

RFP 2020-10 Interpretation Services

Questions and Answers

<p>1. Question does the provider have to offer all 13 languages? At this time we only offer Spanish.</p>	<p>Yes, all 13 languages must be offered.</p>
<p>2. Whether companies from Outside USA can apply for this? (like,from India or Canada)</p>	<p>Please refer to pages 8-10 of the RFP Section 1.11 Rejection of Proposals 2. Business in good standing a. Corporation in Good Standing</p> <p>This agreement must be performed in California.</p>
<p>3. Whether we need to come over there for meetings?</p>	<p>Meetings will be a combination of virtual and in person when appropriate.</p>
<p>4. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)</p>	<p>Please refer to response for question #2</p>
<p>5. Can we submit the proposals via email?</p>	<p>Please refer to pages 6-8 of the RFP Section 1.8 Submission of Proposals and Section 1.9 Format of Proposals</p>
<p>6. Would vendors be able to provide Covered California with a pricing structure that reflects one per minute rate for Spanish and one per minute rate for all other languages?</p>	<p>The cost worksheet should reflect your proposed rates per minute.</p> <p>Please see revised Exhibit B, Att. 1, Cost Worksheet, Addendum #1.</p>
<p>7. Roughly how many calls per month does Covered California use for telephonic interpretation?</p>	<p>Attached is the month over month usage for the last two years</p>
<p>8. Roughly how many minutes per month of interpretation does Covered California use for telephonic interpretation?</p>	<p>Please refer to response for question #7</p>
<p>9. What is the estimated language mix for Covered California? I.E. Spanish 90%, Tagalog 5%, Mandarin 3%, etc.</p>	<p>Please refer to response for question #7</p>
<p>10. Would Covered California be able to provide any past usage reports to share with vendors?</p>	<p>Please refer to response for question #7</p>

11. Do you intend to award to multiple vendors, and if so, how will work be distributed?	No
12. Can you please tell us your historical monthly or annual volumes in minutes for Over-the-Phone Interpretation?	Please refer to response for question #7
13. Can you please tell us your anticipated monthly or annual volumes in minutes for Over-the-Phone Interpretation?	Please refer to response for question #7
14. What languages are most requested? Can you please provide a breakdown by percentage?	Please refer to response for question #7
15. Do you anticipate the submission deadline for this RFP being extended for any reason?	No
16. Is there a minimum percentage of Minority Business Participation we are required to commit to?	Covered California does not understand the reference to "Minority Business Participation" as it is not included in the RFP or Model Contract.
17. Proposal submissions shall not exceed \$4,600,000.00 in total proposed costs. Please confirm that is for the initial term of 2 years?	Please refer to page 5 of the RFP Section 1.5 Contract Amount and Section 1.6 Contract Amendment \$4.6 million is for the initial two-year term.
18. Cost proposal must be presented as a TOTAL CONTRACT AMOUNT however the cost worksheet provides no minutes to calculate this against. We understand that a per minute rate is a factor we provide but can you please provide the minutes volumes we should use in the Total Contract Amount equation?	The cost worksheet should reflect your proposed rates per minute and the historical data has been provided as a basis for calculations. Please see revised Exhibit B, Att. 1, Cost Worksheet

<p>19. <u>Re: Background Clearance</u></p> <p>Will Covered California consider a vendors own security protocol as a scalable alternative to comply with the criminal background check requirements set forth in Government Code section 1043, and its implementing regulations set forth in California Code of Regulations, Title 10, section 6456. Contractor shall bear all costs associated with obtaining clearance for each said employee?</p>	<p>Background checks must strictly comply with the requirements as outlined in the Government Code section 1043 and California Code of Regulations, Title 10, section 6456. Covered California cannot consider alternative background check processes. Contractor is required to pay the costs of all background check for staff who perform services under the agreement.</p>
<p>20. Who is the incumbent?</p>	<p>Language Line Solutions</p>
<p>21. What is the current Per Minute price for language interpretation?</p>	<p>This information is not necessary to respond to this RFP.</p>
<p>22. What pain points do you have with your current vendor?</p>	<p>This information is not necessary to respond to this RFP.</p>
<p>23. Have you exercised every contract renewal option with your current vendor?</p>	<p>Yes</p>
<p>24. Can you please share the number of minutes or frequency (as a percentage) of each language requested from the previous year?</p>	<p>Please refer to response for question #7</p>

<p>25. Are there any additional languages that need to be interpreted beyond the 13 identified Medi-Cal threshold languages? Can you please provide a full list and any associated data?</p>	<p>No. Please refer to Exhibit A Section A</p>
<p>26. What is the average call length?</p> <p>27. Can you provide historical data usage per month for interpreting services? (Call length, peak months)</p>	<p>The average handle time for January 2021 was 20:50 (20 minutes and 50 seconds)</p> <p>Please refer to response for question #7</p>
<p>28. Can you please clarify exactly what bidders should provide in the Cost Proposal section as identified on page 21, Section 4.3.6? As per Section 4.2.1, Attachment 1, Proposal Cover Page should be placed within the Required Attachments section; and, Section 4.2.3 instructs bidders to include Exhibit B, Attachment 1 within the Updated Model Contract with Exhibits section.</p>	<p>4.3.3 Cost Proposal</p> <p>Proposers must state the total dollar amount of their cost proposal for the entire contract where indicated on the <i>Proposal Cover Page</i> (Attachment 1). By signing Attachment 1, the Proposer organization certifies the dollar amount of the total cost proposal, which shall be binding for the term of the contract.</p> <p>4.2.3 Update Model Contract with Exhibits</p> <p>Using the Model Contract Exhibit B – Budget Detail and Payment Provisions and Exhibit B, Attachment 1 – Cost Worksheet provided, include a revised Exhibit B – Budget Detail and Payment Provisions with suggested tracked changes in Microsoft® Word®.</p>
<p>29. Can you please confirm that resumes should be included within the Technical Requirements section of bidder responses, as described on page 20, Section 4.3.3.1?</p> <p>If yes, can you please clarify the expectation for Exhibit C, Attachment 1 (i.e., does it need to be returned with bids or is it for informational purposes only)?</p>	<p>Section 4.3.3.1 Resumes Submit with bidder's proposal</p>

30. Who is the current vendor for this contract?	Please refer to response for questions #20
31. What are the current rates for this contract?	Current rate is \$0.61 per minute
What is the average length of call?	The average handle time for January 2021 was 20:50 (20 minutes and 50 seconds)
32. What was the language mix in 2019 (percentage per most requested languages)?	Please refer to response for question #7
33. What was the language mix in 2020 (percentage per most requested languages)?	Please refer to response for question #7
34. Could you provide 2019 historical data showing the total number of calls and minutes by language?	Please refer to response for question #7
35. Could you provide 2020 historical data showing the total number of calls and minutes by language?	Please refer to response for question #7
36. For 2020, what percentage of your monthly volume was for third-party calls (Operator and/or Interpreter assisted)?	Please refer to response for question #7
37. Are third-party calls expected for this contract?	No
38. Are virtual meeting calls expected for this contract (ex., Zoom, Microsoft meetings, etc...)?	Meetings will be a combination of virtual and in person when appropriate.
39. How many virtual meeting calls are anticipated/expected per month for this contract?	Meetings will be scheduled as needed.
40. How many virtual meeting calls did you have in 2020?	This information is not necessary to respond to this RFP.
41. Will your virtual meeting calls be pre-scheduled?	Meetings will be scheduled as needed.
42. Is this a multi-award contract?	No

<p>43. The scope of work states that all individuals performing services on this contract "SHALL AGREE" to a criminal background check.</p> <p>Are background checks only required when, and if, requested by Covered California?</p>	<p>Yes. All staff requiring access to consumer personally identifiable information must be background checked in order to perform services.</p>
<p>44. If vendor has already performed background checks its personnel, will Covered California require an additional background check be done?</p>	<p>Yes, CCA will still require a background check under this contract.</p>
<p>According to the Scope of Work regarding "background checks, <i>"the cost of processing such requests shall be paid by Contractor but may be reimbursed by Covered California upon the mutual, written agreement of the parties.</i></p> <p>45. When a background check is requested, will Covered California reimburse the vendor for the cost?</p>	<p>No</p>
<p>46. What is your average monthly calls volume in minutes?</p>	<p>Please refer to response for question #7</p>
<p>47. What is your language mix?</p>	<p>Please refer to response for question #7</p>

<p>48. Can you please define who the consumer is on Exhibit A/ section D/ number 4?</p>	<p>Consumer = Covered California Enrollee</p>
<p>Exhibit C – Resumes, and also the Statement of Work-Proprietary information:</p> <p>49. We have hundreds of interpreters. Are we to send the resumes of all of our Interpreters?</p>	<p>Per RFP Section 4.3.3.1 – Resumes: Proposers must provide a resume of the relevant experience held by each proposed project team member.</p>
<p>Exhibit C states, <i>“Contractor understands that the contents of any resume provided shall become public records.”</i></p> <p>50. Could you please clarify what this means. Will the resumes be released to the public upon request? If so, can we redact personal information (names, addresses, etc...)</p>	<p>Covered California’s contracts are public records and will be released pursuant to Public Records Act request. Covered California generally includes project team member resumes in its contracts. These resumes are released as part of a contract subject to a Public Records Act request.</p>
<p>Section 4.1 Proprietary Information and Confidential Status of Responses, states, <i>“Any documentation submitted which has been marked “Proprietary” or “Trade Secrets” may be rejected. All proposals and evaluation documents are confidential and will not be available for public inspection pursuant to Government Code Section 100508(a)(1).”</i></p> <p>51. Could you please clarify what this means? Does this mean that under no circumstance will our submitted proposals and accompanying forms, including resumes, be released to the public, even a FOIA request?</p> <p>52. If our proposals are protected and won’t be released for public inspection, why aren’t the resumes that we send with it, protected as well?</p>	<p>Pursuant to Government Code section 100508, Covered California does not release proposals (and all accompanying documents) or evaluation documents. The final awarded contract is subject to disclosure under a Public Records Act request. The final contract may include resumes, which must be disclosed.</p>