

**Delaware County Department of Human Services
EI Interpretation Services RFP
Provider Questions & DHS Responses**

What are the qualifications for interpreters? Are there specific qualifications or certifications that you require? **Any contractor that would participate in translation services would have to be conflict free, which is consistent with the Office of Early Interventions current practice with Annual and Initial Evaluation meetings. Credentials include: must be 18 years of age or older, Bachelor's degree, fluent in two languages written and verbal (English and one additional), PA certified in the specialty language/ASL - certification must be renewed every two years with successful completion of 16 units of continuous education courses, and be compliant with all requirements as outlined in Appendices F, U, CC, EE, and AA as stipulated on page 3 of the RFP.** Thanks. I'm not familiar with a PA certification for language. Are you able to direct me to that information? **You should find the information you are looking for at: <https://www.languageTesting.com>.**

Is there an incumbent vendor for these services? **Yes**

If so, what rates do they provide? **Each provider is responsible for establishing their own rate(s).**

What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate? **There are no challenges with the current vendor.**

What is the expected volume of this contract? **Various, depending upon needs.**

Is there any historical data for Interpretation Services? **Varies**

Is this RFP open to out of state vendors? **Yes**

Is this a multiple source award contract? **Potentially, yes**

Is a Performance Bond Required for this Contract? **No** What is the amount of the Bond required?-3%? **N/A** Does the Performance Bond need to be submitted with the proposal? **N/A**

Who is the current incumbent providing these services? **That information is not permitted per the process.**

What price are the current incumbents charging for services? **That information is not permitted per the process.**

Can you provide past usage statistics by language, length, words, volume, geography, etc. **The most common languages are Spanish, American Sign and Hindi. Based on evaluations and reports, it can vary between 2000-3000 words per document. Infants up to the age of three.**

Is a copy of the current contract available for review? **No it is not, you must submit your rates.**

If services under this RFP are exclusive to Delco DHS or will other agencies be able to buy off the contract? **This Request for Proposal is only for Interpreter Services for the Early Intervention Program within Human Services.**

When will Questions & Answers will be available? **Answers to all questions will be posted after the deadline for questions has passed.**

Do you know the approximate amount of hours of interpretation that you anticipate being needed each year, broken down by languages? **Various, dependent upon needs.**

On Page 4 in Section 1 Technical proposal Item #vi it states, *“Describe your plan for outreach and engagement of youth and families referred by the local school district, district court or child welfare agency.”* Can you please clarify the Bidder’s responsibilities for outreach and engagement of youth and families referred to LSA? **As children transition from one service system to another, the families continue to need translation services. How would you assist?**

Will there always be a Delco Staff member on the line when our interpreters are providing Interpretation Services? **Yes**

On Page 4 in Section 1 Technical proposal Item #vii states, *“Describe the proposed staffing and staff supervision plan, including job descriptions, supervision requirement and methods of supervision”.* Can you provide more detail on how interpretation assignments are communicated to Interpreters? **Requests are sent to the provider with detailed information about the type of translation services needed, location, length of the meeting and the family name. Based on the rate established, you will be reimbursed. All services are provided within Delaware County and/or within ten miles of the county.**

Are they issued by Delco each week, month, etc.? **Interpreters are used as requested; typically this is on a monthly basis.**

On Page 4 in Section 2 Technical proposal Item #i requests *“One-year operating budget and narrative”.* How can a one-year operating Budget be created without information about the hours of interpretation by language in the past year? **Please provide a budget to operate your program as it currently stands and include any additional resources you may need. Is that information available? The utilization is based on need, there is not a set number of hours, etc.**

In appendix U, Page 4, Retained Revenue states, *“Delaware County Human Services programs may approve retained revenue allowances by subrecipients by specifically including special retained revenue provisions in the contract. In no case will retained revenue allowances exceed 3% of the total gross revenues applicable to any contract funding representing pass-through funding from Pennsylvania Department of Human Services.”* Will the Retained Revenue allowance be included as part of this contract? What will the amount be? **Retained revenue is not applicable to this RFP.**

Would it be considered to be a conflict of interest if Kutest Kids provided interpretation services in addition to our early intervention services that we provide in Delaware County? **Any current Early Intervention provider can bid on any posted Request for Proposal. If any of the services overlap with the evaluation process it is considered a conflict of interest, at which point, you could choose to provide on-going services or interpretation services for meetings (annuals, initials and other meetings, etc.).**

Will you be posting all questions/answers on the website? **All questions and answers will be posted on both the County and the Human Services Websites next week.**

This Request for Proposals is a request for proposals to provide in person interpretation and document translation services. The proposal is required to *“describe your plan for outreach and engagement of youth and families referred by the local school district, district court or child welfare agency.”* See RFP page 4, Elements of Proposal 1, a, vi. Will the local school district, district court or child welfare agency refer youth and families to the interpretation and translation company that is awarded a bid under the RFP? If not, will this requirement be removed from the RFP? **Yes, if the referral is for Early Intervention services.**

Because the RFP is for in person interpretation and document translation is personal and advertising injury insurance required? See RFP App. F, page 1. **It is the expectation that selected provider(s) of service comply with all aspects of Appendix F – Insurance.**

Because the RFP is for in person interpretation and document translation is products/completed operations aggregate insurance required? See RFP App. F, page 1. **It is the expectation that selected provider(s) of service comply with all aspects of Appendix F – Insurance.**

Because the RFP is for in person interpretation and document translation is per project aggregate insurance required? See RFP App. F, page 1. **It is the expectation that selected provider(s) of service comply with all aspects of Appendix F – Insurance.**

Because the RFP is for in person interpretation and document translation is damage to rented premises insurance required? See RFP App. F, page 1 **It is the expectation that selected provider(s) of service comply with all aspects of Appendix F – Insurance.**

Because the RFP is for in person interpretation and document translation is medical payments insurance required? See RFP App. F, page 1. **It is the expectation that selected provider(s) of service comply with all aspects of Appendix F – Insurance.**

Because the RFP is for in person interpretation and document translation is abuse/molestation insurance required? See RFP App. F, page 1. **It is the expectation that selected provider(s) of service comply with all aspects of Appendix F – Insurance.**

Because the RFP is for in person interpretation and document translation is All Risk Builders Risk insurance required? See RFP App. F, page 2. **It is the expectation that selected provider(s) of service comply with all aspects of Appendix F – Insurance.**

Because the RFP is for in person interpretation and document translation is cyber insurance required? See RFP App. F, page 3. **It is the expectation that selected provider(s) of service comply with all aspects of Appendix F – Insurance.**

Because the RFP is for in person interpretation and document translation is a performance bond required? App F, page 4.

It is the expectation that selected provider(s) of service comply with all aspects of Appendix F – Insurance.

Because the RFP is for in person interpretation and document translation is a payment bond required? App F, page 4. **It is the expectation that selected provider(s) of service comply with all aspects of Appendix F – Insurance.**

If the winning proposer is a for-profit entity, will the for-profit entity be required to conduct a pre-award audit, monitoring, or post-award audit? See generally Appendix U. **It is the expectation that selected provider(s) of services comply with all aspects of Appendix U – Audit. As defined in Appendix U – Audit, page 7, for profit provider agencies are expected to comply with all applicable laws and regulations, pre/post award audits and monitoring's are ways to accomplish this.**

Can you provide an estimate of the volume of translation, in number of words per month or week? **This will vary as it is dependent upon need. As a current contracted provider for this service, you should an estimate of volume/need.**

Can you provide an estimate of the volume of in person interpretation, in terms of number of hours per month or week? This will vary as it is dependent upon need. As a current contracted provider, you should an estimate of volume/need, the list of current languages and frequency of in person need verses document translation.

Will Delaware County Department of Human Services Office of Early Intervention amend the RFP to include a participation percentage for small businesses? The RFP process is open to the public for any company to bid.

Typically, an interpretation and translation agency engages the services of independent contractor interpreters and translators. Must every in-person interpreter independent contractor or translator independent contractor that performs interpretation or translation services for the RFP award winner have to have the insurance that the award winner is required to have under the RFP? App F, page 5. Yes, as indicated on page 5 of Appendix F – Insurance, provider(s) of service shall require each subcontractor or subconsultant to provide insurance as outlined in Appendix F – Insurance.