

ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES

QUESTIONS & ANSWERS REGARDING RFP # 1313VF: FOREIGN LANGUAGE INTERPRETATION SERVICES

Questions submitted via e-mail and at the Bidder's Conference on May 13, 2013

QUESTION		ANSWER
1.	Please provide the current incumbent's name.	The current holder of this contract is the International Institute of Buffalo.
2.	What are the incumbent's rates?	Erie County DSS currently pays interpreters \$42 per hour, with a 2 hour minimum. We also have "Language Day" arrangements whereby we pay an interpreter by the hour, not by the client, and the interpreter interprets for numerous clients within the block of time paid for. Premium rates apply for after hours (\$63 per hour) and urgent requests of less than 24 hours' notice (\$84 per hour).
3.	How many providers will be chosen to offer these services?	The number of providers chosen will depend on the proposals received. The County reserves the right to select more than one provider if that best suits the needs of the Department.
4.	What is the anticipated volume for interpretation?	Erie County is a high- volume user of interpretation services.... over 2000 instances per year in 2012.
5.	What is the average length of document translation?	Document translation does not come up very often... usually only once or twice per year. When it does come up, it is usually only one or two pages.
6.	The award will be made towards the end of August, but the services are not to begin until January 1, 2014. Is this correct?	Yes.
7.	The RFP repeatedly references Appendix A budget attachments, but there is no Appendix A. Please advise.	That was a mistake. The budget attachments are labeled "Appendix B." A corrective addendum was posted to the RFP on the County website on May 8, 2013.
8.	Can only non-profit entities submit a proposal?	Originally this was the case, but on May 5, 2013, an addendum was posted to the RFP on the County website retracting this stipulation.
9.	Appendix B appears to only be appropriate for non-profits. Now that this RFP has been opened up to for-profit companies, must they also submit an Appendix B?	For this service, you may omit the budget attachments and simply provide your company's fee schedule. Please also provide company information, such as your annual Financial report (or recent audit), company officers, etc.
10.	Regarding the Bidder's Conference on May 13, 2013: Can vendors teleconference into this meeting?	Unfortunately, the meeting room in which the Bidder's Conference was held was not equipped for a teleconference.
11.	How much of the \$140,000 annual contract budget goes into Telephonic Interpretation?	None of it. ECDSS has a separate service for telephone interpretation through Language Line. We do not have contract for this, but utilize NY State's contract.
12.	How many minutes per month of telephone interpretation do you use?	ECDSS relies mostly on face-to-face interpreters. Telephone interpretation is used for walk-ins with quick questions, or for calling a client at home. ECDSS uses on average approx. 600 minutes per month of telephone interpretation services.