

ADDENDUM 1 QUESTIONS and ANSWERS

Date: December 30, 2019

To: All Bidders

From: Keith Roland & Holly Glasgow, Buyers
Department of Health and Human Services

RE: Addendum for Interpreting and Translation Request for Qualifications

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Qualifications. The questions and answers are to be considered as part of the Request for Qualifications. It is the Bidder's responsibility to check the project information page for all addenda or amendments.

<u>Question Number</u>	<u>Question</u>	<u>State Response</u>
1.	As I realized the documents are empty, not filling in the information, do I need to re-submit them again? Is there any action I need to take from my end? I had sent required documents to [redacted] and got contract from her.	The current interpreting contracts expire 12/31/19, so bidders will need to apply to the RFQ in order to contract with DHHS for services beginning 01/01/20. Section III.C of the RFQ lists the proposal requirements for individuals and section III.D of the RFQ lists the proposal requirements for firms.
2.	Typically I just sign a contract, but this appears to be a RFP... I do not have any employees. Why would I fill this out?	The RFQ process is replacing the individual contracts that DHHS has executed in the past. Interpreters will need to submit a response to the RFQ in order to contract with DHHS for services beginning 01/01/20.

3.	Also, I do not see what the rates are in the new contract. Do you mind pointing me in the right direction?	Rates are not included in the RFQ. Interpreters in the Contractor Pool will bid an hourly rate for interpretation jobs that are posted. See section II of the RFQ for details of the bid process.
4.	By chance are there any examples so I can see how to put together the proposal NDHHS is asking for?	See Addendum 2 for an example of a proposal for an individual and Addendum 3 for an example of a proposal for a firm.
5.	Will the bid board send out notifications when something has been posted?	No, Contractors will need to monitor the Bid Opportunities Board. DHHS may look into adding this functionality in the future.
6.	How many requests do you expect to make or what is the anticipated dollar volume?	See Addendum 5.
7.	For the counties that are far removed from Omaha and Lincoln, will you agree to mileage and travel on a case by case basis? And, if so, how do we get the approval?	Contractors should include the cost of travel in their bids.
8.	How many awards do you expect to make?	The number of awards is unknown. If a bidder meets all the minimum qualifications, the bidder will be admitted into the Contractor Pool. There is no cap to the number of interpreters in the Contractor Pool.
9.	Are we allowed to bid only on telephonic interpreting and written translation?	Yes, Contractors who are in the Contractor Pool can choose to bid only on telephonic interpreting and written translation services.
10.	What is the historic volume of onsite interpretations in a calendar year, and if possible please publish the amount by requested language?	See Addendum 5.
11.	What is the average price per language that Nebraska DHHS is paying per hour for on site interpretation services, per minute for telephonic interpretation services and per word for written translation services?	For on-site interpretation and written translation services, DHHS is currently paying the following rates for all languages: <ul style="list-style-type: none"> - Standard interpretation: \$40.00 per hour - Certified interpretation: \$50.00 per hour - American Sign Language: \$60.00 per hour DHHS does not pay per word for written translation services.

		<p>For telephonic interpretation, DHHS is currently paying the following rates for all languages:</p> <ul style="list-style-type: none"> - Language Line Solutions, Inc.: \$0.62 per minute - Standard interpretation: \$1.40 per minute for the first 1-30 minutes. Any time spent in excess of 30 minutes for over the phone interpretation is billed at \$40.00 per hour. - Certified interpretation: \$1.40 per minute for the first 1-30 minutes. Any time spent in excess of 30 minutes for over the phone interpretation is billed at \$50.00 per hour.
12.	Who are your incumbent vendors?	See Addendum 4 for a list of the incumbent DHHS in-person interpreters. In addition, the State of Nebraska uses Language Line Solutions, Inc. for telephonic interpretation.
13.	Do you just need a picture of my license?	A copy of the Bidder's driver's license is not required to be submitted with a proposal.
14.	I do not have anyone else who works for me, it is only me is this work Comp insurance still necessary?	No. Worker's Compensation insurance is not required for individuals. Insurance requirements for individuals can be found in section V.G of the RFQ.
15.	I am assuming I am a vendor since I am on the interpreting list, but just want to make sure. How do I find out?	Per the RFQ Glossary, a vendor is an individual or entity lawfully conducting business in the State of Nebraska, or licensed to do so, who seeks to provide goods or services under the terms of a written solicitation.
16.	<p>So if I understand correctly I submit all of this information, a board reviews it to see if I will be submitted into a pool of candidates. If I am entered into the pool of candidates then I check a board with listed services on it?</p> <p>I then have to bid for the job and I am notified later if I secured the job or not?</p> <p>Is that correct?</p>	<p>DHHS will review submitted proposals and evaluate the proposals according to section III.O of the RFQ. Bidders who submit a proposal that meets the requirements of the RFQ will receive notification of acceptance into the Contractor Pool.</p> <p>Interpreting and translating jobs will be posted on the Bid Opportunities Board, which will be available at http://dhhs.ne.gov/Pages/Grants-and-Contract-Opportunities.aspx. Contractors in the Contractor Pool can submit bids on a job from the Bid Opportunities Board.</p> <p>DHHS will notify the winning bidder via email after evaluating all the bids. A list of all jobs and winning bidders will also be</p>

		<p>available at http://dhhs.ne.gov/Pages/Grants-and-Contract-Opportunities.aspx.</p> <p>See section II of the RFQ for details of the bid process.</p>
17.	Is there anything that I have to do to renew the contract with DHHS? Or will it renew automatically?	<p>Current interpreter contract expire 12/31/19, and will not be renewed automatically.</p> <p>See response to question #1.</p>