

Interpretation & Translation Services RFP Post Bidders Conference Q&A

1. **Question:** I was looking over the required documentation for the bid and I was wondering about the financial audit section (Proposal Component section, page 8 under Required Documents) – are these required before we submit the bid? Or can these be done if we are awarded the contract (because they are quite expensive to do)?

Answer: A financial audit is required to be submitted with the bidders' proposal packet. FCDJFS cannot award a contract prior to assessing the risk of a potential funding recipient. The required documents in the financial audit section assist(s) in the risk assessment process.

2. **Question:** In the "RFP Document" in the "Statement of Work" on page 6, underneath "Module B: On-Site Interpretation and Translation Services" within the "Condition" and "Services" sections it refers to "On-call services." Additionally, in the "Required Documents and Attachments and Checklists" Document, in Module B for Question 3 it states: "At a minimum, include a description of how the Bidder will meet the service requirements to provide daily scheduled interpretation, intermittent interpretation, on-call services, and other services as appropriate within the timeframe specified in the RFP." Could you please provide clarification on the type of service being asked when mentioning On-call? How is it different from Intermittent Service? Does it refer to Over-the-Phone Services?

Answer: FCDJFS defines intermittent and on-call interpretation as requests for services that are conducted outside of daily scheduled interpretation. Intermittent may include interpretation services requests that support peak season activities or special agency events or activities. Examples of on-call services may be in-person interpretation service requests for languages not commonly used or a scheduled appointment for a customer requiring sign language. Neither the on-call or intermittent interpretation services are components of "over-the-phone" interpretation services which refers to the daily telephone interviews between case managers and LEP customers.

3. **Question:** At the bidder's conference, it was mentioned that the PowerPoint that was presented would be made available to the bidders. I have not been able to find it. Has this presentation been posted? If not, do you have an estimate as to when it will be made available?

Additionally, we do have access to RIO, however, we are not able to see the RFP Modules on our company profile. Do you have an estimate as to when the RFP will be added to bidder's profiles?

Answer: The Interpretation and Translation RFP PowerPoint presentation from the bidders' conference has been posted at <https://jfs.franklincountyohio.gov/partner-information>.

As noted on pages 7 & 8 of the RFP, the narratives templates for Modules A and B can be found in the "[Required Documents, Attachments and Checklist](#)" document. The bidder must utilize these narrative forms and upload the completed document(s) into the RIO system as an attachment.