

State of Arkansas Department of Health
DH-23-0021 On-Demand Language Translation Service
Addendum 2
Written Questions and answers

Question ID	Reference (page number, section number, paragraph)	Question	Answers
1		Would your team have an estimate of the language mix needed for telephonic interpretation? I.E. 95% Spanish, 2% Mandarin, etc.?	See posted Addendum 3 to see previous 2 months services.
2		Would your team confirm that a U.S. based telephony system and a U.S. based phone number would satisfy the requirement stated in Section E. Minimum Vendor Qualifications, Number 3?	No. Request For Proposals DH-23-0021 Section: "At the time of bid submission contractor shall have an operational call receiving center located within the United States."
3		The reason being that most remote interpretation providers since COVID have moved to a virtual call center model and eliminated the need for in-person, brick and mortar call centers.	Not a question.
4		Would your team confirm that the only in-person interpretation required would be for American Sign Language?	Yes
5		Most remote interpretation providers leverage the talents of tens of thousands of certified or qualified interpreters, and listing out the names/qualifications for each linguist as requested in Section F. Expected Service Delivery, may not be feasible.	Not a question.
6		Would your team accept a description of our interpreter certification process that all linguists must undergo in lieu of providing the names and qualifications of each of our 20,000 interpreters?	Addendum 1 deleted the Technical Proposal Packet page for a listing of employees providing services. If a bidder proposes subcontractor companies, then those companies will be detailed on Page 4 of the Technical Proposal Packet.
7	Attachment 2, Technical Proposal Packet, Information For Evaluation, Section E2, (I)	Please clarify what is meant by "Contractor must index each instance of service...." Can ADH provide an example?	See Request For Proposals DH-23-0021 Section 2.1(G)
8		Who is the incumbent(s) providing for over-the-phone and video remote interpretation services?	Not applicable.
9		What is the anticipated budget for this RFP?	Not applicable.
10		What are the challenges and pain points of your current service provider?	Not applicable.
11		What is your current per-minute rate for: Over-the-Phone Interpretation? Video Remote Interpretation?	Not applicable.
12		Is there an incumbent vendor for these services?	Not applicable.
13		If so, what rates do they provide?	Not applicable.