

**ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES
QUESTIONS & ANSWERS REGARDING RFP # 1617VF:**

INTERPRETATION SERVICES for the DEAF and HARD-of-HEARING

Questions submitted via e-mail and in person at the Bidder's Conference on May 5, 2016

QUESTION		ANSWER
1.	Is there an incumbent for this bid?	Yes. The current contract holder is Deaf Access Services of Buffalo.
2.	What rates does the incumbent charge?	Deaf Access Services charges ECDSS \$134 for up to 2 hours, and \$67 for each additional hour. Premium rates apply for after-hours, emergency service, or specialized services.
3.	What is the average lead time for referrals?	We try to request interpreters 5-7 days in advance. Due to the nature of our business, we don't always have that luxury. Some emergency needs require an interpreter with less than 24 hours' notice, for which we pay a premium rate.
4.	Is this solicitation for a single or multiple-vendor award?	ECDSS usually contracts with a single vendor, but we reserve the right to break up the contract and offer it to multiple vendors.
5.	What is the average duration of an interpreting session?	Most contacts are an hour or less. Some may be longer, but that is unusual.
6.	Must a proposer be a non-profit agency? Can FOR-PROFIT companies apply?	For-profit agencies MAY apply for this opportunity.