

## RFP 2016-21 – Telephone Interpretations

### Questions and Answers

Number	Question	Response
1.	Whether companies from outside USA can apply for this one?	No.
2.	Whether we need to come over there for meetings?	During implementation it will be required that the vendor be available onsite as necessary. Thereafter, one annual onsite review meeting will be required. Additional onsite meetings may be required as necessary however the majority will be via teleconference.
3.	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	No.
4.	Can we submit proposals via email?	No, proposals are not accepted via email (please refer to RFP, Section 1.9 – Format of Proposals).
5.	Approximately what percentage of the calls required a Spanish interpreter?	See attached historical data.
6.	Could you ask your vendor to provide a report showing number of calls and minutes by language for the past year?	See attached historical data.
7.	Who is the current vendor on this contract?	The current vendor is Language Line Services, Inc. dba Language Line Solutions.
8.	What rate(s) does the current vendor charge on this contract?	The rate the current vendor is charging is .63¢ per minute of telephonic interpretation.
9.	What is the historical spend of each service required in this RFP?	This information is not necessary to respond to the RFP.
10.	Is there a primary reason for this RFP? For example: existing quality concerns, reduction to current price, or general contract terms requiring renewal?	State contract regulations require a competitive bid.
11.	How will cost be evaluated on the base year or total including option years?	The contract term is covered in Section 1.5 and cost scoring in Section 5.4 of the RFP.

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12.	Will Covered California accept other pricing structures that are cost advantageous – such as separate rate for Spanish and all other languages?	No.
13.	Will Covered California accept billing in full minute increments or partial minute increments rather than per second, per industry standard?	Yes.
14.	The scope of work states that the work must take place on site at Covered California office locations. Can you clarify that this does not apply to this particular RFP?	The Reporting Headquarters Location is standard boilerplate language and Covered California understands that this location does not apply to this RFP.
15.	The scope of work states that a background investigation must be performed on anyone working on this contract. Can you clarify that this applies to telephonic interpreters?	Yes, this would apply for this RFP.
16.	<b>4.3.1 Understanding and Approach</b> “Provide a table showing hours per week by person covering the contract term. Include expectations of all entities outside the Bidder’s own team, if any. Provide any assumptions used to develop the response (No more than three (3) pages).” <b>Are you asking for the hours estimated to be devoted to Contract performance per week or general hours worked on a typical week? Should the hours include all staff involved (outside of actual interpreters) ?</b>	The hours devoted to the contract performance and for all staff that would be involved.
17.	<b>4.3.3 Project Team Qualifications</b> “Provide the percentage of time that key staff will be dedicated to the work detailed in the Model Contract Exhibit A SOW.” – <b>is this redundant to the request for the table of hours in 4.3.1?</b>	No this is not redundant. Covered California cannot assume that staff will be 100% dedicated to the contract in question.
18.	<b>4.3.4 Past Projects Completed</b> “narrative of up to five (5) projects the Bidder has completed in the last two years that relate to the tasks listed in Model Contract Exhibit A – Scope of Work” <b>Often key Customer personnel have moved on related projects. How shall we provide contacts or references, if required as part of the project narrative?</b>	Covered California’s requirement would be for the vendor to still provide the information on personnel that are still working with, or have worked with.
19.	What is the estimated annual volume of over the phone minutes?	See attached historical data.
20.	What is the language mix (percentage per most requested language)?	See attached historical data.

Number	Question	Response
21.	<p><i>1.4 Contract Amount states, “Cost proposals shall not exceed \$0.85 per minute for verbal telephone interpretation services. Responses that exceed this amount will not be considered for selection.”</i></p> <p><i>Yet, Attachment 8 Bidder’s Summary of Contract Activities and Labor Hours, request Total Number of Contract Labor Hours.</i></p> <p>Is Covered California requesting per minute pricing or per hour pricing? If per minute, is Attachment 8 necessary? If per minute can we provide different rates for each language or are we required to provide a flat rate for all languages?</p>	<p>Yes, Covered California is requesting a per minute pricing. Attachment 8 would be necessary if the vendor is electing the TACPA Preference program participation.</p>
22.	<p><i>Section E of the Scope of work states, “The Contractor is required to perform all services under this Agreement on site at Covered California, unless directed otherwise by the project representative listed in this Exhibit. The Covered California office is located at 1601 Exposition Boulevard, Sacramento, California, 95815. Travel and expenses for reporting to this headquarters location shall not be reimbursed.”</i></p> <p>Is Covered California requesting that the contractor’s Program Management personnel and interpreters work out of a Covered California office? If this is the case the contractor would have to charge Covered California a per hour rates for all employees including interpreters (even if those interpreters don’t receive any calls in a given hour). If the contractor is required to work out of a Covered California office space would the space be given to the contractor or would the contractor have to lease it? If so, what’s the cost to lease the space? How large is the office space, what type of telecommunication equipment can it support?</p>	<p>No, the Reporting Headquarters Location is standard boilerplate language and Covered California understands that this location does not apply to this RFP.</p>
24.	<p>To confirm, Covered California does not want a narrative addressing each of the points in the Scope of Work, but instead a redlined copy.</p>	<p>Covered California expects that Bidder’s narrative for Section 4.3.1 – <i>Understanding and Approach</i> will comprehensively address the Scope of Work. When proposing changes to the Scope of Work, Bidder must utilize track changes.</p>
25.	<p>Could we get some clarification on Section F in Exhibit A, Scope of Work? Is the Personnel it is referring to the account manager/representative or the interpreters?</p>	<p>This is referring to members of the project team.</p>

Number	Question	Response
26.	In the format explanation on page 18 of the RFP document, it mentions that we are to include the Scope of Work template with track changes. Underneath that, it states :”Understanding the Description of the tasks to be performed (Work Plan).” There are no further explanations as to what the “Work Plan” is elsewhere in the document. Could you explain what is needed in that document and what the narrative should be?	Work Plan refers to Section 4.3.1 – <i>Understanding and Approach</i> .
27.	What is the reason for this RFP? (i.e., poor performance, contract expiration, etc.)	State contract regulations require a competitive bid.
28.	Are vendors allowed to submit for individual services (i.e., only telephonic interpretation)?	Covered California expects that all proposals by bidders encompass the full Scope of Work.
29.	Can you break out all languages and minutes per languages.	See attached historical data.
30.	What is the average length of call?	15 - 20 Minutes.

	Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14		Cumulative	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Arabic	23	522	18	286	34	571	77	1,680	97	1,414	74	1,325	29	544	21	449	21	482	60	1,171	37	893	45	697	536	10,034
Armenian	16	119	22	493	47	592	72	921	61	857	47	643	35	401	12	230	8	140	36	714	25	491	44	686	425	6,287
Cambodian	15	306	13	477	26	411	26	371	23	286	22	221	16	252	8	105	11	100	18	245	12	210	22	415	212	3,399
Cantonese	821	19,422	842	16,148	1,177	27,969	1,223	26,863	1,275	25,215	1,177	22,970	935	17,500	376	8,246	466	9,680	1,104	22,087	1,194	28,936	1,470	33,939	12,060	258,975
Farsi	67	1,614	75	1,356	78	2,120	123	2,902	127	2,292	126	2,318	84	1,409	19	444	38	780	98	1,818	70	1,642	113	2,459	1,018	21,154
Hmong	4	103	2	22	14	155	5	91	16	179	14	158	3	48	4	87	3	22	5	77	4	35	6	92	80	1,069
Korean	196	4,175	249	4,524	426	9,112	517	11,288	564	10,748	488	9,299	333	5,743	116	2,371	177	3,450	334	6,410	313	7,046	609	13,257	4,322	87,423
Mandarin	456	10,622	566	10,293	761	16,786	906	19,116	968	19,373	834	16,281	748	15,272	254	5,809	382	8,209	786	15,574	917	22,637	1,525	36,103	9,103	196,075
Russian	12	284	29	376	21	400	84	1,642	104	1,899	75	1,278	47	756	20	361	14	346	39	697	30	661	56	1,265	531	9,965
Spanish	7,479	173,062	11,468	225,299	17,600	424,577	13,402	262,605	12,029	205,452	9,205	159,178	7,651	132,068	3,566	63,870	4,212	77,853	5,447	97,422	5,563	124,197	9,765	223,701	107,387	2,169,284
Tagalog	53	1,374	38	609	115	2,550	166	2,905	100	1,702	117	2,554	64	854	21	407	28	423	112	2,017	87	2,237	141	2,551	1,042	20,183
Vietnamese	504	11,049	527	9,516	676	15,175	890	17,016	743	13,715	768	14,187	587	10,639	126	2,220	89	1,752	85	1,967	127	2,740	360	7,165	5,482	107,141
Other	106	2,134	106	2,558	136	2,653	216	4,285	221	3,683	181	2,968	154	3,008	62	942	74	1,101	118	2,170	103	2,641	210	3,923	1,687	32,066
Totals	9,752	224,786	13,955	271,957	21,111	503,071	17,707	351,685	16,328	286,815	13,128	233,380	10,686	188,494	4,605	85,541	5,523	104,338	8,242	152,369	8,482	194,366	14,366	326,253	143,885	2,923,055

	Jan-15		Feb-15		Mar-15		Apr-15		May-15		Jun-15		Jul-15		Aug-15		Sep-15		Oct-15		Nov-15		Dec-15		Cumulative	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Arabic	18	304	128	1,764	110	1,688	70	1,262	57	999	70	1,437	61	913	54	770	59	794	86	1,288	70	1,123	71	1,179	854	13,521
Armenian	96	1,514	93	1,477	67	1,041	54	848	48	831	35	462	48	713	31	449	29	465	54	775	43	862	44	840	642	10,277
Cambodian	30	534	45	658	37	527	33	479	10	213	12	187	14	124	17	257	30	479	17	350	23	378	38	631	306	4,817
Cantonese	1,591	34,832	1,819	41,943	1,572	34,113	1,009	22,304	617	12,625	644	12,864	615	12,254	740	14,813	653	13,778	972	22,482	1,070	24,071	1,164	24,924	12,466	271,003
Farsi	237	4,842	314	6,421	138	2,515	103	1,813	124	1,926	89	1,708	83	1,190	103	1,932	119	2,423	147	3,066	121	2,968	178	3,862	1,756	34,666
Hmong	30	455	19	273	8	150	8	92	5	214	2	89	2	23	10	118	0	0	2	28	2	28	8	122	96	1,592
Korean	1,009	19,837	1,477	27,726	1,125	19,574	553	10,295	495	8,899	459	8,337	536	9,200	663	10,204	485	8,708	437	8,528	500	9,659	834	15,907	8,573	156,874
Mandarin	2,116	42,899	2,615	55,175	2,651	53,265	1,830	36,325	1,114	21,502	1,050	20,044	991	18,643	1,265	22,430	802	14,611	984	20,094	1,389	28,680	2,043	43,736	18,850	377,404
Russian	113	2,336	179	3,488	145	2,491	59	1,197	94	1,535	85	1,429	56	852	102	1,983	100	1,538	90	1,453	70	1,315	123	2,845	1,216	22,462
Spanish	9,705	191,250	17,959	378,429	6,372	102,421	3,336	48,966	1,786	21,648	1,356	16,003	1,637	21,681	2,828	38,861	3,006	44,443	3,110	50,368	7,141	134,616	10,340	182,493	68,576	1,231,179
Tagalog	255	4,363	349	6,167	188	3,078	101	1,691	108	2,003	85	1,263	129	2,252	110	1,983	113	1,797	98	1,912	85	1,564	162	3,127	1,783	31,200
Vietnamese	515	10,287	828	15,783	985	17,753	377	7,274	289	5,015	276	4,876	417	7,305	557	9,004	353	6,242	541	10,089	310	5,903	501	10,156	5,949	109,687
Other	296	5,334	255	4,830	258	3,869	194	3,036	110	1,473	118	1,735	116	1,825	167	2,574	121	1,900	125	2,378	189	3,706	223	5,029	2,172	37,689
Totals	16,011	318,787	26,080	544,134	13,656	242,485	7,727	135,582	4,857	78,883	4,281	70,434	4,705	76,975	6,647	105,378	5,870	97,178	6,663	122,811	11,013	214,873	15,729	294,851	123,239	2,302,371

	January-2016		February-2016		March-2016		April-2016		May-2016		June-2016		July-2016		August-2016		September-2016		October-2016		November-2016		December-2016		Cumulative	
	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
Arabic	87	1,527	64	1,042	73	1,366	71	1,365	68	930	53	889	65	988	59	1,173	68	1,255	58	980	62	954	71	1,293	799	13,762
Armenian	62	1,222	68	1,229	45	733	57	779	36	333	60	923	42	638	45	596	49	867	40	620	47	771	48	760	599	9,471
Cambodian	35	655	37	644	27	453	24	568	16	320	28	477	14	273	6	113	25	449	23	396	37	612	40	860	312	5,820
Cantonese	1,011	23,138	987	21,388	1,251	26,384	885	19,325	600	12,607	617	14,237	514	10,143	406	8,038	478	9,767	928	21,495	1,147	24,797	1,141	23,333	9,965	214,652
Farsi	187	3,764	156	2,956	148	2,857	110	1,935	75	1,411	81	1,298	70	1,234	96	1,729	103	1,689	126	2,816	142	3,460	155	3,188	1,449	28,337
Hmong	14	336	4	111	16	221	8	117	4	47	3	104	3	20	4	28	5	84	5	68	4	71	10	218	80	1,425
Korean	809	15,760	749	13,687	867	15,693	699	14,003	430	8,302	535	9,286	410	5,843	352	6,509	536	8,134	454	8,525	719	13,155	918	17,448	7,478	136,345
Mandarin	1,841	38,523	1,803	36,357	2,191	43,377	1,533	29,955	1,179	23,674	1,142	21,544	836	15,389	748	14,853	910	17,565	1,085	22,115	1,710	36,172	1,747	34,191	16,725	333,715
Russian	131	2,269	125	2,493	140	2,544	90	1,784	58	1,332	97	1,843	83	1,306	88	1,837	54	955	90	1,822	85	1,725	129	2,390	1,170	22,300
Spanish	9,096	173,411	2,641	40,132	4,400	69,253	5,780	88,544	2,144	26,873	2,088	23,989	1,598	18,290	1,263	14,478	2,017	22,053	3,909	72,179	3,937	75,175	4,032	60,641	42,905	685,018
Tagalog	188	3,437	164	2,886	151	2,956	126	2,027	76	1,578	66	1,331	52	962	81	1,510	74	1,380	109	2,187	145	2,920	181	3,764	1,413	26,938
Vietnamese	472	8,933	490	9,668	635	12,296	581	11,144	358	6,523	358	6,814	313	5,504	280	5,037	387	6,835	384	8,256	523	10,891	560	10,219	5,341	102,120
Other	223	4,022	216	3,946	185	3,190	206	4,101	191	3,593	122	2,555	137	2,562	174	2,597	138	2,561	141	2,888	143	2,609	234	4,375	2,110	38,999
Totals	14,156	276,997	7,504	136,539	10,129	181,323	10,170	175,647	5,235	87,523	5,250	85,290	4,137	63,152	3,602	58,498	4,844	73,594	7,352	144,347	8,701	173,312	9,266	162,680	90,346	1,618,902