



January 24, 2020

Addendum to:  
REQUEST FOR QUALIFIED POOL - Certified Translation & Interpreter Services

REFERENCE: Original Publication Date - January 10, 2020

### Proposer Questions/Deschutes County Health Services (DCHS) Answers

**1. Is there a budget allocated to this contract? If yes, how much?**

**Deschutes County response:** Budget is not yet determined and will be addressed upon entering into a contract with selected vendor(s). Historically, budget has been around \$40,000 annually. This is contingent upon appropriation of funds.

**2. Is there an incumbent currently providing these services? How much are you currently paying for each of the services in the RFP?**

**Deschutes County response:** DC does not presently contract with any specific vendor. DC does utilize local vendors on an as-needed basis. The vendor generates an invoice based on the specific rate (which varies based on client needs and other factors). Rate ranges are as follows:

- Telephone interpreting: \$1.25-1.65/min.
- On-site interpreting: \$35-55/hr. (ASL \$75/hr.)
- Written translations: \$45/hr., \$0.22 per word, or quoted on a case-by-case basis
- VRI on-demand: \$1.75-\$3.00/min.
- VRI scheduled: \$35-180/hr.

**3. Why are you considering changing vendors?**

**Deschutes County response:** Deschutes County has recognized a need to focus attention on equity, and we want to ensure we have enough options of qualified providers to offer quality, timely services to our clients and community.

**4. Is it possible to bid on certain portions of the solicitation?**

**Deschutes County response:** Yes, the RFP is worded as looking for submissions for “any/all” of the areas described, so vendors can submit even if they are not able to provide all of the services. When we review proposals, we will take that into consideration, meaning a proposal that can provide all of the services would score higher than a proposal that can provide one part.

**5. Based on historical data from past years and projections for 2020:**

- a. What is the approximate volume of translation work needed per language?
- b. What is the approximate volume of work needed per language for VRI services?
- c. What is the approximate volume of work needed per language for telephonic interpreting services?
- d. What is the approximate volume of work needed per language for on-site interpreting services?

**Deschutes County response:**

- a. Not yet known; we are still identifying where we have unmet needs. Spanish is the primary language needed.
- b. Approximately 60-240 minutes per month, comprised of Spanish and ASL.
- c. Approximately 60-240 minutes per month, mostly Spanish.
- d. Approximately 35-50 hours per month, mostly Spanish, some ASL, and some other languages.

**6. Does the “Request for Qualified Pool” document need to be submitted before the actual RFP is submitted or if it’s required to be attached?**

**Deschutes County response:** “Request for Qualified Pool” document should be attached to the RFP submission. It is not required to be submitted ahead of time.

**7. Does the County have any flexibility with the insurance requirements?**

**Deschutes County response:** The insurance levels stated in the RFP are standard for our County. We do have the potential to work with Risk Management on a case-by-case basis if there are deviations. While we can’t guarantee a different insurance level would get approved, vendors can submit a proposal with your current certificates and we can have Risk Management review to make the decision whether we can offer some flexibility for a lower level.

**8. What are the top languages you service?**

**Deschutes County response:** Spanish and ASL.

**9. What is the percent of Spanish versus other languages that you service?**

**Deschutes County response:** Approximately 80%.

**10. Can you confirm if out of state suppliers could be considered for RFQP?**

**Deschutes County response:** Yes, out-of-state providers can submit a proposal; there is no requirement to be located within Oregon.

**11. Section “Proposed Scope of Work/Description of Services” specifically asks for a description of Translation services; should we include in-person, video, or over the phone information?**

**Deschutes County response:** We would recommend you first ensure you cover the description of translation work, since that is explicitly called out for that section. We would then recommend including what you can about the other services if possible, while still staying within the 12-page limit.

**DISCLOSURE:** On January 13, 2020, DCHS responded by e-mail to Sarah Gamble, regarding questions #5, 8, and 9.

**DISCLOSURE:** On January 17, 2020, DCHS responded by e-mail to Kia Xiong, regarding questions #4 and 10.

**DISCLOSURE:** On January 17, 2020, DCHS responded by e-mail to Kristen Croydon, regarding question #4.

**DISCLOSURE:** On January 21, 2020, DCHS responded by e-mail to Gavin Crawshay-Williams, regarding question #6.

**DISCLOSURE:** On January 21, 2020, DCHS responded by e-mail to Cameron Hope, regarding question #4.

**DISCLOSURE:** On January 21, 2020, DCHS responded by e-mail to Yasmina Lozada, regarding question #4.

**DISCLOSURE:** On January 21, 2020, DCHS responded by e-mail to Magalí Lopez, regarding question #6.

**DISCLOSURE:** On January 21, 2020, DCHS responded by e-mail to Cameron Hope, regarding question #4.

**DISCLOSURE:** On January 22, 2020, DCHS responded by e-mail to David Evseeff, regarding question #4 and 10.

**DISCLOSURE:** On January 23, 2020, DCHS responded by e-mail to Todd Green, regarding question #4.

**DISCLOSURE:** On January 23, 2020, DCHS responded by e-mail to Natasha Deniston, regarding question #11.

**DISCLOSURE:** On January 23, 2020, DCHS responded by e-mail to Gwen Van de Graaf, regarding question #6.

**DISCLOSURE:** On January 23, 2020, DCHS responded by e-mail to Carly Priehs, regarding questions #1-5.