

QUESTIONS AND ANSWERS FOR RFQ # 097/17/1100/01:

1. May we submit a proposal for only ASL interpreting? Or is it a requirement to provide foreign interpretation?

Answer: Yes you can and No it is not-- the RFQ is "and/or" for deaf interpreting.

2. 6.4 states "The Provider must be required to provide over-the-phone interpretation services as needed." Does this mean that, for deaf consumers, the vendor must be able to provide VRI services?

Answer: The county would need the vendor to provide over-the-phone interpretation services. For ASL the county would prefer this to be provided in person.

3. What are the estimated hours per year for ASL interpreting?

Answer: 5-10 hrs

4. Who is the current vendor?

Answer: Geneva Worldwide

5. What is the current vendor's rate?

Answer: \$99.75/hour

6. What specific languages might be needed regarding document translation and over-the-phone interpreting?

Answer: Historically the agency has needed in-person and over-the-phone interpreting for Spanish, Nepali, Farsi, Mandarin, Russian, Arabic. However at any point in the fiscal year there may be a need for other languages.

7. Is there an incumbent for this bid?

Answer: yes

8. If there is an incumbent, at what rates are services currently being offered?

Answer: Telephonic interpreting \$1.09/min and average price for in person is \$63/hour.

9. Can Lackawanna County specify which languages will be required for translation and/or interpretation as part of any contract resulting from this solicitation?

Answer: Historically the agency has needed in-person and over-the-phone interpreting for Spanish, Nepali, Farsi, Mandarin, Russian, Arabic. However at any point in the fiscal year there may be a need for other languages.

10. Can Lackawanna County provide volume estimates for services to be provided as part of any contract resulting from this solicitation? For example, how many hours of interpretation will need to be provided? How many words of translation?

Answer: Average amount of over the phone and in person that is needed is about 30 hours for the fiscal year.

11. Lackawanna County states that "in person interpreting might be needed on short notice." Can Lackawanna County provide an estimated turnaround time for provision of interpreting services? How much notice will be given in advance of an in-person interpreting assignment?

Answer: 48 hours