## Questions & Answers for Interpretation/Translation Services

1. What is your purpose in issuing a language services RFQ at this time? (e.g., expiration of prior contract, to meet specific upcoming needs, growth of language service needs, etc.)? What objectives or goals do you seek to reach through this RFQ process?
<span style="color:red">The purpose for issuing a language services RFQ at this time is the current vendor contract will end on 9/30/2020. Per our Miami County Procurement Plan we are required to send out an RFQ to potential vendors in a manner that provides maximum open and free competition for the purchase of services sought. Objective is to receive quotes from interpretation/translation vendors to provide services to our agency as needed.</span>

2. How will you evaluate bidders' proposals in response to this RFQ? Can you share your evaluation criteria?
<span style="color:red">Proposals will be reviewed by the director and compared to the requested services listed on the RFQ to ensure the vendor is meeting the services requested such as the ability to provide telephonic interpreting and written documentation translating services for the agency.</span>

3. What has gone well with your current or previous language services vendor(s)?
<span style="color:red">For telephonic interpreting the vendor has interpreters available during our business hours and there is minimal wait time to get an interpreter on the telephone. There have been no issues with the service provided.</span>

4. How do you currently manage language services needs internally? Do you have a team to manage language services requests?
<span style="color:red">When staff members need to obtain a translator, on the phone, they all have access to the vendor's procedures for accessing instantaneous telephone interpretation services. Our agency does not have a team to manage the service requests.</span>

5. May bidders bid for fewer than all requested services (e.g., for interpreting but not translation or vice versa)?
<span style="color:red">We are looking for a vendor that can provide us with all services requested.</span>

6. Do you have a preference for a single vendor versus multiple vendors?
<span style="color:red">We prefer a single vendor.</span>

7. To offer the most competitive pricing, it is necessary to have some idea of the potential volume of services required. Please provide whatever information/details you can regarding recent past volume and/or potential volume of services, such as most commonly requested languages, number of minutes of interpreting needed per week/month/year (by language, if available), average length of call, average speed of answer, average connect to interpreter time, and any other data available that would assist bidders in putting together an appropriate proposal.
<span style="color:red">It is very hard to estimate the potential volume of services due to the client population we serve. The number of minutes again varies based on the need for public assistance. An intake interview can take anywhere from 30-60 minutes, while a re-determination of benefits could take 15- 60 minutes, just depending on the amount of questions the client may have.
Refer to 2018/2019 Outline.</span>

8. Who is/are your current provider(s) for over-the-phone interpreting?
Vocalink

9. What prices are you currently paying for over-the-phone interpreting services?
This information again is variable on the amount of time needed for the interpretation and translation services. Refer to 2018/2019 Outline.

10. What challenges or pain points have you experienced using over-the-phone interpreting services?
Our staff have not experienced any challenges when using our current over the phone interpreting services.

11. Who is/are your current translation services vendor(s)?
Vocalink

12. What pricing do you currently pay for translation services?
Pricing is variable based on number of words and language requested. Refer to 2018/2019 Outline.

13. With respect to your translation needs, for what types of documents do you typically need translation services and/or expect to need translation services in the future? For example: educational materials, customer-facing forms (applications for services, appeal forms, etc.), service guides/manuals, correspondence (form letters or individualized), medical records, etc.
The types of documents typically needing translated are correspondence to a request by the client such as individualized notification of documents requested to complete their application for public assistance such as Cash, SNAP, Medicaid, Child Care Assistance.

14. In which format(s) are documents to be translated typically submitted? (i.e., Word, Excel, PowerPoint, editable .pdf, scans of hard copy documents, scans of handwritten documents, InDesign, etc.)
Translated into a Word document

15. To offer the most competitive pricing, it is necessary to have some idea of the potential volume of services required. Please provide whatever information/details you can regarding recent past volume and/or potential future volume of services, such as most commonly requested languages, number of words or documents requested (by language if available), average or typical length of documents to be translated, frequency of need for translation (i.e., documents per month or year), and any other data available that would assist bidders in putting together an appropriate proposal.
It is very hard to project forward to give an estimate of potential future volume of services, as clients applying for public assistance fluctuates hugely week to week. The frequency of translation again fluctuates, refer to 2018/2019 Outline.

16. Does MCDJFS use its own bilingual/multilingual employees or other internal reviewers to review final, translated documents provided by its translation service provider? If so, in which languages and will your chosen translation solutions provider be able to collaborate with these individuals to define terminology and/or style during the translation process?
<span style="color:red">Our agency DOES NOT use staff translators for internal review of translated documents. We do not have any internal reviewers to review final translated documents.</span>

17. Does MCDJFS have any existing translation memory data it anticipates sharing with its chosen translation solutions provider(s)?
<span style="color:red">No, we do not.</span>

18. Does MCDJFS have any existing translation style guides, terminology guides, or other manuals/guides for your translation suppliers to use as reference materials? If so, in which language(s) and are you willing to share them with bidders?
<span style="color:red">No, we do not.</span>

19. What challenges or pain points have you experienced with respect to translation services?
<span style="color:red">We have not experienced any challenges or pain points with our current vendor for translation services.</span>

20. Are you willing to seek a waiver of Ohio EO 2019-12D restricting the use of public funds for offshore services to allow translation services to be done by native speaking, in-country linguists? (Much as the State has issued for its own contract, CSP901416.)

    <span style="color:red">We will not be seeking a waiver of Ohio EO 2019-12D. We will not enter into a contract for services provided outside of the United States.</span>

21. To offer the most competitive pricing, it is necessary to have some idea of the potential volume of services required. Please provide whatever information/details you can regarding recent past volume and/or potential future volume of services, such as most commonly requested languages, frequency of use, etc.

    <span style="color:red">On-site services would be very limited, we have not needed this service for quite some time but always want to ensure that we can meet the needs of our clients. Refer to 2018/2019 Outline.</span>

    <span style="color:red">Virtual services are something that we are exploring due to the current pandemic. We have not yet had a need to use virtual settings but what to look at every possible way to serve the client.</span>

22. With respect to "virtual" services, what virtual platforms do you use? (e.g., Zoom, WebEx, etc.)
<span style="color:red">We have capabilities with Microsoft Teams. In some situations, we also use WebEx.</span>

23. Are you interested in a quote for traditional video remote interpreting services? (i.e., using a VRI platform provided by the language service provider)
<span style="color:red">We are interested in exploring this as an alternative method of working with our clients.</span>

24. How many minutes of over-the phone interpreting services did your agency use in 2018 and 2019?
Refer to 2018/2019 Outline


25. Please provide a breakdown by language for over-the phone interpreting services for 2018 and 2019.
Refer to 2018/2019 Outline


26. How many hours of Face to Face interpreting services did you utilize in 2018 and 2019?
Refer to 2018/2019 Outline


27. Please provide a breakdown by language of Face to Face interpreting services for 2018 and 2019?
Refer to 2018/2019 Outline


28. Please provide the cost of over-the-phone interpreting/Face to Face interpreting/document translation services your agency incurred in 2018 and 2019.
Refer to 2018/2019 Outline


29. Please provide more information about the wordcount/number of pages you needed translated in 2018 and 2019.
This service is not used often due to the increase of state forms being available in other languages.  Refer to 2018/2019 Outline

30. Please provide a list of languages your documents were translated into and/or from in 2018 and 2019.
Refer to 2018/2019 Outline

# 2018/2019 Outline

## The following is only an estimation for the two past years.

- Over-The-Phone
  - Minutes
    - 2018 – 614
    - 2019 – 1140
  - Languages:  highest to lowest
    - 2018 - Spanish, Russian, Cantonese, Vietnamese, Somali and Gujarati
    - 2019 - Somali, Spanish, Russian, Turkish, Uzbek, Punjabi, Arabic, Hindi and Urdu
  - Cost
    - 2018 - .99/minute
    - 2019 - .99/minute
- Face to Face
  - Minutes
    - 2018 – 45
    - 2019 – 51
  - Language
    - 2018 – Sign language
    - 2019 – Russian
  - Cost
    - 2018 - Sign language:  $65/hour with 2 hour minimum
    - 2019 - $54 to $56/hour (Depends on language) with 1 hour minimum
- Documents
  - Words
    - 2018:  Approximately 4 documents, each under 200 words.
    - 2019:  Approximately 4 documents, each under 200 words.
  - Language
    - 2018 – Turkish, Spanish and Chinese
    - 2019 – Russian
  - Cost
    - 2018 -  .23/word with a minimum fee of $125 (most of our documents were the $125 minimum)  Desktop Publishing:  $65/hour
    - 2019 -  .23/word with a minimum fee of $125 (most of our documents were the $125 minimum)  Desktop Publishing:  $65/hour