

Behavioral Translation RFP Questions and Answers

Question:	Answer:
1. What are the languages that are most frequently requested?	Spanish, ASL, Arabic, and Korean are the most requested languages for translation.
2. What are the main locations for on-site interpretation services?	Our clinic at 615 Crosstown Parkway as well as our provider locations in the Kalamazoo area.
3. Please provide the anticipated volume of hours for foreign language services – on site?	Last fiscal year, we had 40 face-to-face translations, 36 phone translations and 8 video translations. However, our current the video translation volume is about 5 a month.
4. How often do you request interpreters on a short notice?	Last fiscal year, we requested interpretations on a last minute basis 44 times.
5. Please provide the current incumbent name.	We can not share this information with you as it could bias the RFP.
6. What is the current budget?	We are required by the State of Michigan to provide translation services for anyone who presents with a need. Because of this, we do not have a budget for this service and pay as needed.
7. Do you have history of use per language?	ASL is the most frequently requested language and Spanish is the second most requested language. However, we do not have records detailing the frequency of each.
8. What type of interpretation is requested, consecutive or simultaneous?	We require simultaneous translation services so that our clients can communicate in real time with their treating mental health professional. Our clients schedule their own appointments and we do not schedule appointments based on interpretation needs.
9. Are you open to awarding sign languages and spoken languages separately?	Yes, we are. However, our preference is to have one vendor.
10. Please provide the anticipated volume for sign language interpreting.	Although we do not have firm data regarding this, we estimate a need of about 50 ASL translations a year.
11. What rate are you currently paying for ASL?	We can not share this information with you as it could bias the RFP process.

12. How many hours of ASL interpretation have you requested in the last contract period?	We do not have data regarding the number of hours but estimate about 50 requests a year.
13. What are the languages that are most frequently requested via telephone and video remote interpreting services?	ASL, Spanish, Korean and Arabic are the most requested languages for translation.
14. How often do you use remote interpretation services?	We use remote interpretation when prompt face-to-face interpretation is not available. This is about 5 times a month.
15. Are the interactions scheduled ahead of time?	When a client has a scheduled appointment, we are able to arrange translation services in advance. However, about half the time, we are not able to pre-schedule.
16. Do you ever need remote interpretation services that are unscheduled?	Yes. About half the time, we need unscheduled translation.
17. Will you anticipate using on-demand video interpreting services or will scheduled appointments always accommodate your needs?	We will need both on-demand and scheduled interpreting services. Because many clients walk in without an appointment, we are not able to schedule about half the time.
18. With your current foreign language provider, are telephone interpreting services accessed by land line or is an application used?	Telephone interpretation is currently provided by a land line. We prefer to have as many options as possible.
19. What are your regular hours of operation? Will you anticipate using services after hours?	A vast majority of services are provided during normal office hours, which are 8:00am to 5:00pm.
20. What needs are you looking to solve by using VRI (Video Remote Interpreting)?	If a face-to-face interpreter is not available for ASL or other languages, we use VRI as a back-up solution.
21. What are the barriers for technology we must overcome?	Any technology used must be HIPAA compliant as Protected Health Information (PHI) will be translated. You must also be willing to sign a Business Associate Agreement (BAA) with us.
22. Is your office comfortable with accessing an information system by log-in to start the video remote interpreting session?	Yes.

<p>23. Do your office computers have built-in web-cams or is a separate hardware utilized?</p>	<p>We have laptops with webcams as well as tablets that are currently used.</p>
<p>24. What internet speed does your business operate with?</p>	<p>Our slowest internet connection is 10 Mbps.</p>
<p>25. What is your processor GHz? a. Example: o Intel: ▪ 2.0 GHz or faster second-generation Intel Core i3, i5, i7 CPU or newer ▪ Quad-core processors or newer AMD: 1.8 GHz or faster AMD Athlon 64 X2 processor</p>	<p>We use many unique computers most of which are HP Business models. They run Intel processors (between i3 and i7).</p>
<p>26. Who is the current provider?</p>	<p>We can not share this information with you as it could bias the RFP</p>
<p>27. At what rates are services being provided?</p>	<p>We can not share this information with you as it could bias the RFP</p>
<p>28. How much is your annual budget for interpretation services?</p>	<p>We are required by the state of Michigan to provide translation services for anyone who presents with a need. Because of this, we do not have a budget for this service.</p>
<p>29. Can you provide a list of languages which are most critical and/or highest need</p>	<p>Spanish, ASL Arabic, and Korean are the most requested languages for translation.</p>
<p>30. What is the estimated number of monthly assignments requested?</p>	<p>We estimate a total monthly need of 15 interpretation services per month.</p>
<p>31. Are any type of certifications required?</p>	<p>KCMHSAS follows all State of Michigan requirements for healthcare interpretation and our providers must to likewise.</p>
<p>32. Can you provide the geographic locations where service is required?</p>	<p>All services will be provided in Kalamazoo, Michigan.</p>
<p>33. Would the transcribed material require translation into English, if the material is in a language other than English?</p>	<p>No, transcription will be done from English into another language, such as Spanish, and Arabic. The specific needs may vary as our clients change.</p>

34. What is the subject matter of the recordings to be transcribed and estimated length?	There are no recording to be transcribed. The transcription services are related to transcribing our English language forms into other languages.
35. What is the estimated monthly minute usage of phone interpretation?	We estimate monthly phone usage to be about 125 minutes.
36. Could you please tell me what is the projected volume for each requested service?	An average scheduled interpretation session in about 60 minutes.
37. How do you define "a project."	A project is another similar translation job that you have completed.
38. Will the option to renew be a one-year option or a multi-year option?	This is negotiated at the time of renewal.
39. If an option is exercised, will an updated price be negotiated or does the proposal price cover the base and option period?	The proposal rate is good for one year and reasonable increases are negotiated after that period.
40. Could you kindly clarify for me the meaning of the use of the term "translation" as it is used in the RFP guidelines?	We are seeking both interpretation services and translation services. By translation, we mean translating some of our documents into other languages.
41. Please advise if one electronic signature (per proposal copy) is sufficient or if you prefer something else.	We would prefer that a person authorized to enter into contracts for your agency sign each of the paper copies of your proposal, although other arrangements are acceptable as long as it is clear that the decision maker is binding you to the terms of the proposal.