



## Questions and Answers

### RFQ #2020-126 RID Certified Interpreter Services

Please be advised all questions are keyed as submitted.

1. Who is providing the Interpreter services currently?
  - A. We do not have a current vendor at this time.
2. What are the rates paid for the services provided currently?
  - A. We do not have a current vendor at this time.
3. How many vendors do you anticipate selecting?
  - A. We have the ability to select one vendor or multiple vendors.
4. Can you state the specific services you are seeking. American Sign Language onsite and remote (Video Remote Interpreting/ VRI)? Spoken foreign language onsite as well as remote (over-the-phone/OPI)? Or are you looking for ASL combined with foreign language, such as tri-lingual interpreting?
  - A. Please refer to the scope for specifications, a price list may be submitted for review.
5. If you are seeking onsite spoken foreign language, how often are you in need of this service and which languages to you expect to need?
  - A. The services are based on the need or request of the parents and providers. The most common languages are Spanish, English and Creole.
6. Do you have historical data on the frequency and duration of these services?
  - A. No.
7. Must Vendors bid on all services requested, or can we pick and choose which services to bid on, whether that is specific languages or only remote services?
  - A. Yes, the vendor may choose which services to respond to.
8. Do you plan on awarding a single contract or multiple?
  - A. That will be determined once all proposals have been reviewed.

9. What are the physical location/locations that onsite services are to be performed?

A. Services are to be performed at our headquarter locations and our service center locations (exact location will be disclosed once a vendor is selected).

10. Is there an incumbent to the contract and can you disclose their rates?

A. We do not have a current vendor, a request to view rates from prior years will have to be completed through a public records request.

11. Can you share with me either the level of anticipated effort needed for this contract, or if there is any historical data of effort for the 2019-2020 year, or both?

A. A request to view rates from prior years will have to be completed through a public records request.

12. Who is the incumbent agency?

A. We do not have a current vendor at this time.

13. The RFQ mentions this solicitation is regarding "RID Certified Interpreter Services" however, Attachment A mentions spoken languages needed as well. Is this RFQ solely for ASL, or does this include the need for the spoken languages in the chart?

A. Both types of services.