

ADDENDUM ONE, QUESTIONS and ANSWERS

Date: April 14, 2023

To: All Bidders

From: Carrie DeFreece, Procurement Contracts Officer
Department of Health and Human Services

RE: Addendum for Request for Information for Interpretation Services
to be opened April 27, 2023, at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above-mentioned Request for Information. The questions and answers are to be considered as part of the Request for Information. It is the Responder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFI Section Reference</u>	<u>RFI Page Number</u>	<u>Question</u>	<u>State Response</u>
1.			Will we have access to the interpreter network already established?	This is outside of the scope of this Request for Information (RFI).
2.			Will the agency awarded this contract be a partner and be able to work with the state and have access to its network (of interpreters/clinics/employees) in all parts of Nebraska?	This is a RFI seeking information from the marketplace about in-person interpretation services available for the entire state. No contract will be awarded from this Request for Information.
3.			Currently, what is the number of requests they currently receive per day/week/month?	DHHS is not tracking that information at this time.
4.			In relation to the medical needs, are interpreters required to have an Interpreter Certificate or A Medical Interpreter Certification?	Some interpretation sessions may require an interpreter qualified to provide medical interpretation services.
5.			Is there an allowance of grace period to begin coordination of services?	This is not a Request for Proposal, but rather a Request for Information.

				This question is outside the scope of this RFI.
	III. A. 1.	4	Does DHHS want to keep its 29 individual interpreters and have the awarded firm coordinate its own interpreters as well as the 29 that DHHS already has?	DHHS is asking for information about vendors that can supply and coordinate all in-person interpretation needed by DHHS. Should a Request for Proposal result from the information gathered it would be up to the Bidder to determine how to supply all the in-person interpretation needed.
	III. A. 1.	4	Will you be needing Simultaneous (interpreting at the same time as the speaker either by whispering or using equipment; this is used at conferences, classes, trainings and other similar events) or only Consecutive (speaker says a sentence and pauses, so the interpreter can render interpretation in the source language; this is used during meetings, interviews and in other similar settings) interpreters?	DHHS is interested in knowing what the vendor can offer for simultaneous interpretation for conferences, classes, trainings, meetings, and other similar events. DHHS is also interested in consecutive in-person interpretation services for private sessions, conferences, classes, trainings, meetings, and other similar events.
	III. A. 1.	4	Should Simultaneous Interpreting be required under this contract: <ul style="list-style-type: none"> a) How many people, requiring interpreting, might be attending a large event? b) Will multiple languages need to be interpreted for the same event? If so, how many? c) Will DHHS be utilizing our equipment for simultaneous encounters? <p>If DHHS has its own equipment, will there be an AV/tech support expert provided by DHHS on location to set up and breakdown the equipment and troubleshoot as needed?</p>	<p>DHHS has no maximum attendance limit established for virtual or in-person large events.</p> <p>Multiple languages could be needed to be interpreted for the same event. DHHS does not know how many languages may need to be interpreted at the same event.</p> <p>DHHS has not determined what equipment may be utilized for simultaneous encounters and would be interested in knowing what technology a firm could supply for such purposes.</p>

				If DHHS were to supply AV/tech equipment the vendor would not be responsible for set-up, operation, troubleshooting, or breakdown of the equipment used.
	III. A. 2.	4	Will DHHS want to keep its "Request for Qualification 103325 O3" or are you open to adding your individual interpreters to the vendor's coordinating and scheduling platform?	DHHS will not create exclusive contracts with any vendor for a service. DHHS has no ability to require independent contractors to join a vendor's coordinating and scheduling platform.
	III. A. 2.	4	Under the FOIA, who are the interpreting firms currently providing these services? Please identify them and how long have you been working with them?	This information is not relevant for a vendor supplying information about the services they can provide.
	III. B. 2.	4	Under the FOIA, how much are you currently paying for the services?	This information is not relevant for a vendor supplying information about the services they can provide.
	III. B. 2.	4	What is the notice length between being notified of an assignment and the assignment due date?	The length of notice time can vary based on case status. Some interpretation required may be considered an emergency with less than 24-hour notice. Some interpretation sessions are scheduled well in advance.
	III. B. 3.	4	Could you please elaborate on this point? Please give examples of "specific situations" where virtual interpretation was deemed inappropriate. How are onsite requests vs. remote requests pre-determined?	The State of Nebraska has a mandatory statewide contract for virtual interpretation services. In certain cases, it is not practicable to utilize video interpreting. DHHS is asking for information about in-person interpretations vendors can offer.
	III. B. 3.	4	Based on historical data, what is the approximate volume of interpreting requests we can	The volume of interpreting requests varies widely throughout the year. DHHS does not have data

			expect to receive, ideally broken down by language and by region?	available at this time broken down by region and language. DHHS is seeking information about the possibilities for a statewide vendor for statewide in-person interpretation services.
	III. C. 4.	4	Please clarify the type of verification you need for the proficiency levels. Should the interpreters be certified by a specific certifying body, or would other recognized proficiency tests be accepted? The requirement to certify interpreters will significantly limit the pool of interpreters as the vast majority of professional interpreters are not certified.	DHHS is seeking information from vendors about how the vendor verifies the proficiency levels their interpreters possess.

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.