourse, ticketing and baggage claim
  - b. **Are there any areas that have poor WiFi signal or lack of signal?**
    - i. Yes
  - c. **What is the bandwidth throughput in Mbps available on the WiFi network?**
    - i. 7Mbps
  - d. **How is the bandwidth of the wireless network currently utilized?**
    - i. Full
  - e. **Is WiFi network to be utilized by LP video application separate from other WiFi networks in the facility?**
    - i. Yes
  - f. **What are the bandwidth needs of current users, applications, servers, etc.?**
    - i. We don't see how this is related to Wi-Fi

- g. How would the bandwidth be allocated to LP video application?**
    - i. A separate Wi-Fi network would need to be used
  - h. Please explain basic topology including access points, wireless repeaters, wireless bridges, etc.?**
    - i. Cisco wireless infrastructure currently managed by an outside third-party. Wireless controllers and wireless access points.
  - i. Which wireless encryption protocols are in place?**
    - i. Current Wi-Fi is only for travelers and is open without any security and/or encryption protocols. Many different flavors of devices connect to the Wi-Fi daily and the lowest common denominator is used for operability.
  
- 41. How is the wired (Cat5/5e/6) coverage for the facility? Are there any Ethernet jacks that mobile video station can utilize? What is the bandwidth throughput to the internet on Ethernet?**

A. No wired jacks are available in public areas.
  
- 42. Are we able to work together to open any ports on your firewall needed for our video application on the network?**

A. Yes
  
- 43. If no to previous firewall question, is port 442 open to the internet on your network?**

A. No
  
- 44. What are your security concerns or requirements?**

A. Separation of video network traffic, encryption, firewall requirement, bandwidth needed, unicast/multicast traffic, IGMP-snooping
  
- 45. We can provide full service configuration or offer training to a member of Cleveland's IT staff. Which direction is right for Cleveland and their IT Department?**

A. Full service configuration