

American Sign Language Interpreter Q&A

RFP 2015-039

1. What is the anticipated volume for onsite ASL services (# of requests per day, week or month)?
 - a. Depending on the month it ranges from 5-15 requests per month on average for NUMC, the volume for FQHC is similar approx 3-7 requests per month.
 - b. What is the volume breakout by location?
 - i. NUMC and FQHC usually receive 3-15 requests per month depending on need.
2. What is the anticipated volume for video remote interpretation services?
 - a. For ASL needs it would range from 3-7 requests per month depending on the situation and if a video interpreter will suffice or an in person interpreter is needed.
3. During what hours of the day are most of your requests for onsite ASL interpretation services?
 - a. For Clinic Hours Monday-Friday 8 am- 5 pm
4. How long is a typical onsite appointment?
 - a. 2 hours
5. What percent of requests are made with at least 48 hours notice? With 24-48 hours notice?
 - a. 80%
6. With less than 6 hours notice?
 - a. 20% for Emergencies
7. How far in advance do you typically book an onsite appointment?
 - a. At a day in advance if not longer.
8. Who had the contract previously and what was their rate?
 - a. Mill Neck Interpreter Services is our vendor and the rates are below.

Type	Day/Night	Rate
Certified	7 am- 7 pm	\$72.00
Certified	7 pm- 7 am	\$80.00
Qualified	7 am- 7 pm	\$55.00
Qualified	7 pm- 7 am	\$63.00
Emergency	7 am- 7 pm	\$90.00
Emergency	7 pm- 7 am	\$100.00

9. How many patients were served last year?
Data Unavailable
10. How much money has been spent on this service last year? The last 3 years?
YTD September 2015: 16,764
2014: \$42,954
2013: \$27,613
11. How many Deaf patients are anticipated this year?
Difficult to predict considering ASL needs volume varies month to month, on average we request an interpreter from 5-15 times at NUMC, with FQHC requests 3-7 requests per month.
12. How much money has been allotted to this service for the next year? Next 3 years?
For NUMC the money allotted is around \$90,000 for the next 3 years. The FQHC's will be a separate agreement between the FQHC and the vendor.

13. Exhibit A (page 4) provides sample requests. These requests are all for 2 hours or more. Page 3 indicates that there is a “minimum hour limit”. Is the minimum billable time two hours as per industry standards, or only one hour?

NUMC would prefer the minimum billable hour limit to be one hour, the sample invoice posted on the RFP is just an example.