Remote Interpreting Services Request for Proposal
Questions and Answers

1. "Could we be provided a report on the <u>total monthly minutes</u> for VRI each year/month therein, including 2024 YTD?" **In 2023, total of 4,529 hours and a total of 2,145 for 2024.**

2. "Could a list of the individual world languages (and ASL) be made available to us, with their Total Minutes and Per-Minute charged amounts for each year, quarter, monthly, etc, including 2024 YTD?" **Please note that our office will not be providing any pricing information for remote interpreting services.**

3. "Is a report of dollar charges per minute of the above, or language totals (i.e., Monthly Language Invoice/Total Language Minutes), available for 2024 YTD?" **Please note that our office will not be providing any pricing information for remote interpreting services.**

4. "Who is the incumbent, and how much do you currently pay?" **Currently there is no incumbent since no contract has been signed.**

5. "Is past performance by affiliate considered?" this question was intended to ask if one has rendered services to any circuit or business as contractor, will the experience be considered/attributed to our company?" **Yes.**

6. "On the same track as the above, our president has herself from time to time serviced some of the interpreting needs for said counties/business herself. Is this viewed as a conflict of interest by the AOIC?" **No.**

7. "Understanding smaller companies are bidding alongside larger companies on this RFP, being a small disadvantaged women owned business ourselves (8a), will teaming bids be considered?" **Yes.**

8. "To ensure quality of rendered services, is there a minimum requirement of established business years to qualify?" **No.**

9. "What is the estimated breakdown percentage between On-site and VRI services? Example: 40% On-site, 60% VRI." **This RFP applies only to remote interpreting services and does not cover on-site interpretation.**

10. "Could you please specify the languages you need for interpretation services? Do you have an approximate breakdown by language?" **The languages can vary greatly depending on the individual circuit. Spanish is the most common request at 96%. However, we see requests for French, Arabic, Russian, Mandarin, Ukrainian, Vietnamese, Polish, Swahili, ASL, Romanian, Portuguese, Kiswahili, Turkish, Punjabi, Hmong, Nepali, etc. We do not have a further breakdown of languages.**

11. "How much lead time do you typically give your language services provider when scheduling On-site interpretation, Video Remote Interpretation (VRI), and requesting translation services?" **Circuits are instructed to schedule interpreters as soon as they are notified, with a 24-hour turnaround for Spanish and 48 hours for other languages. However, more notice is typically provided. Translation requests are less common, and the turnaround time for these can be up to a week.**

For translation services:

1. "What has the expenditure on translation services been in the past 12 months or the last calendar year?" **Under 5k for small projects.**

2. "Could you please specify the languages you need for translation services? Do you have an approximate breakdown by language?" **The request if any, would be mainly for Spanish, 90%.**

3. "Are translation services standard delivery or do you have expedited requests?" **Standard delivery.**

4. "Do you need DTPO or Formatting services for these documents?" **No.**

5. "Do you have an incumbent language services provider? If so, would you share their rates with us? Yes, for big projects, there is an incumbent." **Our office will not be sharing rates of any vendor. We may come across translation requests for small projects, which could include letters or documents submitted mainly in Spanish.**