

- 1. Section 3.1.2.3 “Personnel” indicates that resumes are a required component of this proposal; however, Section 3.1.1.3 states that the Personnel section of the response will be included in the 10-page limit. Our response will include a large number of resumes and records of certification for qualified interpreters—should we exclude their resumes and certifications or include them in an appendix to the submitted proposal? Or should we exceed the page limit?**

The 10-page limit is only intended for Sections 3.2.1.2.1 – 3.2.1.5; all other materials (including Sections 3.1.2.6 and 3.1.2.7, resumes, letters, etc.) are not included in the 10-page limit.

- 2. Both Section 2.2. “Scope of Services” and the Attestation Form read, “onsite interpreters who are licensed in the chosen non-English language into which English behavioral health services will be interpreted.” We are unfamiliar with the specific licensure referred to here. Does CBH have a specific license, certification, or other requirement in mind? Or should the proposer suggest an appropriate certification for a qualified interpreter?**

Please refer to Question #13.

- 3. Do you anticipate any changes to historical volume or the mode of interpretation used?**

We have no reason to believe there will be any changes to volume or mode of interpretation used.

- 4. Do bidders need to submit a proposal to both the ASL and NELI RFPs, or can they submit to only one?**

Bidders can submit to only one RFP. If they elect to bid on both RFPs, they must be submitted separately.

- 5. When does CBH anticipate that telephonic or video remote interpretation would be required?**

Telephonic or remote video interpretation would be utilized as needed, depending on the circumstances or needs of Members or Service Providers.

- 6. Can the letter attesting that taxes have been paid be from a corporate officer, such as the company CEO or CFO, or does it need to be from a local official?**

This letter could be from either a local or corporate office.

- 7. What is the typical volume of NELI requests CBH receives monthly/annually? What percentage are routine vs. urgent/crisis assignments? [Section 1.2 - Project Background (Page 3)]**

There are approximately 7,000-9,000 unique requests, which could vary yearly depending on member enrollment, need, etc. Most requests are routine, but crisis assignments arise approximately five to 10 times monthly.

- 8. The RFP states CBH “anticipates selecting multiple vendors.” How many vendors does CBH expect to contract with? Will assignments be distributed equally or based on specific criteria? What criteria determine which vendor is “preferred”? [Section 1.3 - Request for Proposals (Page 3)]**

It is unknown how many vendors would apply or be selected as a result of this RFP. CBH endeavors to distribute assignments equally through a rotation system. CBH tries to honor member requests for specific interpreters, and the vendor the interpreter represents would be the “preferred vendor” if that’s the case.

- 9. The 10-page narrative limit seems very restrictive given the amount of information requested. Can supplementary materials (organizational charts, sample work, case studies) be included as appendices outside the 10-page limit? [Section 1.3 - Request for Proposals (Page 3)]**

Please refer to Question #1.

- 10. How will the backup vendor be selected if the preferred vendor cannot fill an assignment? Is there a rotation system? [Section 2.1 - Project Details]**

Please refer to Question #8.

- 11. What defines the “surrounding counties of Southeastern Pennsylvania”? Which specific counties should vendors be prepared to serve? [Section 2.1 - Project Details]**

In addition to Philadelphia County, where most services occur, CBH members are also commonly served in the surrounding counties of Bucks, Delaware, Montgomery, and Chester.

- 12. What is the expected fill rate for urgent/crisis assignments requiring 2-hour response time? Will vendors be penalized for being unable to fill urgent requests? [Section 2.1 - Project Details]**

CBH will discuss this with Awardees during contract negotiations.

- 13. The RFP requires interpreters to be “licensed in the chosen non-English language.” Pennsylvania does not have a state licensing system for interpreters. Can you clarify what “licensed” means in this context? Do you mean certified (e.g., by RID, CCHI)? [Section 2.2 - Services to be Provided]**

Section 2.6 inadvertently used “translation” and “interpretation” interchangeably. This RFP is for oral interpretation services only. Please refer to revised Section 2.6. Organization and Personnel Requirements, which is attached to this Q&A. Additionally, it might be helpful to note that CBH’s accreditation and distinction bodies require that the following would appear as an Exhibit in the Awardee’s contract:

Oral Interpretation Services

All contracted vendors who provide oral interpretation services shall demonstrate and/or possess the following:

- » *At least three years of experience filling interpreter assignments or related work, including any credentials from any certifying organization that attest to the capabilities of the organization or of any of the individuals employed by the organization that will be working on the proposed project (e.g., Behavioral Health/ Mental Health Training).*
- » *Staff providing translation services possess the appropriate and acceptable education and experience requirements to demonstrate competency in providing translation services. Competency of the staff providing translation services, at a minimum, shall possess one of the following:*
 - *A degree in advanced translation studies*
 - *A minimum of two years of demonstrated fluency in translation (oral and written) experience*
 - *Accreditation by the American Translator Association or equivalent national or regional translation organization/group.*

- 14. This RFP is titled ‘Non-English Language Interpretation (NELI) Services’ and lists spoken languages (Spanish, Mandarin, etc.). Can you confirm whether this RFP is for [Section 2.2 - Services to be Provided]:**

- ➔ **Spoken language interpretation only?**
- ➔ **American Sign Language (ASL) and other sign language interpretation only?**
- ➔ **Both spoken and sign language interpretation?**
- ➔ **If sign language interpretation is included, please clarify which sign languages are needed and whether separate rate structures should be proposed.**

This RFP is for spoken language interpretation only (Bullet point 1).

- 15. The RFP lists eight primary languages needed. What is the expected volume breakdown by language? Which languages are considered “special rate” languages due to interpreter shortage? [Section 2.2 - Services to be Provided]**

The vendors typically propose these rates and corresponding languages. During contract negotiations, we will ask selected Applicants to provide CBH with an updated list of rare languages and associated rates.

- 16. The RFP states proposed rates should be “inclusive of all potential costs, including but not limited to mileage, parking, and tolls.” For assignments in surrounding counties requiring significant travel, how should vendors account for highly variable travel costs in a flat hourly rate? [Section 2.2 - Services to be Provided]**

Since this all-inclusive model is less typical with oral language interpretation contracts, CBH is willing to work with vendors who otherwise submitted a strong proposal but are unfamiliar with this model.

- 17. Would CBH accept different rates for video/tele-interpretation versus in-person interpretation? [Section 2.2 - Services to be Provided]**

Yes, CBH acknowledges that these rates would typically be different.

- 18. Section 2.6 requests credentials “such as Behavioral Health/Mental Health Training” for interpreters working on this project. Can you clarify why spoken language interpreters need that training if they are ONLY interpreting? [Section 2.2 - Services to be Provided]**

Behavioral Health/Mental Health training is essential to ensure an understanding of the types of settings and therapeutic interventions that might occur. CBH’s goal is to ensure interpreters are comfortable in BH/MH settings and well-versed in person-centered healthcare language and terminology.

- 19. Can vendors use 1099 contractors/freelance interpreters, or must all interpreters be W-2 employees? [Section 2.2 - Services to be Provided]**

Our experience is that interpreters are commonly 1099 contractors.

- 20. Do resumes and certifications for personnel count against the 10-page limit? [Section 3.1.1.3 - Format Requirements]**

Please refer to Question #1.

- 21. Should the cost proposal include separate rates for each of the 8+ languages listed, or can vendors propose tiered pricing (e.g., common languages vs. rare languages)? [Section 3.1.2.6 - Cost Proposal]**

Please refer to Question #15.

- 22. What is the total anticipated contract value (annually or over the entire 4-year potential term)? [General Questions]**

CBH will discuss this with Awardees during contract negotiations.

ATTACHMENT: REVISION OF RFP SECTION 2.6

2.6. Organization and Personnel Requirements (REVISED)

CBH is seeking an agency with the requisite skills and abilities to perform the work being sought through this RFP. The selected agency must have at least 10 years of experience filling interpreter assignments or related work and be in the United States. Applicants should include any credentials from any certifying organization that attest to the organization's capabilities or any of the individuals employed by the organization that will be working on the proposed project (e.g., Behavioral Health/ Mental Health Training).

The agency will also ensure that staff providing oral interpretation services possess the appropriate and acceptable education and experience requirements to demonstrate competency in providing oral interpretation services. Competency of the agency's staff, at a minimum, shall include one of the following:

- ➡ A degree in advanced translation or interpretation studies
- ➡ A minimum of two years of demonstrated fluency in written translation and oral interpretation experience
- ➡ Accreditation by the American Translator Association or equivalent national or regional translation organization/group