

Answers to Questions for RFP 2016-034 “American Sign Language Interpreter”

1. Q. Whether companies from outside USA can apply for this?
 - A. There is no restriction on where a company is incorporated so long as all other conditions of the RFP are met.

2. Q. Whether we need to come over there for meetings?
 - A. Meetings may be conducted via Internet video services such as Skype should they be needed.

3. Q. Can we perform the tasks (related to RFP) outside USA?
 - A. No, this RFP is for in-person interpretation.
Although proposals may include video remote interpretation services as part of the overall service, that would be ancillary to the primary services requested and is not required.

4. Q. Can we submit the proposals via email?
 - A. No. See page 5 of the RFP, under Proposal/Process To Be Followed.

5. Q. Might this contract make spoken language support an option in some way? That is, would Nassau Health Care Corp be interested in providing telephonic interpretation as a language service within its organization?
 - A. No. This contract is solely for American Sign Language interpretation.

6. Q. What is the current rate and what are the current conditions of the existing contract for on-site American Sign Language interpreting at NHCC Language Services?
 - A. The current contract specifies rates as follows:

Type of Interpreter	Day/Night	Rate
Certified	7am-7pm	\$74.00
Certified	7pm-7am	\$82.00
Qualified	7am-7pm	\$57.00
Qualified	7pm-7am	\$65.00
Emergency	7am-7pm	\$90.00
Emergency	7pm-7am	\$100.00

“Certified” Interpreter means an interpreter that is certified by the Registry of Interpreters for the Deaf (“RID”) and a “Qualified” Interpreter means an interpreter that

has passed the written portion of the National Interpretation Certification exam and has passed a performance screening with contractor.

Conditions for payment are as follows:

Cancellation Policy: There shall be no charge for appointments cancelled at least 48 hours in advance. For appointments cancelled less than 48 hours in advance, NHCC shall pay for the scheduled appointment of the cancelled service.

Billing Increments: 30 minutes.

Emergency Rate: Emergency means any request made less than 24 hours in advance. The Emergency means any request made less than 24 hours in advance. The Emergency Rate will only be charged the first two hours of an assignment. The rate will then go back to the day/night rate until the assignment has been completed.

Service Charge: \$100 will be charged if NHCC calls the 24/7 after hours service.

Travel Time. There shall be no payment for travel time or any other cost of doing business.

7. Q. What other types of Interpreters are there? Page 3; Scope of Services reference... “and other types of interpreters”.
A. Please see page 3; Scope of Services.
8. Q. Can pre-certified interpreters be utilized? Page 3; Scope of Services “certified through the Registry of Interpreters”.
A. Yes, see paragraph 3 under Scope of Services.
9. Q. Where will the medical records of Interpreters be housed?
A. Employee (and vendor) medical records are housed in the NUMC Human Resources Department.
10. Q. Can the medical information of Interpreter be housed at the agency and if NHCC requests the information, it will then be released?
A. No.
11. Q. How will the Independent Contractors be compensated while they read and review the NHCC Orientation packets?
A. All requests for compensation should be addressed in your proposal.

12. Q. Was the contract for RFP 2015-039 (issued in 2015, due January 2016) ever awarded? If so, to which company(ies) and for what services? . Who has the current contract in person interpreter services? When did the contract start?
- A. Yes, to Mill Neck Interpreter Service for in-person interpretation. Contract commenced April 1, 2016.
13. Q. Who has the current for VRI services, if any? What is the term of the current contract?
- A. NHCC is contracted with Propio Language Services for VRI services from May 23, 2016 through May 22, 2017.
14. Q. What is the current hourly rate for in person interpreter services requested in advance:
- Certified Rate per hour for first 2 hours.
 - Certified Rate per hour after first 2 hours.
 - Qualified Rate per hour for first 2 hours.
 - Qualified rate per hour after 2 hours.
- A. See question 6 above.
15. Q. What is the current hourly rate for in person interpreter services requested in emergency and minimum time (if any)?
- A. See question 6 above.
16. Q. What is the current hourly rate for on demand video remote interpretation (VRI) services and minimum time (if any)?
- A. Current rate is \$1.90 per minute for ASL with a \$50 minimum monthly fee.
17. Q. How much money was expended for on-site interpreters in each of the last two calendar or fiscal years? If not available, approximately how much money was expanded during the most current 12-month period and for this year, calendar or fiscal, to date?
- A. 2014: \$37,168
2015: \$15,656
18. Q. How much money or hours were expended or requested for interpreter services for daytime hours? Evening hours?
- A. This data is not available.

19. Q. Approximately what percentages of the in person interpreter services are for advance and what percentages are for emergency (on call) basis?
- A. 90% advance, 10% emergency.
20. Q. Is this a new service for Nassau Health Care Corp? If not, is there an incumbent provider of on-site and VRI ASL interpretation services?
- A. No. See question 13 above.
21. Q. Is there any particular reasons Nassau Health Care Corp is issuing this RFP (e.g. current contract expiration, dissatisfaction with current provider)?
- A. Current contract expiration.
22. Q. What is the definition of emergency interpreter services? Should we define it in our pricing?
- A. Emergency interpreter service is the provision of service on-call/as needed, as compared to scheduled appointments. If Proposer chooses to charge a different rate for on-call/as needed than for scheduled appointments, the proposal should include the different per hour rates and time parameters for each rate.
23. Q. Are CPA reviewed financial statements acceptable in place of audited financial statements?
- A. Consideration will be given to all proposers and all responses will be considered and evaluated against the requirements stated in the RFP.
24. Q. Will interpreters be considered 'Covered Staff'? If so, what are the estimated hours of orientations they will be required to attend? Are those hours billable?
- A. Yes. At this time, orientation for this service is approximately one hour but this is subject to change. All requests for compensation should be addressed in your proposal.
25. What kind of background checks are required and will the contractor or NuHealth be performing the background checks?
- A. Background check: A criminal background check is required. Contractor may perform the check or NHCC may perform the check. If NHCC performs the check, as per exhibit B.3.d, NHCC reserves the right to charge a reasonable fee for costs associated with performing background investigations.
26. Can you specify the annual health assessments required?
- A. Annual health assessment: Initial assessment requires physician attestation to proof of immunity to measles, mumps, rubella, varicella, and hepatitis B, as well as Td/Tdap test,

influenza vaccination, tuberculin skin test, and that interpreter is drug free per N.Y.S. Code 403.3(b).