

**Invitation for Bid (IFB) – In-Person and Virtual Spoken Language
Interpreting Services
CN260138
Questions and Answers**

Question 1: Is this for a new contract or the recompetes of a soon-to-expire contract?

Response 1: This is a new Invitation for Bid (IFB) for the continuation of existing services.

Question 2: What is the estimated value/budget of the contract?

Response 2: This information is not available.

Question 3: Do you have in-house linguists who handle part of the work?

Response 3: This information is not available. Please see the IFB for all required services.

Question 4: Is simultaneous interpreting needed too?

Response 4: Please see the IFB, Scope of Work, Article VI, Interpreting Services for a description of the services requested.

Question 5: What is the average length of an interpreting assignment?

Response 5: This information is not available. Please see the IFB, Scope of Work, Article VII, Interpreting Schedule.

Question 6: Where would face-to-face interpreting assignments take place?

Response 6: Please see the IFB, Scope of Work, Article V, Location of Services.

Question 7: If an on-site interpreter is not available, are you amenable to remote services?

Response 7: Please see the IFB, Scope of Work, Article VII, Interpreting Schedule.

Question 8: The IFB mentions minimum of 1 hour per assignment, can you please clarify if that applies to in person assignments as well? Can the minimum of in-person assignments be 2 hours which is the industry standard?

Response 8: Please see the IFB, Scope of Work, Article VII, Interpreting Schedule.

Question 9: How many vendors does CDE plan to award?

Response 9: This is a single award. Please see the IFB, General Information, Article XIII Basis of Award.

Question 10: Can you please provide the incumbent vendor's rates?

Response 10: Please see the below rates for the incumbent, Interlingva, Inc.

Languages included in Group A: Arabic, Cantonese, Hmong, Korean, Mandarin, Spanish, Tagalog, Vietnamese

LANGUAGE GROUP A			
	NORTHERN CA REGION	CENTRAL CA REGION	SOUTHERN CA REGION
Non-Emergency In-Person	\$ <u>50</u> per hour	\$ <u>50</u> per hour	\$ <u>50</u> per hour
Emergency In-Person	\$ <u>50</u> per hour	\$ <u>50</u> per hour	\$ <u>50</u> per hour
Non-Emergency Virtual	\$ <u>40</u> per hour	\$ <u>40</u> per hour	\$ <u>40</u> per hour
Emergency Virtual	\$ <u>40</u> per hour	\$ <u>40</u> per hour	\$ <u>40</u> per hour

Languages included in Group B: Farsi, French, German, Hindi, Italian, Japanese, Polish, Portuguese, Punjabi, Russian, Taiwanese, and Ukrainian

LANGUAGE GROUP B			
	NORTHERN CA REGION	CENTRAL CA REGION	SOUTHERN CA REGION
Non-Emergency In-Person	\$ <u>70</u> per hour	\$ <u>70</u> per hour	\$ <u>70</u> per hour
Emergency In-Person	\$ <u>75</u> per hour	\$ <u>75</u> per hour	\$ <u>75</u> per hour
Non-Emergency Virtual	\$ <u>55</u> per hour	\$ <u>55</u> per hour	\$ <u>55</u> per hour
Emergency Virtual	\$ <u>55</u> per hour	\$ <u>55</u> per hour	\$ <u>55</u> per hour

Question 11: In Attachment 6, is it required to include interpreters' names for category B languages as well?

Response 11: Yes.

Question 12: Can you tell us the anticipated volume of work? How many in person vs. video requests?

Response 12: This information is not available.

Question 13: What are the languages most requested?

Response 13: It is anticipated that the languages in Group A will be requested most often.

Question 14: For in-person requests, will you also need equipment?

Response 14: Please see the IFB, Scope of Work, Article X, Coordination.

Question 15: Will the video services always be pre-scheduled?

Response 15: Please see the IFB, Scope of Work, Article VII, Interpreting Schedule.

Question 16 Can we submit a bid for only one of the Language Groups?

Response 16: Bid forms must be completed in their entirety. Please see the IFB, general Information, Article XIII Basis of Award.

Question 17: How will awarding happen (is this based on cost, qualifications, etc.)?

Response 17: Please see the IFB, Article XIII, Basis of Award.

Question 18: For VRI services, must interpreters physically reside within the Northern, Central, or Southern California region for which services are provided?

Response 18: No.

Question 19: Exhibit A, Article IX.B appears to allow interpreters with 40 hours of interpreter training plus two years of experience when certification is unavailable. Would such interpreters satisfy the qualification requirement in Attachment 6, which appears to require one of the listed certifications?

Response 19: A certificate as listed in the IFB, Scope of Work, Article IX.A is required for all interpreters. In the case where a certificate is not available in a specific language, proof of the 40 hours of interpreter training will suffice.