

23-SFY-08
Interpreter / Translation Services RFP
Q & A Document

- Q1: The RFP states, "Prior to the commencement of Contract, Contractor shall submit a written request to Department for approval of the use of any subcontractor who will perform work under Contract. The request must include the subcontractor's name, address, and phone number, and a statement of the work to be performed by that subcontractor. Contractor agrees not to permit any subcontractor to begin work under Contract, and that no substitutions will be made, without prior written approval." **We routinely rely on subcontractors for the completion of written translation projects. If awarded this RFP, is it safe to assume that blanket permission to use subcontractors will be granted to us without us needing to provide contact information for each subcontractor?**
A1: This is language from our contract template. If you use separate subcontractors for work to be performed under your contract (translation), we will need that information on each subcontractor. This is based on each subcontractor's requirement to agree to items contained in the contract.
- Q2: What is the anticipated volume per month for phone interpretation and video interpretation?
A2: Currently we are experiencing 300 to 500 phone interpretations per month with an average usage of 4,000 minutes per month. In the past few months, we have used as much as 11,000 minutes. Calls are lasting anywhere from 15 to 45 minutes with the occasional call lasting an hour or more.
- Q3: How much did your organization spend on remote interpretation (phone/video) in 2022?
A3: In calendar year 2022, over \$57,000 was paid for remote interpretation.
- Q4: What was the DJFS' spend on on-site interpretation services in 2022?
A4: In calendar year 2022, less than \$1,000 was paid for on-site interpretation.
- Q5: What is the anticipated contract value?
A5: The contract value will be based on previous and expected usage.
- Q6: What is the current contract end date?
A6: June 30th is the current contract end date.
- Q7: How much did your organization spend on written translation in the last calendar year?
A7: CCDJFS made approx. 13 requests for translations in the past twelve-month period.
- Q8: Who is the incumbent? If multiple, how many incumbent vendors are there?
A8: The current contract is held by PrOpio Language Services
- Q9: What is the current rate for the required services?
A9: All contracts are public records and can be accessed by making a public records request with the agency.
- Q10: What is the language mix by percentage, i.e. Spanish 90%, etc.
A10: CCDJFS is experiencing a large number of Haitian Creole speaking individuals and is a large segment of our current interpretation requirements. At the current time, 60% of our phone interpretation is Haitian Creole with 40% requiring Spanish interpretation with the occasional other language needed (French, Nepali, Gujarati).
- Q11: Will you allow the service(s) to be performed off-shore?
A11: Though there is nothing in the RFP addressing this, the proposal would be reviewed regarding abilities to perform all forms of interpretation to include in-person.

- Q12: Could you share the job titles and/or departments of the personnel who will be reviewing submissions for this RFP?
A:12: Contract proposals will be evaluated by the Contract Development unit within CCDJFS. The Director will have final approval of recommendations for contract award.
- Q13: For translation: What kind of delivery schedules are expected?
A13: For translation on documents from a customer, 24 hr. turnaround will be required due to timeframes required for processing of benefits. If CCDJFS is sending forms to be translated, 5-7 days is appropriate.
- Q14: For Interpreting: Are you expecting schedules within 24/48 hours?
A14: For interpreting, CCDJFS has been generally able to obtain on demand interpretation over the phone if an interpreter is available.