

**QUESTIONS AND ANSWERS
FOR
ON-SITE VIDEO REMOTE INTERPRETING SERVICES
BLANKET PURCHASE AGREEMENT (BPA) NO: DCRL-2014-A-0166**

1. **Question:** Will CFSA accept a proposal from a Company bidding only on the Video Remote Interpreting portion of the agreement?

Response: Yes

2. **Question:** Does CFSA have an incumbent provider for VRI and on-site ASL Interpreting?

Response: We have an incumbent provider for on-site interpreting only.

3. **Question:** Is CFSA interested in having other languages available through VRI?

Response: Yes, CFSA is interested in having other languages available through VRI, provided that the other languages offered are forms of sign language.

4. **Question:** Does CFSA have an estimated volume usage for VRI services? In other words, do you have any historical data to provide on how much VRI has been used in the past and how many hours of on-site interpreting has been in the past?

Response: We do not currently have an incumbent provider for VRI services and do not have historical data available.
Over the past 90 days, we have utilized approximately 40 hours of on on-site interpreting.

5. **Question:** Can companies from outside of the USA apply for this? (India or Canada).

Response: Companies outside the USA may apply for VRI services only however, companies must be able to come to Agency location to provide training on the use of VRI technology.

6. Question: Will the vendor need to come to the agency for meetings?

Response: The vendor needs to come to the Agency to provide training and demonstrations on the use of the VRI technology for Agency staff. Additionally, on-site interpreters assigned by the vendor to interpret will be required to travel to the location specified in individual interpreter requests. The location specified may include the Agency.

7. Question: Can we perform the tasks (related to the BPA) outside USA? (From India or Canada)

Response: The on-site interpreting services referenced in the BPA must be performed at the site specified in the individual request submitted to the vendor. For example, the Agency may submit a request for an on-site interpreter at a residential address in the Washington DC metropolitan area. The interpreter assigned by the vendor would need to travel to the residential address.

8. Question: Can we submit our proposals via email?

Response: Yes.

9. Question: Is this procurement requesting the submission of a proposal detailing past performance, management and staffing or do we just fill out the BPA document?

Response: Proposals detailing past performance, management and staffing, must be submitted along with the proposal. Proposals submitted should enable evaluators to accurately assess the vendor's ability to perform the requirements of the BPA.

10. Question: Are you requesting simultaneous or consecutive foreign language interpretation, or are you requesting sign language in foreign languages? If so, which language in foreign languages specifically?

Response: Vendors should be able to provide sign language interpreting. Any foreign language interpreting provided should be for sign language in foreign languages. These foreign languages may include, but are not limited to, Amharic, Chinese, French, Korean, Spanish, and Vietnamese.

11. Question: Is there an incumbent for these services? If so, could you disclose the rates that you are currently paying for these services?

Response: There is an incumbent for our on-site interpreting services.

12. Question: Please provide the anticipated volume for in-person assignments?

Response: See Response #4.

13. Question: Please provide anticipated volume for VRI.

Response: See Response #4.

14. Please provide the average lead time for scheduling in-person interpreting.

Response: The vendor should be able to provide an interpreter for on-site (in-person) interpreting services with less than twenty-four (24) hour notice. Our short term/immediate on-site interpreting requests may provide as little as one (1) hour notice.

15. Please provide cancellation policy for in-person assignments.

Response: In circumstances where the vendor's interpreter does not show up for a scheduled interpreting session or must otherwise cancel a previously confirmed interpreting session, the Agency will not provide payment to the vendor for the missed session. In reference to circumstances where the Agency cancels a previously confirmed interpreting request, the vendor shall stipulate its cancellation policy in its proposal. The cancellation policy shall specify the amount of notice that the Agency is required to give the vendor prior to cancellation, and the rate at which the Agency will be charged for its failure to provide required amount of notice prior to cancellation.

16. Please advise if the solicitation is multi or single vendor award.

Response: Multi

17. Please provide the average duration of an interpreting session.

Response: Interpreting sessions have lasted from one (1) hour to up to eight (8) hours; with the average interpreting session lasting approximately (1.5) hours.

18. It is industry standard to charge mileage for in-person assignments. May we submit a mileage rate in addition to the hourly rate for in-person services?

Response: Yes

19. It is industry standard to provide and bill for a team of two interpreters for any assignments lasting longer than 1.5 hours. May we add a stipulation regarding team interpreting?

Response: Yes

20. In the solicitation, it is stated that all interpreters having contact with children must have had a criminal background check by a police department in the past 5 years.

1. Will we be notified when services are being provided for a child?
2. How frequently does that occur?
3. In the event an interpreter is not able to have a criminal background check processed in time, can VRI be used instead?

Response:

1. The Agency can notify the vendor of requests that involve services for individuals under 18.
2. The vendor must be adequately prepared to comply with this requirement as the Agency is a child welfare agency. Requests for interpreting services are submitted for both hearing impaired children and adults on a regular basis.
3. Both on-site interpreters and VRI interpreters are subject to the criminal background check requirement for the purposes of this contract, contractor personnel providing services pursuant to this contract must possess the required clearances.

21. May we submit our proposal via email?

Response: Yes