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**HCJFS REQUEST FOR PROPOSAL  
INTERPRETATION SERVICES  
RFP SC04-21R**

**ADDENDUM 2**

**Questions asked after RFP Conference:**

**Q1.** What is the estimated value of the contract?

**A.** The estimated value of the 3-year contract is \$64,000. This estimate includes face/face and video interpretation.

**Q2.** If the top five languages hours-volume were to add to 100%, what hours-volume percentage would each language have in a regular year?

a. Spanish:	<u>53 %</u>
b. Nepali:	<u>27 %</u>
c. Swahili:	<u>12 %</u>
d. Arabic:	<u>2 %</u>
e. Pulaar:	<u>1 %</u>
f. Uzbek	<u>1 %</u>
g. Other	<u>4 %</u>
<b>Total</b>	<b>100%</b>

**Q3.** Does the on-site interpreter need to be the same person all the time?

**A.** No, it does not need to be the same person all the time.

**Q4.** In case more than one vendor is selected, how would assignments be determined? Would it a be a primary/secondary vendor model? If not, what would be the setup?

**A.** An agency Director's Letter is circulated to all agency staff informing them of the current vendor(s). The employees will have an option to select from those vendors to obtain services.

- Q5.** In HCJFS framework for interpretation services, can you define what constitutes an **emergency** during normal business hours and non-business hours?
- A.** There may be a variety of reasons that could define an emergency. In most cases, it is usually a Children Services matter that will require an interpreter to be present to assist with an unplanned visit.
- Q6.** Will HCJFS departments needing interpreters request the service directly or will there be a centralized scheduler?
- A.** The vendor should provide a process for agency employees to easily request interpreter services. The employee will request the services directly from the vendor.
- Q7.** Is the active contract with the existing vendor available for review?
- A.** The existing contract is a public record and must go through the process of requesting a public record.
- Q8.** In the RFP, it states on page 6, under Service Locations, that “a Spanish interpreter may be required on-site daily.” Is this a different interpreter from the on-site interpreter (page 7, Section A) required to accommodate walk-in clients?
- A.** No, this would be one interpreter serving in this capacity.
- Q9.** On the same Section A, page 7, the “on-site interpreter would be required to contact the vendor’s designated interpretation line to accommodate all possible languages.” Two questions:
- a. What is HCJFS’ definition of an “interpretation line”? Is it over-the-phone interpretation? The Scope of Service section does not include over the phone interpretation.
  - b. Can the on-site interpreter and the Spanish on-site interpreter be two different interpreters?
- A.** There may be times where the on-site interpreter may encounter a client that speaks a different language than the one that they are fluent in. When this occurs, the agency requests that the on-site interpreter reaches out to their agency and obtain the appropriate interpreter to assist with the on-site visit. There should be only a need to have one interpreter on site.
- Q10.** Would the HCJFS Standards and Code of Ethics be available for review prior to submitting the RFP?
- A.** See attached Section 6.0 - Ethics of Public Employment.



**Q11.** Where in Attachment A, would the Case Rate for Contact year be included? The only reference to cost is **“Please Complete Attachment C - Cost Sheet.”**

**A.** Rates for each language and term initial term 3yrs and renewal term 2yrs must be completed in Attachment C – Cost Sheets.

**Q12.** In the Program Component Checklist it reads, “Please ensure all questions in Section 1.2.2 are answered and page numbers are listed by using checklist below.” There are no questions on Section 1.2.2. Is it the 24 questions listed in Section A, under Section 1.2.5.?

**A.** Yes. A corrected Program Component Checklist is attached with this Addendum.

**Q13.** What was the average monthly face-to-face interpretation billing (hours) in 2019?

**A.** The vendor bills in unit of service hours equal to how long the interpreter is needed. This fluctuates each month based on the reason for the appointment and unit price is based on the services provided. Monthly Face to Face interpretation billing from 2019 averaged 47.88 hours. Language needs continue to vary greatly.

**Q14.** What was HCJFS total spent on face-to-face interpreting services in 2019 State Fiscal Year?

**A.** \$41,675.70.

