



Q1. Section 3.23 & 3.24 Scope of Project, page 17 and 18
Past data around number of calls for services by type (Interpreter /Translation over phone/Translation over document, etc. further drill down above data by language, Provide Alabama Population latest statistics: (a.) Total population (further drill down by country) and (b.) No. of families (further drill down by county)

R1. The information requested is not available.

Q2. Section 3.0, page 15, third paragraph states that interpreters/translators must be employees of the contracting agency..." In addition, paragraph 3.23, subparagraph 10, page 18, also states that "interpreters must be employees of the contracting agency...."
The RFP does not indicate that there will be enough work in each of the 67 counties, or a combination of counties, that would keep an interpreter busy on a full time or even part time basis. There is no guarantee in any of the counties for any minimum amount of work. This is true for potential Spanish interpreters as well as interpreters of other languages, such as Vietnamese, Kreyol and Korean. Each county office/social worker will request interpreting services on an as needed basis. Additionally, a county may have a need for one, two, three or more face-to-face interpreters for simultaneous appointments, necessitating the use of more than one interpreter available but with no guarantee that any further assistance would be needed in the future, for example.
Furthermore, to consider the interpreters as employees, the vendor would incur considerable added expenses of FICA, the potential for health and leave benefits, retirement, etc. Even more importantly, this narrows the availability of some of the best interpreters in our state, many of whom have other part time jobs. For example, one of our lead interpreters also teaches Spanish at a college on a part time basis and accepts DHR appointments when needed. If she had to be considered an employee, she would not be able to work for FLS for the DHR contract, unless she gave up her job at the university. Additionally, Section 1.7, page 9, Mandatory Requirements, Paragraph 1.7.3, refers to "subcontractors", stating that "the primary vendor ...shall be responsible, in total, for all work of any subcontractors. All subcontractors must be listed in the proposal." Given the above stated reasons, we respectfully request that the vendor be allowed to use subcontractors, who are bilingual and well qualified to interpret, for the majority of face to face interpreting, written translation and over the phone services, for the duration of the contract. May we assume we will be able to do this?

R2. Yes.

Q3. Section 3.0, page 15, Service Description states that "Services may be delivered face to face, written and/or via telephone...Vendors must list the



languages for which they can provide services and must indicate how services will be delivered (i.e. face-to-face, written and/or via telephone.” From this statement, may we assume that award of these three services will be made to only one vendor.

R3. This will be determined by the Department.

Q4. Section 3.0, page 15, Service Description states that in addition to Spanish, Interpreter services are also sought for Guatemalan dialects, Chinese, Vietnamese and Korean. These services may be delivered via face to face, written and via telephone. Section 3.24 Telephone Interpreter Services. Given the distance required in some instances for the languages which are not as prevalent, and in some instances, even Spanish, but also in the outlying counties where more travel might be required, we are in the process of investigating the availability and ease of use of video interpreting. In this manner, it might be possible to avoid long distances for appointments or when availability of a linguist is scarce, even non-existent. The type of video interpreting of which we speak is fully HIPAA compliant, maintains confidentiality, and all interpreters are credentialed. The connection time is instantaneous, or within minutes. These systems are widely used across the United States both in ASL and in Foreign Language interpretation and resemble Over the Phone services. The only requirement on the part of DHR would be to use mobile devices such as I-pads, Mini-Pads, Laptops or Computers, in other words devices that may be already available to DHR offices, or could be easily made available. In addition to Face to Face FL Interpreting services, may we include Video interpretation service in our proposal as an additional service, should DHR offices want to use it on an as needed basis?

R4. Yes, you may include video interpretation service, as an optional service. Provide detailed information of the process.

Q5. Appendix E and F, pages 35-43, pertaining to the Cost Proposal. The Cost Proposal Form would be relevant for a contract requiring personnel placement on a full time basis. For example, it asks for Gross Salary, % of Time on Project, Pay Periods to be Employed, Fringe Benefits as they pertains to the contract and a column for the Total Project Cost. Related to this question please see pages 37-39, requesting details on subcontracts, travel, facility space and more. All of these expenses should then be summarized on page 35, according to Appendix F, Instructions for Cost Proposal.



Please explain how we should correctly fill out such a form when we have no way of knowing which county or counties will request services, or for how long, or what language, and at any particular time, OR please see #4.

R5. See R8.

Q6. Section 3: SCOPE OF PROJECT, 3.1 - AVAILABILITY AND RESPONSE TIME, Page number 15;

What is the average response time for which your current vendor submits confirmation of a booking for face-to-face interpretation assignments?

R6. Response time for confirming face-to-face interpretation assignments usually occurs with a couple of hours.

Q7. Section 3: SCOPE OF PROJECT, 3.23 - FACE-TO-FACE INTERPRETER SERVICES, Page number 17;

Who is the incumbent vendor for face-to-face interpretation services? Do you possess historic data for face-to-face interpretation services? If so, what's the yearly usage broken up into languages and counties? What are your current face-to-face interpretation rates and pricing schedule?

R7. Foreign Language Services and Universe Technical Translation, Inc. are the current vendors.

Q8. Appendix E: COST PROPOSAL, Page number 35;

As telephone interpretation is priced on an all-inclusive, as-needed, per-minute basis, and written translation is priced on a per-word basis, may we submit the two requested annual cost proposals for these services using the Alabama DHR approved Fiscal Year Budget Forms we have used under our current contract, rather than the Appendix E: Cost Proposal forms, which are used for hourly employee service contracts?

R8. No. Vendors are required to utilize the forms provided for the procurement. Furthermore, vendors may include a narrative itemizing and justifying proposed cost.

Q9. Section is 3.25 Written translations, page 18. On page 18 of the attached written translations is mentioned as a service to be provided. Would I be able to just bid on this section or do I have to bid on all the services?

R9. Yes.

Q10. Is there an incumbent vendor for these services? If yes, who is the vendor(s) and what rates do they provide for the services?



R10. Yes, the vendors are Foreign Language Services and Universe Technical Translation, Inc. Vendors may request this information by submitting their requests to me via email, vicki.robinson@dhr.alabama.gov. Reference the procurement title/number and specify the vendor

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?

R11. There have been no challenges reported, in fulfilling these services.

Q12. What is the expected volume of this contract per vendor/interpreter? Will there be primary/secondary vendor status?

R12. There is no predetermined volume. These services are provided as needed, on a case-by-case basis.

Q13. Is there any historical data for any of these services? That is, what sorts of languages/appointments were most often requested, what kind of documents/languages were submitted for translation?

R13. There is no historical data of these services.

Q14. Is this RFP open to out of state vendors? If so, it is necessary to procure an Alabama state license?

R14. Yes, the procurement is open to vendors nationwide. Vendors are required to register with the Secretary of State, prior to the execution of a contract.

Q15. Is this a multiple source award contract?

R15. The number of contracts is determined by the Department.

Q16. Does the request for key personnel resumes and job descriptions apply to our corporate Project Management team or the potential linguists themselves? As we have a large number of independently contracted linguists, and are not sure which requests will require which language/specialist, it is not possible to include resumes for all linguists without creating a packet hundreds of pages long. May we provide the resumes/job descriptions for our Project Management team and perhaps several sample interpreter and translator resumes in the most requested languages.

R16. Yes. Yes.



Q17. Does the requirement for ABI & FBI background checks apply to the employees who work in our corporate office? Or to the independently contracted linguists we use to provide services? Would telephone interpreters or document translators (both linguists who work off-site) need these background checks, as well?

R17. This requirement is for face-to-face Interpreters.