

- **Section 3.1, Page 15:** Does the 12-hour timeframe for interpreter confirmation begin when the Department places the request, or is it calculated as 12 hours before the scheduled service date? For example, if a request is made on 12/11/2025 at 3 PM for services on 01/10/2026 at 2 PM, would confirmation be required by 3 AM on 12/12/2025 or by 2 AM on 01/09/2026?

Answer – Next day business hours 8-5pm.

- **Section 3.23, Item 1, Page 18:** Does "respond to referrals within one (1) hour of contact by the Department of Youth Services School District" mean initial confirmation of receipt, or does it require full interpreter assignment within that timeframe?

Answer – Initial confirmation of Receipt

- **Section 3.3, Page 15:** The RFP states "The Department reserves the right to cancel interpreter appointments within twenty-four (24) hours of their scheduled time without penalty or charge." Does this mean cancellations made with LESS than 24 hours' notice are penalty-free, or does it mean cancellations must be made MORE than 24 hours in advance to avoid charges?

Answer – More than 24 hours in advance.

- **Section 3.4, Page 15-16:** The requirement states vendors must maintain statements certifying all employees are "free of infectious disease." Can this requirement be modified to state "to the best of our knowledge and based on available health screenings, employees are free of infectious disease," recognizing that absolute medical certainty may not be feasible?

Answer – Yes

- **Section 3.21, Page 17:** The mandatory professional development section requires training prior to service provision. Can the Department specify the total number of hours required for this professional development? This information is essential for budgeting purposes, as we may need to compensate language professionals for their participation time.

Answer – 2-4 Hours

- **Section 3.23, Item 5, Page 18:** The provision states "If an interpreter is late or fails to respond to referrals three (3) times within a contract period, any contract with the Vendor will be in jeopardy of termination." Is this interpretation correct—that three occurrences across all interpreters could trigger contract termination? Given the typical volume of interpreters and assignments, would the Department consider an alternative metric, such as evaluating timeliness as a percentage of total services delivered? If so, what performance threshold would be considered acceptable (e.g., 95% on-time rate)?

Answer – Yes

- **Section 3.23, Item 6, Page 18:** The requirement states interpreters must be at least 21 years of age. Our standard requirement is 18 years of age, and we do not typically track employee ages beyond initial hiring. Is there flexibility on this requirement? If not, what additional tracking systems would be considered acceptable to demonstrate compliance without creating potential age discrimination concerns?

Answer – No.

- **Section 3.23, Item 9, Page 18:** The provision states "Interpreters must be employees of the contracting agency." Our interpreter workforce includes both W-2 employees and independent contractors (1099 subcontractors). Can the language be modified to include "employees or

authorized subcontractors of the contracting agency"? If employee status is mandatory, can you provide the rationale for this requirement?

Answer –Yes

- **Section 1.0 and throughout the RFP:** Is this a single-award or multiple-award contract? The RFP references both singular "Vendor" and plural "Vendors" in various sections.

Answer –Singular

- If multiple vendors will be awarded contracts, how will service requests be distributed among providers? (e.g., rotation, primary/backup designation, by language, by geographic region, by service type?)

Answer –N/A

- Can the Department provide historical volume data for interpreter services over the past 12-24 months, including:

1. Total number of requests by service type (face-to-face, telephone/online, written translation)?
2. Breakdown by language?
3. Distribution between scheduled appointments, after-hours requests, and emergency services?

Answer –Not at this time

- Can the Department share current incumbent name and pricing rates or the existing contract pricing structure for comparison purposes?

Answer –No.

- What is the anticipated annual contract value or estimated volume of services for the contract period?

Answer –\$50,000-\$75,000

Does the Department have any pain points it would like to address?

Answer –No.

Section 3.24, Page 18 - Telephone/Online Services: Are there any geographic restrictions on where telephone/online interpreter services must be delivered from?

Answer – In Person

- Is the 24/7/365 requirement for both interpreters and translators? How often do rush and weekend requests come up?

Answer –Rare

- We're assuming that when you mention "Guatemalan (various dialects)" you are referring to indigenous languages. Can you let us know the languages you are referring to specifically.

Answer –No way to determine at this time.

- Is there an incumbent currently providing these services? If so, can you share the rates?

Answer –There was last year. No.

- Based on historical data from past years and projections for 2026: What is the approximate volume of work needed per language per service (Translation, Over the Phone Interpretation, Video Remote interpretation, Onsite Interpretation)? If the data per language is not available, please provide any volume breakdowns you have.

Answer –Currently have 2 students.

- What challenges have you faced with similar scope of work from vendors you worked with?

Answer –Vendors Availability.

- What is the approximate number of calls per language for the last year for each of the required languages?

Answer –6 Students last year

- What is the average length of an interpreting service requested?

Answer –3- 6 months per student with 8 hours per month per student

- Does the Client provide equipment for on-site simultaneous interpretation (if simultaneous is needed)?

Answer –To be determined

- What percentage of your interpreting assignments are rush request, with less than 2 full business days' notice?

Answer – 25%

- What file types, content type, etc. will be submitted for translation?

Answer –To be determined

- Is there a budget allocated to this contract? If yes, how much?

Answer –\$50,000 to \$75,000

- Can we only provide our offer for remote services?

Answer –No

- Can the vendor submit internal (unaudited) financial statements to demonstrate financial stability in lieu of an audited financial summary?

Answer –No