

**QUESTIONS AND ANSWERS RE RFP No. FIN032811CK
(Statewide Telephonic Interpreter Services)**

1. **Q:** Are telephonic interpreting services currently being used by the California Trial Courts? -
A: Yes.
2. **Q:** If so, what is the current monthly volume of usage in minutes for telephonic interpreting services?
A: This RFP is for a new statewide master contract. Individual courts may currently contract with providers, but specific information on those contracts is not available at this time.
3. **Q:** Who is the incumbent?
A: See answer to question 2.
4. **Q:** What are the current rates per minute?
A: See answer to question 2.
5. **Q:** What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?
A: See answer to question 2.
6. **Q:** What is the expected volume of this contract? Is there any historical data?
A: See answer to question 2.
7. **Q:** Page 6, Section 5.12, Letter F: Will the AOC accept un-audited financials? As a small business, it has not proven to be cost effective to furnish such up to this point.
A: As part of RFP section 5.1.2, revised per Addendum #2, the proposer will need to provide proof of financial solvency or stability.
8. **Q:** Attachment 8: We are a CA certified MBE, must we still to meet the 3% designated DVBE requirement? Locating a qualified subcontractor for this service would be difficult under the given scope of work.
A: The DVBE participation requirement set forth in section 11.0 of the RFP has been waived per Addendum #1
9. **Q:** Page 3, Section 2.0: Given that there is only a handful or so of certifiable languages for the courts, it may not be possible to provide qualified *telephonic* interpreters for those listed as “designated” in the scope of work. Furthermore, court certifications typically only apply to on-site interpretations and not remote/satellite (telephone) sessions. Given this, will the AOC consider repealing its requirement that telephonic interpreters be court certified?
A: There is no across-the-board requirement in the RFP that telephonic interpreters be certified. Interpreters must meet the legal requirements that apply in each court context.
10. **Q:** How does the AOC propose to address parties’ awareness of essential subtleties, probable misunderstandings and potentially problematic if not dangerous mis/communications which are so prevalent with interpreting (much more so via telephone)?

A: The provision of services under contract will be administered by the courts, each of which will oversee the use of contract services within the bounds and requirements of applicable law and governing memoranda of understanding with labor organizations and consistent with the provisions of the contract.

11. **Q:** What is the AOC's plan for the inordinate time consumption telephonic interpreting takes in already backlogged courtrooms?

A: See answer to question 10.

12. **Q:** Are there safeguards in place to ensure the accuracy and quality of interpreters being utilized? If so, what are they?

A: See answer to question 10.

13. **Q:** Does the AOC plan to use telephonic interpreting exclusively or in addition to the services currently being provided by interpreters in person in court rooms and other settings?

A: As Addendum # 1 sets forth, telephonic interpreting services are intended primarily for non-court room settings as a supplement to existing in-person interpreter services, within the bounds and requirements of applicable law and governing memoranda of understanding with labor organizations and consistent with the provisions of the contract.

14. **Q:** It is frequently the case that the interpreter in a court room setting needs to be able to see reference materials for context, such as police reports, photographs, probation and psychological reports, letters, etc. How does the AOC envision providing interpreters access to the documents they need when working telephonically.

A: See answers to questions 10 and 13.

15. **Q:** When a party using the services of an interpreter requires time to speak confidentially with their attorney while in the court room (such as during a trial or preliminary hearing), how would that be handled over the phone.

A: See answers to questions 10 and 13.

16. **Q:** Would simultaneous interpretation be possible with telephonic services, given the current budget and the lack of funds that would be required to purchase appropriate equipment, such as that used in conferences and at the UN?

A: See Addendum #1; telephonic interpretation is intended primarily for non-court room settings in which slower non-simultaneous interpretation is appropriate.

17. **Q:** Do you require that the provider deploy any specialized equipment, such as video conferencing equipment, at court facilities or otherwise for the provision of these services?

A: All specifications are included in RFP.

18. **Q:** Would telephone services be provided mostly for courtroom proceedings or for out-of-court communications, including interviews in jail facilities?

A: See answer to question 13.

19. **Q:** Would the Judicial Council and local courts require that the provider hire, subcontract, work with or coordinate with interpreters currently staffing the courts?

A: See answers to questions 13 and 17.

20. **Q:** 3.1.4 *In certain instances, time is of the essence and the AOC and JBE's [Judicial Branch Entities] may reserve an interpreter by telephone forty-five (45) minutes in advance of the actual time it is needed. Proposer shall provide its typical response rate for advance notice. Would the Court consider this reserve time billable since you have retained the interpreter and they cannot take other calls while held in reserve while they are either on the phone waiting with your Court staff?*

A: Matter to be addressed by proposer in response to RFP.

21. **Q:** **4.1 Reporting Services** ... *Reports should include, at a minimum, the language of the service provided; the name of the requesting court; the length of the proceeding or service provided, and the **credentials and/or certifications** of the interpreter provided. Please describe in detail the level of information about individual interpreters that would be required and does it include individual personal identifying information? Would it be subject to FOIA or other public record requests?*

A: Records held by the court or the AOC are not subject to FOIA (which is federal) or state public records law, but are subject to California Rule of Court Rule [10.500](#).

Records which are required to be disclosed under that rule would be subject to a public request, however, one of the exceptions to disclosure in that rule reads as follows:

(3) Personnel, medical, or similar files, or other personal information whose disclosure would constitute an unwarranted invasion of personal privacy, including, but not limited to, records revealing home addresses, home telephone numbers, cellular telephone numbers, private electronic mail addresses, and social security numbers of judicial branch personnel and work electronic mail addresses and work telephone numbers of justices, judges (including temporary and assigned judges), subordinate judicial officers, and their staff attorneys;

22. **Q:** **3.1.14** *To the extent possible, proposer shall verify the competency of interpreters and maintain documentation of the testing and certification on file, to be made available at AOC or JBE's request. Would such documentation about individual interpreters provided to AOC or JBE's remain confidential? Would it be subject to FOIA or other public record requests?*

A: See answer to questions 10, 13 and 21.

23. **Q:** **Payment Provisions – Column G** What is meant by *Service Dates* on the Payment Provisions sheet?

A: The dates upon which a service was provided.

24. **Q:** **5.1.2. f of FIN032811CK-RFP FIN032911** *An audited profit and loss statement and balance sheet for the proposer's last three (3) fiscal years. What kind of allowance in this requirement will the AOC make for privately owned companies to respond satisfactorily to this requirement?*

A: See answer to question 7.

25. **Q:** How many minutes of Over the Phone Interpretation do the AOC and JBE's use each year in total?

A: See answer to question 2.

26. **Q:** How is that volume distributed by minutes or a percentage between the current companies by name that provide Over the Phone Interpretation to the Court?

A: See answer to question 2.

27. **Q:** What kind of service or quality issues has the Court experienced with current suppliers of Over the Phone Interpretation?

- A: See answer to question 2.
28. Q: What are the primary reasons that in-person interpreting is used vs. over the phone interpreting?
A: See answer to questions 2 and 13.
29. Q: Is it anticipated that the award of contract(s) resulting from this RFP will result in any change in the volume of minutes of Over the Phone Interpreting used by the AOC and JBE's?
A: It is not possible to predict a change in volume of minutes used. See answer to question 2.
30. Q: What is the typical monthly call volume in minutes?
A: See answer to question 2.
31. Q: What is the percentage of calls that are for Spanish?
A: See answer to question 2.
32. Q: What is the current price per minute for telephone interpretation?
A: See answer to question 2.
33. Q: What is the percentage of calls that are prescheduled?
A: See answer to question 2.
34. Q: What is the percentage of prescheduled calls that are canceled?
A: See answer to question 2.
35. Q: Does the incumbent charge a fee for the prescheduled calls that are canceled?
A: See answer to question 2.
36. Q: Is telephonic interpreting services currently being used by the California Trial Courts?
A: See answer to question 1.
37. Q: If so, what is the current monthly volume of usage in minutes for telephonic interpreting services?
A: See answer to question 2.

*****See answer to question 2 for questions 38-140*****

38. What are the current rates per minute?
39. What is the **current** cost per minute for a certified Arabic to English interpreter?
40. What is the **current** cost per minute for a non-certified Arabic to English interpreter?
41. What is the **current** rush fee for a certified Arabic to English interpreter?
42. What is the **current** rush fee for a non-certified Arabic to English interpreter?
43. What is the **current** standard turnaround time or advance notice required for a certified Arabic to English interpreter?
44. What is the **current** standard turnaround time or advance notice required for a non-certified Arabic to English interpreter?
45. What is the **current** cost per minute for a certified Armenian to English interpreter?
46. What is the **current** cost per minute for a non-certified Armenian to English interpreter? Not applicable, no current contract.
47. What is the **current** rush fee for a certified Armenian to English interpreter?

48. What is the **current** rush fee for a non-certified Armenian to English interpreter? Not applicable, no current contract.
49. What is the **current** standard turnaround time or advance notice required for a certified Armenian to English interpreter?
50. What is the **current** standard turnaround time or advance notice required for a non-certified Armenian to English interpreter?
51. What is the **current** cost per minute for a certified Cantonese to English interpreter?
52. What is the **current** cost per minute for a non-certified Cantonese to English interpreter? Not applicable, no current contract.
53. What is the **current** rush fee for a certified Cantonese to English interpreter?
54. What is the **current** rush fee for a non-certified Cantonese to English interpreter? Not applicable, no current contract.
55. What is the **current** standard turnaround time or advance notice required for a certified Cantonese to English interpreter?
56. What is the **current** standard turnaround time or advance notice required for a non-certified Cantonese to English interpreter?
57. What is the **current** cost per minute for a certified Farsi to English interpreter?
58. What is the **current** cost per minute for a non-certified Farsi to English interpreter?
59. What is the **current** rush fee for a certified Farsi to English interpreter?
60. What is the **current** rush fee for a non-certified Farsi to English interpreter?
61. What is the **current** standard turnaround time or advance notice required for a certified Farsi to English interpreter?
62. What is the **current** standard turnaround time or advance notice required for a non-certified Farsi to English interpreter?
63. What is the **current** cost per minute for a certified Hmong to English interpreter?
64. What is the **current** cost per minute for a non-certified Hmong to English interpreter?
65. What is the **current** rush fee for a certified Hmong to English interpreter?
66. What is the **current** rush fee for a non-certified Hmong to English interpreter?
67. What is the **current** standard turnaround time or advance notice required for a certified Hmong to English interpreter?
68. What is the **current** standard turnaround time or advance notice required for a non-certified Hmong to English interpreter?
69. What is the **current** cost per minute for a certified Japanese to English interpreter?
70. What is the **current** cost per minute for a non-certified Japanese to English interpreter?
71. What is the **current** rush fee for a certified Japanese to English interpreter?
72. What is the **current** rush fee for a non-certified Japanese to English interpreter?
73. What is the **current** standard turnaround time or advance notice required for a certified Japanese to English interpreter?
74. What is the **current** standard turnaround time or advance notice required for a non-certified Japanese to English interpreter?
75. What is the **current** cost per minute for a certified Khmer to English interpreter?
76. What is the **current** cost per minute for a non-certified Khmer to English interpreter?
77. What is the **current** rush fee for a certified Khmer to English interpreter?
78. What is the **current** rush fee for a non-certified Khmer to English interpreter?
79. What is the **current** standard turnaround time or advance notice required for a certified Khmer to English interpreter?
80. What is the **current** standard turnaround time or advance notice required for a non-certified Khmer to English interpreter?

81. What is the **current** cost per minute for a certified Korean to English interpreter?
82. What is the **current** cost per minute for a non-certified Korean to English interpreter?
83. What is the **current** rush fee for a certified Korean to English interpreter?
84. What is the **current** rush fee for a non-certified Korean to English interpreter?
85. What is the **current** standard turnaround time or advance notice required for a certified Korean to English interpreter?
86. What is the **current** standard turnaround time or advance notice required for a non-certified Korean to English interpreter?
87. What is the **current** cost per minute for a certified Laotian to English interpreter?
88. What is the **current** cost per minute for a non-certified Laotian to English interpreter?
89. What is the **current** rush fee for a certified Laotian to English interpreter?
90. What is the **current** rush fee for a non-certified Laotian to English interpreter?
91. What is the **current** standard turnaround time or advance notice required for a certified Laotian to English interpreter?
92. What is the **current** standard turnaround time or advance notice required for a non-certified Laotian to English interpreter?
93. What is the **current** cost per minute for a certified Mandarin to English interpreter?
94. What is the **current** cost per minute for a non-certified Mandarin to English interpreter?
95. What is the **current** rush fee for a certified Mandarin to English interpreter?
96. What is the **current** rush fee for a non-certified Mandarin to English interpreter?
97. What is the **current** standard turnaround time or advance notice required for a certified Mandarin to English interpreter?
98. What is the **current** standard turnaround time or advance notice required for a non-certified Mandarin to English interpreter?
99. What is the **current** cost per minute for a certified Mien to English interpreter?
100. What is the **current** cost per minute for a non-certified Mien to English interpreter?
101. What is the **current** rush fee for a certified Mien to English interpreter?
102. What is the **current** rush fee for a non-certified Mien to English interpreter?
103. What is the **current** standard turnaround time or advance notice required for a certified Mien to English interpreter?
104. What is the **current** standard turnaround time or advance notice required for a non-certified Mien to English interpreter?
105. What is the **current** cost per minute for a certified Portuguese to English interpreter?
106. What is the **current** cost per minute for a non-certified Portuguese to English interpreter?
107. What is the **current** rush fee for a certified Portuguese to English interpreter?
108. What is the **current** rush fee for a non-certified Portuguese to English interpreter?
109. What is the **current** standard turnaround time or advance notice required for a certified Portuguese to English interpreter?
110. What is the **current** standard turnaround time or advance notice required for a non-certified Portuguese to English interpreter?
111. What is the **current** cost per minute for a certified Punjabi to English interpreter?
112. What is the **current** cost per minute for a non-certified Punjabi to English interpreter?
113. What is the **current** rush fee for a certified Punjabi to English interpreter?
114. What is the **current** rush fee for a non-certified Punjabi to English interpreter?
115. What is the **current** standard turnaround time or advance notice required for a certified Punjabi to English interpreter?
116. What is the **current** standard turnaround time or advance notice required for a non-certified Punjabi to English interpreter?

117. What is the **current** cost per minute for a certified Russian to English interpreter?
118. What is the **current** cost per minute for a non-certified Russian to English interpreter?
119. What is the **current** rush fee for a certified Russian to English interpreter?
120. What is the **current** rush fee for a non-certified Russian to English interpreter?
121. What is the **current** standard turnaround time or advance notice required for a certified Russian to English interpreter?
122. What is the **current** standard turnaround time or advance notice required for a non-certified Russian to English interpreter?
123. What is the **current** cost per minute for a certified Spanish to English interpreter?
124. What is the **current** cost per minute for a non-certified Spanish to English interpreter?
125. What is the **current** rush fee for a certified Spanish to English interpreter?
126. What is the **current** rush fee for a non-certified Spanish to English interpreter?
127. What is the **current** standard turnaround time or advance notice required for a certified Spanish to English interpreter?
128. What is the **current** standard turnaround time or advance notice required for a non-certified Spanish to English interpreter?
129. What is the **current** cost per minute for a certified Tagalog to English interpreter?
130. What is the **current** cost per minute for a non-certified Tagalog to English interpreter?
131. What is the **current** rush fee for a certified Tagalog to English interpreter?
132. What is the **current** rush fee for a non-certified Tagalog to English interpreter?
133. What is the **current** standard turnaround time or advance notice required for a certified Tagalog to English interpreter?
134. What is the **current** standard turnaround time or advance notice required for a non-certified Tagalog to English interpreter?
135. What is the **current** cost per minute for a certified Vietnamese to English interpreter?
136. What is the **current** cost per minute for a non-certified Vietnamese to English interpreter?
137. What is the **current** rush fee for a certified Vietnamese to English interpreter?
138. What is the **current** rush fee for a non-certified Vietnamese to English interpreter?
139. What is the **current** standard turnaround time or advance notice required for a certified Vietnamese to English interpreter?
140. What is the **current** standard turnaround time or advance notice required for a non-certified Vietnamese to English interpreter?

*****See answer to question 2 for questions 38-140*****

141. **Q:** What is the current protocol for scheduling an interpreter? Which party (e.g., attorney or pro se litigant, judge, court clerk) is initially responsible for requesting the interpreter, and to whom is this request directed? To the extent this process varies by JBE, please explain the process for one of the busier JBEs.
A: All interpreter scheduling is done by court staff when an interpreter is required. Information on specific court practices in each case type is not available at this time.
142. **Q:** Which party (e.g., court clerk, interpreter office staff) coordinates with the interpreter directly? How is the requested interpreter session “confirmed” (e.g., by e-mail, by phone) and how is each involved party notified of the confirmed session?
A: See answer to question 141.

143. **Q:** How many days (or hours) prior to a scheduled proceeding must the interpreter be requested (i.e., what is the “required lead time”)? In practice, what is the “typical” lead time?
A: See answer to questions 2 and 141.
144. **Q:** When a previously confirmed session is canceled, is the interpreter still compensated? At what rate?
A: See answer to question 20.
145. **Q:** During the most recent 12-month period for which data is available, how many cumulative hours of live interpretation were conducted throughout the statewide system (excluding interpreters’ travel time, waiting/idle downtime, etc.)?
A: This information is not germane to the RFP, which is only for telephonic interpreting, and is not available at this time.
146. **Q:** During hours of peak demand, how many interpreters are simultaneously engaged in live proceedings across the statewide system? What portion of the day does this period of peak demand comprise?
A: See answer to question 145.
147. **Q:** When more than one interpreter is available for a particular proceeding, who determines which interpreter will be hired? How is that determination made (i.e., is there a rotating schedule)?
A: See answer to question 145.
148. **Q:** Does the State have any data illustrating the interpreter demand by proceeding type and/or by type of JBE?
A: See answer to question 145.
149. **Q:** Will JBEs use a combination of telephonic and traditional in-person interpreter services following the implementation of this Program? If so, who will make this determination in each matter?
A: See answer to question 10.
150. **Q:** Will telephonic interpreter services be available for all proceeding types? If not, which proceeding types will be explicitly excluded?
A: See answers to question 13.
151. **Q:** Will licensed vendors be permitted to advertise their telephonic interpreter services? If so, are any means or media explicitly forbidden?
A: All contract specifications are in the RFP, no restrictions on advertising are included.
152. **Q:** Regarding paragraph 3.1.5. of Attachment #2 (“The proposer shall not require the AOC and JBEs to purchase or obtain a specific type of equipment...”): will the JBEs use existing equipment to access telephonic interpreter services? If so, to what extent is such equipment readily available throughout the various JBEs? Will the prevailing vendor(s) be obliged to outfit any

JBEs lacking the requisite equipment? If so, will said vendor(s) have the exclusive rights to provide the telephonic interpreter service in said JBEs?

A: See answer to question 17.

153. **Q:** Will vendors be expected to provide a means of visual interpretation (e.g., translation of a printed document) when needed? If so, has the State considered the means by which this would be accomplished?

A: See answer to question 17.

154. **Q:** Does the State have an approximate budget for this Program? If so, are payments for these services subject to certain budgetary restraints, controls or approvals? Further, has the State quantified the savings it expects to achieve via implementation of a telephonic interpreter program (i.e., elimination of interpreters' travel-related and per diem expenses, reduced costs associated with interpreters' idle downtime, reduction in interpreter office support staff and other personnel)? If so, can the State share all or part of this analysis?

A: See answers to questions 10 and 13.

155. **Q:** Does the State anticipate any scenarios whereby the appearing parties (e.g., attorneys, clients, pro se litigants) would pay the telephonic interpretation service fees, as opposed to the State? If so, in what contexts or situations? If not, why are such options presently excluded?

A: See answer to question 10.

156. **Q:** Regarding Attachment #3 to Addendum #1 ("PAYMENT PROVISIONS"), will the State consider alternative pricing structures? For example, would the State consider a proposal that employs "per use" pricing instead of "per minute" pricing?

A: See answer to question 20.

157. **Q:** By what means and with what frequency will each JBE remit payment to the vendor(s)? Will vendors have the option to establish "accounts" for each JBE to facilitate monthly or weekly billing, or will each individual interpreter session require its own purchase order and payment?

A: See answer to question 20.

158. **Q:** Regarding paragraph 3.1.7. of Attachment #2 ("Proposer may not charge the AOC and JBEs a minimum use fee for the non-usage of services"): will vendors be permitted to charge minimum usage fees when the vendor's service is used (e.g., a x-minute minimum for all proceedings actually initiated)?

A: See answer to question 20.

159. **Q:** How many licenses does the State intend to award? If more than one license is awarded, will the prevailing vendors be permitted to establish relationships and/or agreements with individual JBEs?

A: As set forth in RFP section 7.6, the AOC intends to award one or more Leveraged Purchasing Agreements, which will permit the use of subcontracting.

160. **Q:** Will the State make available the prior iteration of this RFP? If not, will the State summarize how it differs from the current iteration?

A: The prior iteration of the RFP was replaced in its entirety by Addendum #1 and is no longer relevant to this solicitation. Proposers are responsible for complying with all currently stated requirements.

161. **Q:** Has the State conducted any analysis(es) beyond that which is contained in the RFP documents, and can any such analysis(es) be shared with prospective bidders?

A: No such analyses have been conducted.

162. **Q:** Has the State communicated with any third-party consultants, vendors, suppliers or service providers in conjunction with the creation of this RFP and its specifications? If so, will the State share any materials provided to or received from said third parties with the prospective bidders?

A: No communications with third parties have taken place.

163. **Q:** Has the State witnessed a telephonic interpreter program in “real-world” use outside the State? If so, can the State provide any materials related to its findings or observations?

A: No observations of “real-world” use of a telephonic interpreter program outside the state have taken place.

164. **Q:** Has the State evaluated any third-party interpreter products or services – telephonic or otherwise – in the last 24 months? If so, can the State provide any materials related to its findings or observations?

A: No such evaluations have occurred.