QUESTIONS SUBMITTED IN RESPONSE TO RFP 2020-005 – MEDICAL TRANSLATION SERVICES

Please visit the NuHealth website for additional information

1. Who is your current language provider?

    A. NHCC's current language provider is Propio Language Services.

2. Please provide historical data of monthly volume for VRI, document translation, over-the-phone interpretation (OPI), in-person interpretation, and desktop publishing.

    A. The monthly volume for VRI – ASL is 10 – 20 calls; document translation is 3-5 projects monthly with word count 1690 – 3005; OPI monthly volume is 3,500 – 6,050 calls and 35,021 – 68,500 minutes.

3. What are the most frequently requested languages?

    A. The most frequently requested languages include Spanish, Haitian Creole, Korean, Mandarin, Arabic, Portuguese, Urdu, Malayalam, Hindi, Punjabi, Uzbek, Albanian, Russian, Turkish, and French.

4. What languages has NHCC found the most difficult to fulfill?

    A. The most difficult languages to fulfill have included Indigenous Languages (Mayan) K'iche Q'eqchi, Garifuna, Man , Greek

5. What kinds of documents need to be translated? Do they include documents with graphics/charts/infographs/etc.?

    A. Documents that need to be translated include pathology reports, clinical forms, educational forms, and others. Yes, documents include graphics, charts, infographs, etc.

6. For document translation, what formats would the source documents be in and in which formats would they need to be delivered?

    A. The source documents are usually Word documents. Some documents need to be converted into different formats. Typically, documents must be delivered in Word format.

7. How do you submit projects now for translation?

   A. NHCC currently submit projects for translation electronically.

8. Historically, what percentage of your interpreting assignments are for last-minute needs (less than 2 business days' notice)?

   A. Historically, last minute needs have not been a common occurrence and standard delivery is the norm. However, emergency document translation became crucial during the Covid-19 pandemic.

9. For on-demand telephonic interpreting, what are you current average interpreter connect times?

   A. The on demand OPI average connect time is 17-20 seconds.

10. What is the average length of a typical NHCC VRI call?

   A. The average time for VRI- ASL call is 27-30 minutes.

11. Do you have your own staff interpreters? If so, is this contract intended to cover the overflow or back up of your staff?

   A. NHCC has in-house interpreters that provide on-site Spanish interpretation.

12. Do all translators working on documents need to be ATA certified?

   A. Yes. It is preferred that all translators working on documents be ATA certified. NHCC acknowledges that the ATA does not certify all languages required. As such, all proposals will be accepted.

13. Do operators, interpreters or translators need to be located within the US?

   A. Over the Phone interpretation, Video Remote Interpretation, and translation of documents may be performed outside of the US. In-person interpretation must be performed in person.

14. Are document translation services expected to be held on site?

   A. No.

15. In addition to the clinical interactions described in the RFP, please describe the nature of any non-clinical departments that require support.

    A. Non-clinical departments that require support include but are not limited to patient education, social work, case management, finance, and patient representatives.

16. Will operators be required to collect data points before connecting calls to interpreters? For example: patient ID, employee ID, department code. If so, what is the estimated number of data points that require collection per call?

    A. Yes, operators/interpreters are required to collect data. NHCC prefers customized reports.

17. How often is simultaneous interpretation requested compared to consecutive interpretation? In what instances would NHCC prefer to use simultaneous interpretation over consecutive interpretation?

    A. NHCC prefers certified and qualified health care interpreters experienced in consecutive and simultaneous modes.

18. What are the requirements for Video Remote Interpreting services?

    A. Not yet determined. VRI Services are used solely for ASL at present time. All proposals will be considered.

19. Are vendors required to provide phones for the telephonic interpretation service?

    A. Yes. Vendors are required to provide phones. NUMC does not currently own or lease telephones.

20. Are integrations with internal applications needed to support calls? If so, how many and what is the nature of the applications?

    A. No integration with internal applications is needed. NHCC WiFi supports voice.

21. What desktop publishing requirements would be necessary for Sign Language Interpretation?

    A. All proposals will be considered.

22. Is NUMC a member of any Group Purchasing Organizations?

   A. Yes

23. Please provide a list of required billing elements to meet NHCC requirements.

   A. Payments shall be made to Contractor by NHCC in arrears, subject to compliance with NHCC billing/payment procedures, and contingent upon Contractor submitting an invoice accompanied by documentation satisfactory to NHCC supporting the amount claimed.

24. What is NUMC's payment period after receipt of an invoice? 30, 60, 90, 120 days?

   A. Contractor shall submit invoices no later than three (3) months following NHCC's receipt of the services that are the subject of such invoice and no more frequently than once a month.

25. Will NHCC provide training on completion of documents for Medicaid billing of any ASL services provided?

   A. No.

26. Is this RFP open to out of state vendors?

   A. There is no restriction on where a company is incorporated so long as all other conditions of the RFP are met.

27. Would any preference be given to local vendors? Or will out-of-state vendors be equally evaluated with local vendors?

   A. All proposals will be considered. In-person interpretation must be performed in-person.

28. Can out of state MWBE be used for the subcontracting plan? Or a federal WBE certification through the US Women's Chamber of Commerce? Would NHCC accept WBENC certification towards the MWBE utilization plan?

   A. All proposals will be considered.

29. Is this bid open to individuals?

   A. Yes.

30. Will there be multiple vendors awarded? Can Contractor bid on a subset of services or must a bid be provided for all services?

   A. NHCC's preference is to have one vendor. All proposals will be considered.

31. What criteria will be used in evaluation of proposals, and what weight will be given to each of those criteria?

   A. NHCC will consider all proposals and specifically evaluate vendor's proposed solution (30%), vendor's history and service background (20%), the proposal conciseness, completeness and clarity (10%), the program cost (30%), and any other relevant information (10%). The selection will be based on the lowest qualified bidder.

32. Will NHCC accept electronic copies of the proposal via e-mail?

   A. No. Hard copies are required.

33. Is there any page limit for the proposal?

   A. No. All proposals will be considered.