

## Non-English Language Interpretation (NELI) RFP: Q&A

November 29, 2021

1. **Q: Can bidders submit a proposal (and possibly be awarded) to both the ASL and NELI RFPs?**

**A:** Yes

2. **Can a bidder submit a quote for some of the services requested in the RFPs? For instance, can a bidder submit a proposal for just telephonic and VRI, and not on-site, interpretation? Or do you prefer/require that bidders are able to provide all needed services, including on-site, telephonic, and VRI?**

**A:** All of these services are preferred, but CBH will consider proposals that offer only some of these.

3. **Q: Can you provide an anticipated volume of services for NELI services?**

**A:** Need and volume are difficult to predict, particularly during this pandemic.

4. **Q: Do you have an anticipated breakdown of on-site, telephonic, and video remote services for NELI?**

**A:** Not at this time.

5. **Q: Can you confirm that multiple vendors will be awarded to provide services, and that each will have the opportunity to competitively bid on each assignment request?**

**A:** CBH would like to award multiple contracts, but this depends on the applications received that are successfully awarded a contract through this RFP.

6. **Q: Do the cover page and table of contents count towards the 10-page proposal limit?**

**A:** No. Per the RFP, the 10-page limit only applies to sections 3.1.2.1. – 3.1.2.5.

7. **Q: What is the length in hours of a typical assignment?**

**A:** The average length is also the minimum length of two hours.

8. **Q: What are the specific licenses required to be held by spoken language interpreters?**

**A:** This should be dictated by the vendor's internal policies and standards.

9. **Q: How far in advance are assignments typically scheduled?**

**A:** We ask our providers to provide five days' advance notice.

10. **Q: Interpreters are commonly reimbursed mileage. May we include two rate proposals, one that is all inclusive and a lower rate that also charges mileage??**

**A** No, CBH is structured to only accept all-inclusive rates for our interpretation services.

11. **Q: What are the service location addresses covered by this RFP?**

**A:** These would occur mostly in Philadelphia county, and sometimes in the four adjacent counties: Montgomery, Bucks, Delaware, and Chester. CBH has over 200 Service Providers, several with multiple locations, so it is not practical to list all potential in-network service locations.

12. **Q: Is CBH seeking on site interpretation of Spanish and should the response include prices for Spanish? (RFP 1.1, last paragraph says: "Because of a prevalence of bilingual (English-Spanish) professionals and para-professionals both at CBH and in the CBH network of behavioral health providers, CBH does not typically reimburse for Spanish language interpretation, and it is therefore not included in this RFP." However, 2.2, bullet point 1 says in part, "Needs include but are not limited Spanish.")?**

**A:** This was an oversight in the RFP. In support of removing barriers to treatment, CBH confirms that it is reimbursing our vendors for Spanish language interpretation.

*Please therefore disregard the sentence that reads, "Because of a prevalence of bilingual (English-Spanish) professionals and para-professionals both at CBH and in the CBH network of behavioral health providers, CBH does not typically reimburse for Spanish language interpretation, and it is therefore not included in this RFP."*

13. **Q: Does CBH anticipate some assignments occurring in places other than Bucks, Chester, Delaware, and Montgomery counties and Philadelphia? If so, please state the names of the other places.**

**A:** No.

14. **Q: Does CBH expect the awarded vendor to provide reports other than: detailed monthly billing for all NELI assignments indicating name of CBH employee who authorized service, name of interpreter, service provider information, service requested, CBH member served and related identifying information, number of hours (or units) on assignment, rate, and outcome; cancelations, no-shows, and assignments that the vendor is unable to fill?**

**A:** Not at this time.

**15. Q: What are the top 15 languages requested for in-person interpreter services?**

**A: 2020 Threshold Languages – Eligible Members (5% or 1,000 eligible members, whichever is less)**

<b>Primary Language</b>	<b>Percentage of Eligible Member Population</b>
English*	89.28%
Spanish*	6.90%
Chinese – Mandarin*	0.91%
Vietnamese*	0.48%
Russian*	0.43%
Chinese – Cantonese*	0.38%
Cambodian*	0.25%
Arabic*	0.24%
Portuguese	0.14%

**16. Q: What percentage of interpretation assignments will be expected to occur outside of the city of Philadelphia under the term of this contract?**

**A:** Given changes in member eligibility, access to and availability of services, and the like, this has been difficult to gauge and predict. However, it is our experience that no matter what the circumstance, the vast majority of assignments would occur in Philadelphia County.

**17. Q: Does CBH currently process requests for in person interpretation through a service provider's online portal?**

**A:** Not at this time.

**18. Q: Given the delays this RFP has experienced, could you please give applicants a deadline extension as well?**

**A:** Yes, CBH is going to extend the application deadline for this RFP. Please see the revised schedule on the website where this RFP is posted.