|  |  |
| --- | --- |
| C:\Users\LANGWC\AppData\Local\Temp\1\wz3342\JFS_LogoFinals\JPEG\JFS_Logo_Color_Full_Horizontal.jpg**Office of the Director:**222 East Central Parkway Cincinnati, OH  45202-1225 | **Board of Commissioners:**Alicia Reece, Denise Driehaus, Stephanie Summerow Dumas,**County Administrator:** Jeffrey Aluotto **Interim Director:**  Michael Patton**General Information: (**513) 946-1000**General Information TDD: (**513) 946-1295**Website:** [www.hcjfs.org](http://www.hcjfs.hamilton-co.org)  |

**Addendum 1**

**RFP KB04-22R**

**Telephonic Interpretation Services**

**Questions and Answers from RFP Conference**:

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

**A: The county can not anticipate who or how many vendors will be awarded the RFP. There is an evaluation system that takes place once all responses are received. Vendors are selected based on this evaluation process.**

1. What type of lead time would we have before going live once we have been chosen as a provider?

**A: HCJFS anticipates the start of the contract to be in March of 2023.**

1. Are you able to provide your current incumbent pricing/information?
**A:**

**Lionbridge Technologies Inc INITIAL TERM**

**Telephonic -Non-Emergency Spanish and Multi-Language Interpretation Services 7:30am- 4:30pm.**

 **SPANISH**

 **INITIAL TERM RENEWAL**

|  |  |  |
| --- | --- | --- |
| Interpreter fee per minute | $0.65 per minute | $0.65 per minute |
| After fee per minute | $0.65 per minute | $0.65 per minute |
| Other fees | No other fees | No other fees |
| ***MULTl-LANGUAGE*** |
| Interpreter fee per minute | $0.65 per minute | $0.65 per minute |
| After hours fee per minute | $0.65 per minute | $0.65 per minute |
| Other fees | No other fees | No other fees |

**RENEWAL YEAR**

**Telephonic - Emergency Spanish and Multi-Language Interpretation Services 4:31pm- 7:31am.**

 **SPANISH**

 **Initial Term Renewal**

|  |  |  |
| --- | --- | --- |
| Interpreter fee per minute | $0.65 per minute | $0.65 per minute |
| After hours fee per minute | $0.65 per minute | $0.65 per minute |
| Other fees | No other fees | No other fees |
| ***MULTl-LANGUAGE*** |
| Interpreter fee per minute | $0.65 per minute | $0.65 per minute |
| After hours fee per minute | $0.65 per minute | $0.65 per minute |
| Other fees | No other fees | No other fees |

 **Language Select dba United Language Grorup**

**Telephonic -Non-Emergency Spanish and Multi-Language Interpretation Services 7:30am- 4:30pm.**

 **SPANISH**

 **Initial Term Renewal**

|  |  |  |
| --- | --- | --- |
| Interpreter fee per minute | $0.64 per minute | $0.62 per minute |
| After hours fee per minute | $0.64 per minute | $0.62 per minute |
| Other fees | No other fees | No other fees  |
| ***MULTl-LANGUAGE*** |
| Interpreter fee per minute | $0.64 per minute | $0.62 per minute |
| After hours fee per minute | $0.64 per minute | $0.62 per minute |
| Other fees | Other fees | Other fees |

**Telephonic- Non-Emergency Spanish and Multi-Language Interpretation Services 7:30am- 4:30pm.**

 **SPANISH**

 **Initial Term Renewal**

|  |  |  |
| --- | --- | --- |
| Interpreter fee per minute | $0.64 per minute | $0.62 per minute |
| After hours fee per minute | $0.64 per minute | $0.62 per minute |
| Other fees | No other fees | No other fees |
| ***MULTl-LANGUAGE*** |
| Interpreter fee per minute | $0.64 per minute | $0.62 per minute |
| After hours fee per minute | $0.64 per minute | $0.62 per minute |
| Other fees | No other fees | No other fees |

**Telephonic - Emergency Spanish and Multi-Language Interpretation Services 4:31pm- 7:31am.**

Spanish

|  |  |  |
| --- | --- | --- |
| Interpreter fee per minute | $0.64 per minute | $0.62 per minute |
| After hours fee per minute | $0.64 per minute | $0.62 per minute |
| Other fees | No other fees | No other fees |

|  |
| --- |
| ***MULTl-LANGUAGE*** |
| Interpreter fee per minute | $0.64 per minute | $0.62 per minute |
| After hours fee per minute | $0.64 per minute | $0.62 per minute |
| Other fees | No other fees | No other fees |

1. What are the rate caps for each of the services?
**A: There are no rate caps.**
2. Will you require any custom reporting?
**A: The vendor should follow the reporting requirements outlined in the RFP. The monthly reports will be required to have duration of the call, language, time that the call occurred, staff person or department requesting the call, date of the call.**
3. Are there any penalties associated with not meeting established SLAs?

**A: The vendor should pay close attention to the requirements outlined in the RFP**.

1. Can you please provide the estimated breakdown of spend for Over-the Phone Interpretation (OPI) through the duration of the last contract term?
**A: Estimated cost for vendor 1 $80,936.55, Estimated cost for vender 2 $407,250.25.**
2. Are you able to provide a summary of languages used for Over-the Phone Interpretation (OPI) for the duration of the last contract term?

A:

|  |
| --- |
| **Amharic** |
| **Arabic** |
| **Armenian** |
| **Bambara** |
| **Burmese** |
| **Cambodian/Khmer** |
| **Cantonese** |
| **Creole** |
| **Dari/Farsi** |
| **Farsi - Afghani - Dari** |
| **French** |
| **Fulani** |
| **Georgian** |
| **Greek** |
| **Gujarati** |
| **Hindi** |
| **Iranian Farsi / Persian** |
| **Japanese** |
| **Kinyarwanda** |
| **Kirundi** |
| **Korean** |
| **Lao** |
| **Lingala** |
| **Mam** |
| **Mandarin** |
| **Mandingo** |
| **Mongolian** |
| **Neapolitan** |
| **Nepali** |
| **Pashto** |
| **Punjabi** |
| **Russian** |
| **Serbian** |
| **Somali** |
| **Spanish** |
| **Swahili** |
| **Tigrinya** |
| **Twi** |
| **Ukrainian** |
| **Urdu** |
| **Uzbek** |
| **Vai** |
| **Vietnamese** |
| **Wolof** |

1. Can you describe the language mix required (80% Spanish, 20% other, etc.)?

A:

|  |  |
| --- | --- |
| Spanish | 66.60% |
| Nepali | 14.37% |
| Arabic | 3.02% |
| Russian | 3.02% |
| Uzbek | 2.85% |
| French | 2.69% |
| Tigrinya | 1.02% |
| Wolof | 0.89% |
| Amharic | 0.72% |
| Swahili | 0.72% |
| Mandarin | 0.56% |
| Fulani | 0.52% |
| Vietnamese | 0.36% |
| Cambodian/Khmer | 0.30% |
| Kinyarwanda | 0.26% |
| Kirundi | 0.23% |
| Bambara | 0.16% |
| Pashto | 0.16% |
| Punjabi | 0.16% |
| Ukrainian | 0.13% |
| Burmese | 0.10% |
| Hindi | 0.10% |
| Korean | 0.10% |
| Farsi - Afghani - Dari | 0.07% |
| Gujarati | 0.07% |
| Japanese | 0.07% |
| Lao | 0.07% |
| Lingala | 0.07% |
| Mam | 0.07% |
| Somali | 0.07% |
| Urdu | 0.07% |
| Armenian | 0.03% |
| Cantonese | 0.03% |
| Creole | 0.03% |
| Dari/Farsi | 0.03% |
| Georgian | 0.03% |
| Greek | 0.03% |
| Iranian Farsi / Persian | 0.03% |
| Mandingo | 0.03% |
| Mongolian | 0.03% |
| Neapolitan | 0.03% |
| Serbian | 0.03% |
| Twi | 0.03% |
| Vai | 0.03% |

1. How many minutes of Over-the Phone Interpretation (OPI) Services were billed in the previous year?

**A: The average is 12,000 minutes.**

1. What challenges do departments currently face with Over-the Phone Interpretation (OPI) services?

**A: The department has few challenges with our current vendors. There are times when there is a language that is not known, and the vendor can not provide an interpreter but that does not happen often**.

1. Are there any specific requirements regarding the location/base of the interpreters?

 **A: All interpreters must be physically located in the United States.**

1. Would Hamilton County be willing to accept one year of interpreting experience as opposed to 2 years?

**A: No, the county would prefer to have 2 years of experience.**

1. Would Hamilton County be willing to accept background checks on employees rather than 3 work history references?

**A: No, the county would like to have the 3 work history references.**

1. We typically conduct background checks prior to hire rather than annually. Would this be acceptable?

**A: Annual checks are needed and are a requirement.**

17.What type of data is collected by current vendors?

**A: We usually collect the duration of the call, language, time that the call occurred, staff person or department requesting the call, date of the call.**

18. Will there be opportunities to integrate interactive voice response (IVR) with regards to Over-the Phone Interpretation (OPI)?

**A: We would prefer not to have this in place for our staff for the OPI. Time is of the essence when getting an interpreter on the phone.**
19. Will Third Party (3P) calls be required?

**A: Yes, but the employee usually makes the third-party contact.**

20. What are the expected SLAs for OPI?

**A: Please refer to the RFP**
21. Will you use your own equipment, or you might have a need to lease/purchase it from us?

**A: The agency uses its own phone lines to conduct the call.**
22. In connection with this RFP process, would the RFP terms and conditions and/or contract terms, as applicable, be deemed legally binding or will a contract negotiation ensue upon issuance of one or more awards?

**A: Once a decision has been made as to whom the contract will be awarded, the selected Provider and HCJFS will negotiate the contract terms and conditions as needed. Please note, that even if chosen as a potential service provider, a contract will not be awarded until all terms and conditions are agreed upon and the contract is signed.**
23. If legally binding, are bidders allowed to suggest changes to the RFP terms and conditions and/or contract terms, as applicable, as part of their submitted proposals?

**A :No, not during the RFP process. If selected, there will be a negotiation process between HCJFS and the selected provider(s).”**

24. Who is your current incumbent provider(s) for telephonic interpretation services?

**United Language Group and LionBridge**

25. Does HCJFS plan to choose 1 provider for all services listed under this RFP?  If HCJFS plans to choose more than 1 provider, how will the scope of work be distributed to each awarded provider? Please explain.

**A: Agency employees will have an opportunity to select the vendor based on guidance in the LEP Director’s letter.**

26. Are court certified interpreters required for interpretation services needed for proceedings, visitation, hearings, interviews, and/or court related events?  Will highly qualified non-certified interpreters trained specifically for the above-mentioned cases suffice?

**A: Yes, highly trained interpreters will suffice for this function.**

27. Under ORC 2151.86 the provider must complete annually criminal record checks on all individuals assigned to work with, volunteer with or transport customers.

How does ORC 2151.86 pertain to telephone interpretation services as requested by Hamilton County Job and Family Services?

**A: This will not be required, unless there is ever direct face-to face contact with the client.**

28. Since interpreters are not in direct contact with citizens of Hamilton County, will there be a need to conduct criminal record checks on all interpreters?  Typically, in this industry, we work with thousands of interpreters so the task of completing criminal record checks on all interpreters is an extraordinary task.

***A: No, unless there is ever direct face-to-face contact with the client.***

Section 2.8 Proposal Documents



29. Can you please specify what type of annual report is requested?

 **A: No annual report will be needed for this proposal.**



30. Can you please specify exactly what type of licensure is required from ODJFS or ODMHAS?

 **A: For this RFP, no licensure is required by ODJFS or ODMHAS**

Attachment A – Cover Sheet

31. The cover sheet requires the rate table below to be filled out.  Can you please provide guidance as to how the unit rate is calculated if pricing is based on specific language during specific time frames (emergency/non-emergency, etc)?

**A: Please use rate sheet included in the RFP for more guidance**



32. Do Attachments D, E and F need to be included in the RFP response? Please specify which attachments need to be included.

**A: All attachments should be included with the proposal.**