

Answers to Questions Regarding RFP 002-2022: Medical Translation Services

1. Is it mandatory to bid for both services required? Or may we bid for just 1 service?
 - a. It is not mandatory that vendors bid for both services, but it is preferred.
2. Do you have a preferred vendor certification?
 - a. The persons designated by the contractor must possess sufficient education, proficiency level of a native speaker of that language, training, skill and experience to provide the services requested. Those persons must also possess a command of the English language, both written and oral. In addition, a familiarity with U.S. culture is required to understand context and meaning of common terms and language usage. It is preferred that the persons designated are Certified by the American Translators Association.
3. Are there any specific documents/certification you would need not specified in the RFP?
 - a. No.
4. Is there a preference for in-state vendors?
 - a. No.
5. Would NHCC accept a flash drive in lieu of a CD? (Note: this was acceptable in the 2020 bid)
 - a. Yes.
6. What is the contract term?
 - a. The term, including options to renew, is subject to the approval of the NHCC Board of Directors.
7. When is the anticipated award date and how will vendors be notified?
 - a. The anticipated award date is to be determined. The vendor who is chosen will be contacted by NHCC.
8. Is VRI used for ASL only?
 - a. Yes, at the present time VRI-Video Remote Interpreting is for ASL services only
9. What are the current interpreter connect times for, at minimum, the top 5 language requests for both audio and video calls respectively?
 - a. 12 seconds for Spanish; 23 seconds for all other languages.
10. Are there any minimum service levels, i.e., must connect to a Spanish interpreter within 30 seconds, the next top 9 languages, 45 seconds and the rest 60 seconds on average?
 - a. Our current connection times are 12 seconds for Spanish and 23 seconds for all other languages.
11. What locations will require onsite interpreting services?
 - a. No onsite interpreting services required. OPI only
12. Does NUMC currently have any in-house interpreter staff?
 - a. Yes, NUMC has in-house QMI/CHI Spanish Medical Interpreters.
13. Are you able to provide a summary of languages used for Over-the Phone Interpretation (OPI), Video Remote Interpretation (VRI), and On-Site Interpretation (OSI) Services for the duration of the last contract term?
 - a. Yes; see page 9 of the Request for Proposals.
14. Are you able to provide your historically required language list for Translation Services?
 - a. Yes; see page 9 of the Request for Proposals.
15. Are there any specific linguistic qualification requirements needed outside of the ISO17100 qualifications?

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- a. No.
- 16. Please advise what the content type of your Translation Services requests will contain.
 - a. Knowledge and ability to accurately interpret legal/ regulatory/accreditation standards and compliance related to language, hospitals, and healthcare, e.g., Title IV OCR, The Joint Commission, Culturally and Linguistically Appropriate Standards (CLAS) for provision of healthcare, risk management considerations for providers of care to Limited English Proficient (LEP) patients, etc.
- 17. Do you anticipate making a single award or multiple awards on this contract?
 - a. A single award is anticipated.
- 18. The RFP states that, we must submit financials for the company, will this documentation be kept confidential?
 - a. Yes.
- 19. 12. Are there any additional requirements/skills that have not been mentioned already required from the interpreters?
 - a. No.
- 20. 13. Do you need any proof of certification for the interpreters at the time of submission?
 - a. Yes.
- 21. 14. Do you currently have any languages on staff or have in-house interpreters/translators? If so, for what purpose?
 - a. Yes, we currently have in-house QMI/CHI Spanish Medical Interpreters/ Translators.
- 22. What percentage of monthly calls are for Spanish?
 - a. Historically, 93% of calls have been for Spanish translation.
- 23. Do you plan to use Video Remote Interpreting Services On-Demand, or will calls be pre-scheduled?
 - a. Both, but primarily on demand.
- 24. What is the anticipated contract value for this solicitation?
 - a. The contract value is subject to the approval of the NHCC Board of Directors.
- 25. Please let us know whether phone interpreting service would be prescheduled or on demand.
 - a. Both, but primarily on demand.
- 26. In the interests of environmental consciousness, could proposal responses be submitted by email?
 - a. No.
- 27. Is there any additional documentation that my teams should be aware of apart from the "Medical Translation Services" PDF?
 - a. No.