Accelerate Progress for Students

Charlotte Gensler, CPO   Scott Elder
Executive Director   Superintendent

DATE: 09/14/2023
RFP NUMBER: 24-022 RR
RFP TITLE: Telephonic Interpreting Services
ADDENDUM NUMBER: 1

 See Question and Answers

Question 1:   **Total contract value or contract value of each vendor**

Response: Costs during 2019-2023 have totaled $59,000.00. We have seen a steady increase in use by our staff every year. In fact, we expect a large increase this coming year of around $15K through expanded use to more staff members. We make a sincere attempt to distribute the work equitably between vendors.

Question 2:   **Does the county intend to award multiple vendors? If so, how many and what does the contract value distribution look like?**

Response: Expected to award to two vendors. See question 1.

Question 3:   **What type of lead-time would we have before going live once we have been chosen as a provider?**

Response: Would like to be ready to go live by Oct 20, 2023

Question 4:   **Are you able to provide your current incumbent pricing/information?**

Response: Here is what we are currently paying:

Telephonics Interpretation	$0.56 per minute Spanish	No Minimums
Telephonics Interpretations	$0.62 Other Languages	No Minimums

Question 5: **What are the rate caps for each of the services?**

Response: There are not rate caps, best offers will be selected.

Question 6: **Will you require any custom reporting?**

Response: Other than, for invoicing no custom reports necessary

Question 7: **Are there any penalties associated with not meeting established SLAs?**

Response: Your services may not be utilized for futures assignments.

Question 8: **Can you please provide the estimated breakdown of spend for Over-the-Phone Interpretation (OPI) Services through the duration of the last contract term?**

Response: See question 1

Question 9: **Are you able to provide a summary of languages used for over-the Phone Interpretation (OPI Services for the duration of the last contract term?**

Response: The languages requested include primarily Spanish (91%), followed by Vietnamese (3%), Arabic (2%), Swahili (2%), Chinese, Farsi, Dari, and Pashto, among others.

Question 10: **How many minutes of Over-the Phone Interpretation (OPI) Services were billed in the previous year?**

Response: We expect usage to increase considerably this coming year.

Over the last year, you could typically expect the following on a monthly basis:

Language	Range for minutes
Spanish	1500-4000
Vietnamese	200-400
Arabic	200-450
Dari	60-200
Swahili	60-200
Others	60-200

During the months of October and March, there are district wide parent teacher conferences over a two-day period. During this time, there is a big increase in use by staff.

Question 11: What challenges do departments currently face with over-the Phone Interpretation (OPI) Services?

Response: We have had some connectivity issues where calls are dropped, but that has improved over time. Audibility has also been a challenge at times because our users are in different locations and will sometimes be in rooms with in person attendees. It is sometimes difficult to hear everything that is happening. We also, have the occasional rare language that we need to find interpreters for, ex. Sango. We would like the ability to arrange with an interpreter beforehand to make sure the language requested is available when needed. If possible, we would like to avoid cancellation fees since it is difficult to know families will attend.

Question 12: Are there any specific requirements regarding the location/base of the interpreters?

Response: No, but would prefer US based interpreters.

Question 13: What type of data is collected by current vendors?

Response: For invoicing purposes, a log of calls must be submitted.
The log should include the following:

- School or Department Name
- School Contact
- Name of Student
- Language
- Date, Time of the meeting, and approximate length
- Type of meeting
- Name, phone number and email of Requester (TIS office or Counseling representative)

Question 14: Will Third Party (3P) calls be required.

Response: The majority of times, yes, users will call the phone service and then a third party dial out may be needed to connect with families.

Question 15: What are the expected SLAs for OPI?

Response: Please read the scope of work in the Request for Proposal.

Question 16: **Will you use your own equipment, or you might have a need to lease/purchase it from us?**

Response: Will <u>not</u> be purchasing or leasing any equipment.

Question 17: **If we do not provide subcontractor information, will we be excluded from the RFP?**

Response: Yes.

Question 18: **Are interpreters required to be certified by one of the entities mentioned or would they consider an internal vetting process and overall compliance with ACA 1557 for qualified medical interpreters?**

Response: Certification is not required. Please briefly describe your vetting and training process.

Question 19: **Minutes per month of usage for the past 12 months**

Response: See question 10

Question 20: **Breakdown of usage by languages requested**

Response: See Question 9: **However, this is easiest for you to present, for example:**
50% Spanish, 20% Vietnamese, 10% Arabic, etc.
2,000 Spanish calls, 500 Vietnamese, etc.

Question 21: **What is your current per minute monthly volume for telephonic interpretation services?**

Response: See question 10

Question 22: **Can you provide a percentage breakdown of volume based on your top 10 languages?**

Response: See question 9

23. Who is your current vendor for telephonic Interpretation services?

Response: 911 Interpreters, Human Touch Translations, and Language Line Solutions.

24. What is your current per minute rate for telephonic interpretation services?

Response: See question 4

25. Is a list of prospective bidders for this RFP available? If so, please provide that list or its accessible location online.

Response: Not available

26. Is there a budget allocated to this contract? If yes, how much?

Response: Services are as needed.

27.   Under the FOIA, is there an incumbent currently providing these services? If yes, please identify them and how long have you been working with them.

Response: See question 23

28. Under the FOIA, how much are you currently paying for the services?

Response: See question 4

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

Response: See question 11

30. Please provide historical annual data on the service utilization, broken down by language. If you do not have all languages tracked, please provide utilization number based on Spanish and other languages.

Response: See questions 9 and 10

31. Are multiple awards expected for the same service?

Response: See question 2.

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

Response: See question 1.

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

Response: See question 1.

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

Response: See question 9-10.

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

Response: See question 23.

36. If EATON: If EATON: What challenges have you faced with similar scope of work from vendors you worked with?

Response: See question 11.

37. In order for the incumbent not to have an advantage over the other bidders, could you please provide the incumbent rates for each of the services requested in this solicitation?

Response: See question 4.

ACKNOWLEDGE ADDENDUM WITH SUBMITTED PROPOSAL, AND SEE UPDATED EVALUATION CRITERIA IN THIS DOCUMENT:
Addenda not signed and returned may consider the RFP non-responsive and May be Rejected.

_____
COMPANY/FIRM NAME

_____
SIGNATURE

_____
DATE