

INTERPRETATION & TRANSLATION RFP BIDDER'S CONFERENCE QUESTIONS

Pre-Bidder's Conference Questions

Question: Page five of the RFP indicates "Bidders have the option to submit separate proposals for one or all service modules. When submitting a proposal for

- Module C, the proposal must outline how the Bidder will perform both on-site interpretation and translation services." Please confirm if the reference to Module C is a typo and was intended to state Module B.

Response: There are only two modules: Module A and B

Question: Please advise if the Contractor Budget is required for the services outlined in Module A?

Response: Yes, the Contractor Budget is required for both Module A and Module B

Question: Who is your current vendor for OPI/VRI?

Who is/are the incumbent(s)? If multiple, how many incumbent vendors are there and are you willing to share their rates for the services required in this RFP?

Response: Our current provider is Access 2 Interpreters. There is only one provider. A public records request is required to share vendor/provider rates for services

Question: Please confirm whether we can submit pricing by the minute for phone and video interpretation services rather than per hour, as stated in the fee catalog?

Response: Yes. The Availability and Fee Catalog will be updated to state that charges for Over-the-phone and Video Remote services can be stated in minute increments

Question: What are your current rates for OPI/VRI? What is your actual spend historically for written translations? How much did your organization spend on written translation in 2021?

Response: Current rates for Over-the-Phone interpretation services are slightly over \$1 per minute. Video Remote Interpretation services are not currently provided. Historically we spend on average \$7,500 on translation services. We spent \$5000 on written translation services in 2021

Question: Page four of the RFP indicates "FCDJFS also conducts business at off-site locations and during non-traditional workhours for special projects or to meet the needs of our residents/community; Interpretation and Translation services may be required during these times and service requests may be on short notice."

What types of translation services could be required? Do translations need to be submitted and completed during the same off-hours shift?

Response: Interpretation services may be required during the off-hours shift. Translation services are generally requested during normal business hours

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POST Bidders Conference Questions

Question: What is your monthly spend for OPI services?

Response: [Approximately \\$64,000 per month was expended in 2021](#)

Question: There is a discrepancy between the Required Checklist Document and the E-CIMPACT versions of the RFP. For example, in the Required Checklist Document, in both Modules A and B for question 3, there is no stated limit, but in the E-CIMPACT portal there is a character limit of 4,000. Another example is question 1 in both modules where it has a stated limit of 300 words, but in the E-CIMPACT portal there is a limit of 1,500 characters. Can the character limits in the E-CIMPACT portal be increased?

Response: [The character limit on the e-CImpact platform for all questions in Module A & Module B has been expanded to a maximum of 4000 characters \(400 Words\)](#)

Question: In the Module A tab of the "Availability and Fee Catalog" there are categories for "Daily Scheduled Phone Services" and "On-Call or Immediate Phone Services". However, there is not a category for "On-Call or Immediate Video Services". Can we add columns for this ourselves?

Response: [The Availability and Fee Catalog has been revised to include a tab for On-Call or Immediate Video Services](#)

Question: In the document "Request for Proposals Interpretation and Translation Services" on page 6 in the section "Module B: On-Site Interpretation and Translation Services" in the first box "Condition" bullet one (1) states, "FCDJFS operates a Call Center which includes on-site interpreters for high volume Languages". Do you want us to describe this service in Module A with other OPI services or in Module B with the On-Site Services?

3 clarification) In the "Availability and Fee Catalog" the "Daily Scheduled Phone" interpretation services are included in Module A – *historically in module a*

Response: [This service should be described in Module B](#)

Question: In the document "Request for Proposals Interpretation and Translation Services" on page 6 in the section "Module B: On-Site Interpretation and Translation Services" in the first box "Condition" bullet one (1) states, "FCDJFS operates a Call Center which includes on-site interpreters for high volume Languages". Do you want us to describe this service in Module A with other OPI services or in Module B with the On-Site Services?

Response: [The bidder should utilize Module B to describe On-Site Services](#)

Question: Can you share from 2021 the budget for all interpretation services?

Response: [In 2021, the Franklin County Department Job and Family Services expended just over \\$1,500,000 on telephone, onsite and on-call interpretation and translation services](#)

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Question: For Module A; is it required to bid on both Over-the-Phone Interpretation Services and Remote Video Interpretation, or may we bid only on Over-the-Phone Interpretation Services and not on the Remote Video Interpretation?

Response: For Module A, it is not required to bid on both Over-The-Phone and Remote Video Interpretation Services. Bidders can bid on only Over-the Phone Interpretation Services and not on Remote Video Interpretation.

Question: For Module B; is it required to bid on both Document Translation Services and In-Person Interpretation, or may we bid only on Document Translation Services and not on the In-Person Interpretation Services?

Response: For Module B, it is required to bid on both Document Translation Services and In-person Interpretation Services.

Question: In order to obtain a COI I will need the name and address as you would like it to appear on the certificate. Can you provide this information please? I was unable to find an address listed in the RFP documents.

Response: Franklin County Department of Job and Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

Question: On what page of the E-CIMPACT portal will we be able to find the answers to the conference questions and power-point? Will the answers and power-point also be posted on the JFS Partner Information page (<https://jfs.franklincountyohio.gov/partner-information>)?

Question: Our proposal team is having difficulties navigating your bid portal and are unable to find the vendors' questions and answers document. Can you please provide assistance?

Response: All questions and answers will be posted at <https://jfs.franklincountyohio.gov/partner-information>.

Question: The E-CIMPACT portal states that the submission deadline is Monday, July 26, 2021 at 12:00 pm EST, but the previously mentioned deadline, during the bidders' conference and in the RFP document, was stated to be on Wednesday, July 28th at 4:00 pm EST. Which deadline should we abide by? Is the portal scheduled to shut down on July 26th or July 28th?

Response: Submission is required **NO LATER THAN 4:00 PM on Thursday, July 28, 2022**. The e-CImpact portal has been updated to accurately reflect the proposal due date.

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Question: As it relates to the Minimum Qualifications starting on page 10 of the RFP that a bidder must:

- Have a minimum of three years' experience delivering the proposed Interpretation and Translation services of similar size and scope of the services described in this RFP.
- Provide three letters of reference from current or recent past contractual relationships for services provided within the last five years.

If a firm plans to subcontract some of the services being proposed, does the Prime Contractor need to meet the requirements above for each line of service being bid on their own or would a bid from a Prime Contract that does not meet those requirements be acceptable so long as the subcontractor had the requisite experience and provided letters of reference from their clients?

Response: Both Prime Contractors' and Subcontractors' experience shall be considered

Question: Regarding the Franklin County Department of Job and Family Services Interpretation and Translation Services RFP, is there a percentage on how work can be subcontracted??

Response: No more than 50% of the contract can be subcontracted