

## QUESTIONS AND ANSWERS

- Q1.** Do sign language interpreters need to hold a current SC:L Certification from the RID? There are only 33 interpreters in the state of California that hold the SC:L certification, so this would affect our bid price. **Bidders complete the worksheet based on resources they expect they can offer to the Court. Complete the worksheet with requested items and review the Request for Proposals closely for specifications about travel/mileage reimbursement.**
- Q2.** How far in advance are services typically requested? Can the contractor charge emergency fees for sign language interpreting requests that are made within 5 business days? **Bidders indicate emergency fees on the proposal.**
- Q3.** What's the estimated contract size, in hours of service per month or dollar amount? **Court needs vary to offer this estimate.**
- Q4.** Is there always approval for a team of 2 sign language interpreters? And if a Deaf intermediary is requested, is there always approval for a team of 2 Deaf intermediaries to work together? It's industry standard that ASL interpreters work in teams of two. **The Court defines the need and if the bidder will only accept assignments when certain specifications are met, such as number of interpreters, bidder indicates that on the proposal.**
- Q5.** Can you clarify what travel expenses we can bill for sign language interpreters? After reviewing Exhibit A-3 > D. Business-Related Travel Expenses > Exception for Reimbursement Limits for Sign Language Interpreters, it would be helpful to know where we can specify our travel fees in the Cost Worksheet. We usually charge a flat-rate travel fee that differs based on location (higher travel fee for more rural areas). **Bidder reflect travel practices/bid on the worksheet as applicable.**
- Q6.** Will all requests require a court certified interpreter? **The Court contracts directly with Interpreters who are on the Judicial Council Master List of Certified and Registered Interpreters, making it more common for the Court to turn to an agency for their additional contacts (who are not on the list) but if a Certified/Registered interpreter will only work through the agency, the Court would be interested in using them via the agency.**
- Q7.** If a non-certified interpreter is acceptable, what are the requirements for them? **The RFP describes the need for an INT-110. Please refer to California Rules of Court, Rule 2.893 and Judicial Council Form INT-100-INFO for more information.**
- Q8.** What is the anticipated volume per month? If you can provide us this breakdown by remote and in person please. **Most interpreter use in our Court are in person. At this time, fewer than 10 assignments use agency-provided interpreters each month.**

- Q9.** Is there a set budget for this contract? If so, will you share this information with us? **There is no set budget for the contract; each time the agency is asked for an interpreter, the Court determines whether to accept the interpreter (and the terms) and use can vary.**
- Q10.** Who is the incumbent for this contract? If you can share who they are and their rates. I am not sure if this is considered CONFIDENTIAL since it is public information. **There is no incumbent and the Court does not currently have a contract with an agency for these services.**
- Q11.** Are you planning on awarding a single vendor or multiple? **As stated in the RFP, multiple vendors may be awarded.**
- Q12.** If a request is for 4 hours but ends earlier than that, are we allowed to bill for the scheduled time? **The Court welcomes agencies to bill for actual time used if less than the time block requested, and this can be part of the proposal of the available interpreter at the time of responding to an assignment request or based on actual time used if less than the block requested for the assignment.**
- Q13.** Under Court Responsibilities 1.2.4 it takes about Live Scan, will you require us to submit proof of this for the interpreters we would utilize for this contract? Is there a specific type of Live Scan needed for this contract or is a previous Live Scan /background check acceptable? **Bidders should plan to ensure that all interpreters proposed for assignments have had a background screening. The expectation is that the agency continues to monitor for law enforcement issues after the initial screening, and for any assignment, propose only interpreters who do not have such issues. If unsure whether the Court will accept the agency's existing process, the bidder can describe its practices on keeping current on law enforcement issues in the proposal.**
- Q14.** Will any equipment be needed for these services? If so can you elaborate on what will be needed? **The RFP describes the equipment expectations; if working remotely, the interpreter/agency will provide any equipment needed to provide services; if the interpreter uses industry-specific equipment such as wireless listening devices, the interpreter/agency must not expect the Court to provide it.**
- Q15.** For longer requests, will you allow for two interpreters or will you only accept one? **The bidder can describe its practices generally in the proposal, but for each individual assignment, if two interpreters are proposed, the Court will consider it.**
- Q16.** Can you tell us what languages will be requested the most? **This varies and cannot be predicted. However, typically if there are few or no interpreters listed in the Judicial Council Master List of Certified and Registered Interpreters (see the online list on the Judicial Council website) then it is more likely that agency assistance could be needed.**

- Q17.** For the remote services, will they all be pre-scheduled or will remote services be required? **The Court typically pre-schedules, but there may be times that the Court makes a same-day request.**
- Q18.** Will you also require remote services via telephone? If so can you amend the cost worksheet to add this fee separately? **This is not part of the RFP, however, bidders can provide information on additional services offered if it is part of their business model.**
- Q19.** Are multiple awards expected for the same service? **As stated in the RFP, multiple vendors may be awarded.**
- Q20.** If multiple awards are made, how will the work be apportioned? **For each assignment, the Court selects the interpreter via agency after assessing the proposed Interpreter's qualifications, suitability for the assignment and cost to the Court, and any other factors that would help the Court compare its options, as with any decision to bring in a non-employee to cover Court needs.**
- Q21.** What is the estimated value/budget of the contract? **There is no set budget for the contract; each time the agency is asked for an interpreter, the Court determines whether to accept the interpreter (and the terms) and use can vary.**
- Q22.** What is the Period of Performance? **See RFP section 3.0 – Timeline for this RFP.**
- Q23.** Could you please share past usage statistics broken down by service and language? **Please submit a Public Records Request to [pr@sb-court.org](mailto:pr@sb-court.org).**
- Q24.** What is the name of the incumbent(s) and their contract number(s)? **There is no incumbent.**
- Q25.** Did the incumbent(s) cover every single assignment successfully? **There is no incumbent.**
- Q26.** What challenges have you faced with a similar scope of work from vendors you worked with? **Notable challenges have been responsiveness and proposing interpreters with insufficient experience.**

- Q27.** Could you please provide the incumbent rates for each of the services requested in this solicitation? **There is no incumbent.**
- Q28.** If there is no incumbent, please describe how you are obtaining these services up to now and what you are paying for the service. **The Court has obtained services from non-contracted vendor agencies and individual contractors. You may submit a Public Records Request to [pr@sb-court.org](mailto:pr@sb-court.org) for additional information.**
- Q29.** Do you have in-house linguists who handle part of the work? **Yes, the Court has full-time employees who cover the majority of interpreter needs.**
- Q30.** Can we modify the rate sheet to add languages, change the unit of measure, add minimum fees, etc.? **Exhibit C – Cost Worksheet, must not be modified.**
- Q31.** Can we ask for a debriefing in case we are not awarded? **The Court does not conduct debriefings; however, you may submit a Public Records Request to [pr@sb-court.org](mailto:pr@sb-court.org) to obtain more information about the RFP.**
- Q32.** Is simultaneous interpreting needed too? Can it be priced separately as simultaneous interpreters are more expensive than consecutive ones? **Both simultaneous and consecutive abilities are required. Use the existing Exhibit C – Cost Worksheet to clarify these differences.**
- Q33.** What is the average length of an interpreting assignment? **The Court typically books assignments for half days (8:00 a.m. to 12:15 p.m. is the most common). Full days are 8:00 a.m. to 5:15 p.m. It is not uncommon for interpreters to complete their assignment before the booked end time.**
- Q34.** What mathematical calculation will be used to evaluate pricing? **See RFP 24-06 Interpreter Services, Section 10.0 Evaluation of Proposals.**

- Q35.** Are scanned or rubber-stamp signatures acceptable? **See RFP 24-06 Interpreter Services, Section 8.1.6.**
- Q36.** Will the Court honor the 2-hour minimum industry standard? **The Court follows the Judicial Council Payment Policies. If bidders require a 2-hour minimum, they should indicate it in the proposal.**
- Q37.** If an on-site interpreter is not available, is the Court more likely to reschedule or resort to remote interpreting services? **The Court prefers on-site interpreters, but will be open to discussing alternatives for assignments in which rescheduling is unlikely to resolve an on-site availability issue.**
- Q38.** Considering we offer services in over 200 languages, can other languages be grouped by category (e.g., Other Slavic Languages, Other European Languages, etc.), to avoid submitting a too-long fee schedule? **Bidders should use Exhibit C – Cost Worksheet to the extent possible and the Court would not object to grouping language families if needed.**
- Q39.** On row 38, Exhibit C - Cost Worksheet, states "Spoken languages other than those in group one, where English is NOT one of the pair (ex., Spanish/Nahuatl)". Should we specify language pairs, or should we offer a flat rate for all combinations? If the latter, what would happen when a language combination that cannot be covered is requested by the Court? (e.g., Nahuatl/Mixteco) **Bidders should use Exhibit C – Cost Worksheet to the extent possible and if they are concerned that there could be outliers, the bidder should indicate their proposed solution in their proposal.**
- Q40.** On row 43, Exhibit C - Cost Worksheet, states "Sign Language". Please confirm this refers to AMERICAN Sign Language. **The Court typically uses American Sign Language, but if the bidder provides services in other sign language or gesture-based systems, it should be specified in the proposal.**
- Q41.** Is this a newly initiated project, or is it a continuation of an existing one? **This is a new project.**
- Q42.** If it is ongoing, kindly provide the names of the current service providers/incumbent vendors? **There is no incumbent.**

- Q43.** Could you provide details on the previous expenditure associated with this contract? **There is no incumbent.**
- Q44.** Could you confirm if it is possible to obtain the proposals or pricing details of the incumbent vendors? **There is no incumbent.**
- Q45.** Are there any specific challenges or issues currently being faced with the existing vendors? **Notable challenges have been responsiveness and proposing interpreters with insufficient experience.**
- Q46.** Can you clarify the expected number of awards for this solicitation? **Multiple awards will be awarded.**
- Q47.** Is there any preference or priority given to local vendors for this contract? **No**
- Q48.** Could you please confirm the budget for the project. **There is no set budget for the contract; each time the agency is asked for an interpreter, the Court determines whether to accept the interpreter (and the terms) and use can vary.**
- Q49.** What has the total expenditure on interpretation services been over the past 12 months or the last calendar year? **Please submit a Public Records Request to [pr@sb-court.org](mailto:pr@sb-court.org).**
- Q50.** Could you provide a breakdown of usage between on-site and virtual interpretation services (in percentage)? **We do not have this percentage readily available, but virtual interpretation occurs only a few times a week court wide, out of hundreds of matters served.**
- Q51.** Could you share a breakdown by language (percentage) for both on-site and virtual services? **We do not have this percentage readily available, but virtual interpretation occurs only a few times a week Court-wide, out of hundreds of matters served. Languages vary.**
- Q52.** Are there any additional languages required beyond those listed in the RFP? **The languages listed are the most common; however, any language may be needed.**
- Q53.** Is there an incumbent vendor currently providing these services? If so, would you be able to share their rates? **There is no Incumbent.**