

ITN DOH15-008 Interpretation and Translation

Questions and Answers

Q1: Can you tell us the average annual volume?

A1: The following services were provided during calendar year 2014:

Telephonic Interpretation			
2014	Sum of Calls	Sum of Minutes	Sum of Cost
Jan-Mar	33,850	360,601	\$263,238.73
Apr-June	35,691	398,521	\$290,921.33
July-Sept	38,928	440,355	\$321,459.15
Oct-Dec	38,531	434,511	\$317,193.03
Grand Total	147,000	1,633,988	\$1,192,812.24

Document Translation			
2014	# words	# documents	Cost
Jan-Mar	26,746.00	29	\$9,143.00
Apr-June	50,837.00	63	\$15,820.04
July-Sept	54,951.00	51	\$18,580.36
Oct-Dec	9,544.00	36	\$6,902.69
Grand Total	142,078.00	179	\$50,446.09

Basic Interpreter Training		
2014	Participants	Cost
Jan-Mar	47	\$12,925.00
Apr-June	11	\$3,025.00
July-Sept	0	
Oct-Dec	0	
Grand Total	58	\$15,950.00

The current contract rate is \$.73 per minute for phone interpretation for all languages. The contract rate for Interpreter Training is \$275.00 per class participant for 1-19 participants or a maximum of \$5,500.00 per training for 20-30 participants. Document translation costs vary by language.

Q2: Can you please tell me what percentage of the OPI was for Spanish?

A2: During calendar year 2014, 85% of calls under the current telephonic interpretation contract required a Spanish interpreter.

Q3: As this is a completely different aspect of language services, I am wondering if we could bid on only the telephonic interpreting and document translation?

If not, can the department please clarify exactly what type of “interpreter” training they require and the level of expertise/credentials the trainer is required to have? I assume this is an on-site requirement.

A3: No. Respondents must have the ability to provide all three service components. The interpreter training component must be provided in-person in a classroom setting. The Department has previously offered Basic Interpreter and Advanced Interpreter courses to bilingual county health department employees and bilingual staff from other servicing agencies. See Section 3.4 of the Invitation to Negotiate regarding trainers’ expertise and credentials.

Q4: In regards to the referenced bid in the subject line, are agencies allowed to only bid for the written translation portion of the contract? The reason being, is that we are mostly set-up to provide written translation services. Please kindly advise. Thank you in advance.

A4: No. Respondents must have the ability to provide all three service components.

Q5: Can we bid on just one portion of the work, the document translation?

A5: No. Respondents must have the ability to provide all three service components.

Q6: Whether companies from Outside USA can apply for this?

(From India or Canada)

A6: No

Q7: Whether we need to come over there for meetings?

A7: No

Q8: Can we perform the tasks (related to RFP) outside USA?

(From India or CANADA)

A8: Yes, tasks related to the service components for telephonic interpretation and/or document translation may be performed outside of the United States, if necessary. Interpreter training must be performed in-person, thus tasks related to that service component must occur in the United States.

Q9: Can we submit our proposals via email?

A9: No. See Section 4.5 of the Invitation to Negotiate,

Q10: Who is the incumbent vendor for these services?

A10: Language Line Solutions

Q11: What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?

A11: There have not been any major challenges under the current contract. The Department expects the successful Vendor to have the capacity to handle a high volume of telephonic interpretation and translation requests. This requires a Vendor with extensive experience and organizational capacity to accommodate all requests.

Q12: What is the expected volume of this contract?

A12: See answer to question #1.

Q13: Do you expect it to be similar to previous years?

A13: There has been a slight increase in telephonic interpretation during the current fiscal year.

Q14: What is the content you expect for Interpreter Training?

A14: Training content will be negotiable, but content may include: the interpreter's roles, responsibilities; professional ethics; cultural competency; legislation regulating the profession; and communication challenges and skill-building.

Q15: What kinds of training materials would you like to see?

A15: The kinds of training materials will be negotiable, but training materials may include a PowerPoint presentation, laminated flip cards, case studies, and other handouts and materials useful to the student's education and development. With departmental approval, the Vendor may use the World Wide Web, CD Rom, video, and other educational tools to enhance education and training.

Q16: What are the % language needs of the clinic setting?

A16: Based on the total number of calls during calendar year 2014:

85.00% Spanish

6.00% Haitian Creole

2.00% Arabic

1.20% Burmese

1.00% Portuguese

0.84% Mandarin

0.82% Vietnamese

0.66% Russian

3.76% Karen

0.36% French

Q17: Are medical trained call center staff better suited for this work?

A17: The resulting contract from this ITN has the potential to cover all service areas of state and local government. Therefore, medically-trained call center staff may be appropriate for health-based service organizations utilizing the contract.

Q18: Are vendors expected to pay wages above minimum wage?

A18: All Respondents are expected to comply with U.S. Department of Labor and state laws regulating employment.

Q19: Is a HUBzone certified company small business given credit?

A19: Please contact Office of Supplier Diversity at 850-487-0915 for clarification.

Q20: Are non-US based call centers allowed to bid on this RFP?

A20: See answer to Question #8.

Q21: Is this a new requirement? If not, who was the incumbent vendor?

A21: No. The current vendor for all three service components is Language Line Services (recently renamed Language Line Solutions).

Q22: What was the incumbent pricing?

A22: See answer to Question #1.

Q23: Is there an estimated volume that you could provide?

A23: See answer to Question #1.

Q24: Does the DOH have any kind of local preference?

A24: No.

Q25: A version of this RFP was issued earlier this year. Why was this rebid?

A25: The Department requires a Vendor that can provide all three Interpretation and Translation Services – Telephonic Interpretation, Document Translation, and Interpreter Training

Q26: What percentage of all telephone interpreting calls were Spanish?

A26: During calendar year 2014, 85% of calls under the current telephonic interpretation contract required a Spanish interpreter.

Q27: What is the percentage breakdown of your top 10 languages?

A27: See answer to Question #16.

Q28: Please describe the current process and curriculum for training services.

A28: The Vendor coordinates with the Interpretation and Translation Services Program Manager and the servicing agency in the delivery of interpreter trainings; conducts interpreter trainings in English, with in-person instructor(s), in a classroom setting; and, with departmental assistance, recruits students to register for the interpreter trainings. See answer to Question #14 regarding curriculum.

Q29: What is the average class size of trainings?

A29: Twenty-thirty participants (20-30) for Basic Interpreter trainings.

Q30: How many documents/words are translated per year?

A30: See answer to Question #1.

Q31: What is the per word cost by language?

A31: See answer to Question #1.

Q32: How many requests require 24 hour turnaround (#of documents and % of total)?

A32: The current provider currently isn't required to report this data.

Q33: You state "Vendors creating such collaborations must establish one legally recognized entity..." what does this mean; do vendors need to create joint ventures, or does one vendor need to simply declare who is the contractor and who is the subcontractor?

A33: Please identify the legal entity that will be responsible for providing all three service components, and identify any subcontractors.

Q34: What is the estimated value of this contract?

A34: See Section 4.8 of the Invitation to Negotiate.

Q35: Is there an incumbent vendor for these services? If yes, who is the vendor(s) and what rates do they provide for the services?

A35: Yes, Language Line Services. The current contract rate is \$.73 per minute for phone interpretation for all languages. The contract rate for Interpreter Training is \$275.00 per class participant for 1-19 participants or a maximum of \$5,500.00 per training for 20-30 participants. Document translation costs vary by language.

Q36: Is there a primary reason for this RFP? For example: existing quality concerns, reduction to current price, or general contract terms requiring renewal?

A36: The current contract with Language Line Services is in its final renewal year under the previous ITN 10-045.

Q37: Would the vendors own internal testing/qualification process be comparable to interpreters possessing certifications/accreditations?

A37: See Section 3.4 of the Invitation to Negotiate.

Q38: How will cost be evaluated for rating offers?

A38: Cost Replies will not be scored or used for ranking vendors for negotiation, but may be used during negotiations.

Q39: Will cost be evaluated on the base year or total including option years?

A39: See answer to Question #38.

Q40: Will the unit cost be used or the unit cost times the quantities provided to come up with a total cost?

A40: Contract rates will be negotiated with the successful Vendor.

Q41: What percentage or weight does cost carry in the overall RFP?

A41: See answer to Question #38.

Q42: Is there an evaluation template that will be used? If so, can it be provided?

A42: The evaluation criteria are specified in Section 6.3.1 of the Invitation to Negotiate.

Q43: This is a 1 year award with 3 option years. Can Florida DOH advise as to whether it exercised all of the options years on previous awards?

A43: The Department renewed the current Vendor's contract for three years.

Q44: In reference to 4.2. Reply Format: Vendor Replies must be submitted in one packet, but separated in sealed envelopes. Could Florida DOH clarify this requirement? How should internal envelopes be marked in order to ensure that all submissions are received in their complete form?

A44: Envelopes should clearly identify the contents as “Technical Reply” and “Cost Reply.”

Q45: In reference to 6.3 Evaluation Criteria: We understand that the technical proposals will be ranked and then negotiations regarding cost will commence. Is it possible that the DOH will award service to a vendor that has a higher technical score but not the lowest cost, or will the lowest cost be the final arbiter of service award?

A45: See answer to Question #38.

Q46: Are there peak calls times or info on past call times?

A46: The Department’s normal service hours and days are 8:00 AM to 5:00 PM Eastern Time, Monday through Friday. However, other servicing agencies may require 24-hour/day service. We do not have data available on specific call times.

Q47: What are the estimated annual minutes required for telephonic services?

A47: See answer to Question #1.

Q48: What is the average length of a call for telephonic interpretation?

A48: In calendar year 2014, the average length of call was nine minutes.

Q49: What are the volume estimates per language for telephonic interpretation?

A49: Based on the total number of calls (147,000) and minutes (1,633,988) during calendar year 2014:

85.00% Spanish

6.00% Haitian Creole

2.00% Arabic

1.20% Burmese

1.00% Portuguese

0.84% Mandarin

0.82% Vietnamese

0.66% Russian

3.76% Karen

0.36% French

Q50: What are the estimated number of words needing translation?

A50: See answer to Question #1.

Q51: What are the volume estimates per language for translation?

A51: The total volume for all translation requests is provided in the answer to Question #1. A per language estimate is unavailable. However, the primary languages requested are Spanish and Haitian Creole. Burmese, Arabic, and other language translations are requested infrequently.

Q52: What are the entry criteria or prior interpretation experience for students taking an interpreter training course?

A52: Training courses are open to bilingual staff providing interpretation services to foreign-born populations. Attendees need to be fluent in English and the target language.

Q53: Where will interpreter training sessions take place?

A53: Statewide, based on need and available funding.

Q54: In reference to 3.2.1. Interpreter training – could Florida DOH expand on desired requirements or topics expected to be covered during training?

A54: See response to Question #14.

Q55: Can the interpreter training take place remotely using distance learning practices, or must it be conducted in person?

A55: No. In-person interpreter trainings only.

Q56: Will Florida DOH cover the cost of the training location, or should that cost be included in our price?

A56: The Department will provide classroom facilities for interpreter trainings.