



LANGUAGE ASSISTANCE PROGRAM
GVB RFP 2021-006

GVB RESPONSE TO QUESTIONS
and
AMENDMENT NO. 1

April 13, 2021

GVB OFFICIAL RESPONSE TO QUESTIONS POSED BY 5:00 P.M. ON WEDNESDAY, APRIL 7, 2021:

Question 1. Can companies outside of the USA apply for this? (i.e. India or Canada)

GVB RESPONSE: Yes, so long as they are able to fulfill the scope of work and subject to the approval of GVB.

Question 2. Do we need to come over there for meetings?

GVB RESPONSE: Yes, regular scheduled meetings will be required with our contractor.

Question 3. Can we perform the tasks (related to the RFP) outside USA?

GVB RESPONSE: No. The tasks must be performed on Guam.

Question 4. Can we submit the proposal via email?

GVB RESPONSE: Please refer to Section 1.7 Delivery of Proposals.

Question 5. Re Section 1.0 Intent: we need clarification of your service needs. Who determined the needs and how the language assistance program will be requested by whom.

A. Please clarify services on intent of "access of services." It sounds like government words used for equal opportunities to access government services by providing the language assistance to have fair access to services.

(1) Do you mean the Government services, such as Police, Hospital and Court?

GVB RESPONSE: Access to services may mean assisting with incidents involving the Department of Public Health & Social Services (DPHSS), the Guam Police Department (GPD), the Guam Fire Department (GFD) and any other government agency determined by GVB.

(2) Do you mean any commercial business services, such as hotels, B&B accommodations, Shopping malls, Transportations and the information service counters at Airport are also included in your service needs?

GVB RESPONSE: This service is not intended for commercial use; however, services may be required to mediate interactions with government services on a private property. Ex: Assisting DPHSS at a hotel or B&B.

B. Please clarify TYPE of incidents and WHO determine the support is required. Could it be GPD, G4S matters only or including any personal arguments on the street or commercial businesses matters?

GVB RESPONSE: Services will be at the discretion of GVB.

Question 6. Re Section 1.1. Scope of Work: The services required include, but are not limited to:

A. Is this only for tourists? How about if we provide language assistance to local residents who need language assistance? Will it be applicable and paid by GVB?

GVB RESPONSE: Only to the extent if there is a local interaction with a visitor.

B. If there are any services or incidents don't (sic) included or not applicable for this RFP, please identify.

GVB RESPONSE: N/A

Question 6. Re A. Translation & Interpretation Services.

A. Are we responsible in marketing to have our contact numbers or SNS contact information to be known by the local Guam market as well as in Japan, Korea and such?

GVB RESPONSE: Yes

B. Do we need to have kiosk counters in any locations to provide direction to the shopping center?

GVB RESPONSE: No

Question 7. Re RFP Submission Criteria. How many do we need to submit? Only four (4) complete sets including one original or one (1) original (5) marked copy then total of 6 sets?

GVB RESPONSE: Please refer to Amendment No. 1 attached.

Question 8. Re Section 1.15 Termination/Cancellation of Contract. What will happen if COVID-19 restricts tourists and Guam goes into lock down for within the contract period?

GVB RESPONSE: Please refer to Section 1.19 Governing Laws In the RFP.

Question 9. Re Section 1.17 Assignment/Subcontract.

A. Does it allow to hire independent interpreters with business licenses to work for?

GVB RESPONSE: Yes, subject to the approval of GVB.

B. Does it allow for an off-island company or foreign company to be a subcontractor?



GVB RESPONSE: Yes, so long as they are able to fulfill scope of work and subject to the approval of GVB.

Question 10. Re Section 2.0. Evaluation Process.

A. Please describe and clarify the required services.

GVB RESPONSE: To fully understand the evaluation process, please read Section II Evaluation Procedure and Criteria in its entirety. Section 2.2 provides the point value system for evaluation of your submission based on the criteria identified in 2.2 A-D.

B. Should we provide a compensation rate in RFP?

GVB RESPONSE: No. Please read Section 3.9 Negotiations on page 23 of the RFP.

C. Do you have room in negotiating the startup cost?

GVB RESPONSE: Yes

Question 11. Re Section 2.2. Evaluation Criteria and Scale

A. Please differentiate who you mean by A4 and A5 more clearly.

GVB RESPONSE: Please provide the resumes for all who will perform the work for this service as well as resumes of anyone else who may be directly involved (administrative, accounting, scheduling, etc.) in the performance of this service.

B. In B.3, what do you mean by receipt?

GVB RESPONSE: GVB will need to receive the completed Past Performance Questionnaires from your references. Please read instructions on APPENDIX B (page 39) of the RFP.

Question 12. Re Section 3.8. Evaluations and Discussions (D) Submission of Cost or Pricing Data.

A. The Offeror required to submit cost or pricing data to GVB at the time to be the best qualified specified by GVB, which means that the offeror doesn't need to provide cost and pricing with RFP. Please clarify.

GVB RESPONSE: The Offeror does not need to provide cost and pricing with your submission.

Question 13. Re Section 3.9. Negotiations.

A. Please clarify the essential requirements.

GVB RESPONSE: Section 3.9 Negotiations, subsections A and B are clearly stated. (A) The essential requirement is that the Offeror selected as the highest rated offeror will enter into negotiations with GVB. (B) The elements of negotiation are clearly stated in items 1, 2 and 3.

B. Please clarify the required services.

GVB RESPONSE: See response to 13A.

C. If any physical presence of a service counter is required.

GVB RESPONSE: No

D. Do we have the right to refuse services?

GVB RESPONSE: By submitting a proposal, the Offeror agrees to accept and abide by the terms of this RFP. Please read Section 1.8 Offeror's Responsibilities on pages 12 and 13; and Section 1.19 Indemnification of GVB on page 16.

E. Do we get paid if the service we provided was considered not required?

GVB RESPONSE: No

F. Would you provide the initial cost to start up the service in advance?

GVB RESPONSE: No, but can be discussed upon contract award.

Question 14. Re Section 3.19. Invoicing, Payment Terms and Conditions.

A. How often shall we submit the invoicing?

GVB RESPONSE: To be discussed upon contract award.

B. Can we submit incident reports daily, weekly and bi-weekly as often as possible to minimize the gap of payment of 30 days?

GVB RESPONSE: To be discussed upon contract award.

C. May we know your forecasts of arrival on tourists of each language?

GVB RESPONSE: The visitor arrival forecast remains fluid and no official forecast has been adopted.



AMENDMENT NO. 1

April 13, 2021

GVB RFP 2021-005 Language Assistance Program

The Guam Visitors Bureau hereby revises Section 1.3 Submission Criteria (A) to read:

- A. Each Offeror shall submit four (4) complete sets of the proposal: one (1) marked "ORIGINAL" and three (3) marked "COPY".

CARL T. C. GUTIERREZ
President and CEO

**** NOTHING FOLLOWS ****