

**ADDENDUM # 1 Request for Proposals
Interpreter Services
Questions & Answers; and
Amended Exh. A, Section 12 (Required Documents)**

February 12, 2021

Issued by: Santa Barbara County, Department of Behavioral Wellness (BWell)

Addendum Descriptor: This addendum is issued as supplemental information to the RFP for clarification, correction, and/or additional information that will be of use to applicants. Applicants are responsible for ensuring that their proposals reflect any and all information included. The Department of Behavioral Wellness recommends that applicants frequently consult RFP360 (the online system BWell is using to issue and score RFPs), as well as the Department website (<http://countyofsb.org/behavioral-wellness/bids.sbc>), to determine if they have downloaded all addendums to the RFP.

A. RESPONSES TO QUESTIONS/CLARIFICATIONS FROM BIDDERS' CONFERENCE AND MESSAGES VIA RFP360:

1) Who are the current incumbents?

County contracts are made public and may be viewed on the County's website.

2) Will this bid be awarded to multiple vendors? If so, how will the work be distributed?

The intent of the RFP is not to select a single service provider, but to maintain a pool of qualified companies.

3) Is there a minimum/maximum number of vendors BeWell anticipates on awarding?

No, the purpose is to maintain a pool of qualified companies to provide interpreter services.

4) Page 8, Section 6C. Open Records Laws and Confidential Information states "Bidder's identification of a document as "Confidential" shall not be dispositive." Can you please clarify what is the process to keep any specific information confidential?

Bidders must clearly mark in their proposal any information they consider "Confidential". As provided in RFP Section 6.C the County reserves the right to make the final determination whether a proposal, or portion of it, should be considered confidential:

C. Open Record Laws & Confidential Information

All materials submitted in response to this RFP will become the property of the County of Santa Barbara and will not be returned. In addition, all materials submitted may be subject to open record laws and regulations such as the California Brown Act and the California Public Records Act, and therefore may be released,

disclosed, and posted online, to and for the public. The County reserves the right, consistent with applicable laws, to make the final determination whether a proposal, or any portion of it, should be considered Confidential Information and not subject to disclosure. Bidder's identification of a document as "Confidential" shall not be dispositive. In making a determination of whether the information is confidential, the County uses the definition of trade secret set forth in subdivision (d) Section 3426.1 of the California Civil Code, which states "Trade secret means information, including a formula, pattern, compilation, program, device, method, technique, or process, that: (1) Derives independent economic value, actual or potential, from not being generally known to the public or to other persons who can obtain economic value from its disclosure or use; and (2) Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy" (Confidential Information). This provision does not apply to Confidential Information that is 1) in the public domain through no fault of the receiving party, 2) was independently developed as shown by documentation, 3) is disclosed to others without similar restrictions, 4) was already known by the receiving party, or 5) is subject to disclosure under court order or other lawful process.

5) Does BeWell currently utilize an online platform/portal for interpreter requests and scheduling? If so, is BeWell paying an additional monthly fee outside of the interpreting/translating rates?

BWell does not have its own platform at this time. Current vendors that have a system do not charge for it.

6) How does BeWell currently organize their requests – do they all go through one team or is it decentralized?

Decentralized. Staff are provided with the information regarding our vendors and how to access interpretation services for the client.

7) What was the monthly average amount of ASL interpretation services requested in hours for 2020?

Data for 2020 has yet to be analyzed. According to FY 19/20 an average 1 per month.

8) What was the monthly average amount of interpretation services requested for each spoken language in hours for 2020?

Data for 2020 has yet to be analyzed. Below is the breakdown for FY 19-20:

Average Hours Requested Per Month by Provider and Language FY 2019-2020

Spanish	85 Hours
Mixteco	4 Hours
Korean	2 Hours
Portuguese	1 Hour
Tagalog	Less Than 1 Hour
ASL	1 Instance – Hourly Data Unavailable

9) What was the monthly average amount of document translation services requested in words for 2020?

Data for 2020 has yet to be analyzed. Previously it varies monthly. Ranging from 2 to 10 documents per month.

10) What was the monthly amount of VRI/OPI services requested in minutes for 2020?

Data for 2020 has yet to be analyzed. We anticipate that the numbers are higher for FY 20/21 due to COVID.

11) Can you provide an estimated breakdown of VRI/OPI services? (Example, 50% on-demand, 50% pre-scheduled)

Data not available at this time, only about one third of services are in person at this time.

12) Can you please break down the frequency of each language requested for 2020? (Example: 50% Spanish, 20% Arabic, etc.)

2020 data not available at this time, however, FY 19/20 the breakdown is:

- Spanish accounted for 91.3%
 - Mixteco - 2.3%
 - Korean - 0.8%
 - Portuguese - 0.7%
 - Tagalog - 0.4%
 - American Sign Language – 0.2%
 - Other languages served include Ilocano, Romanian, Mandarin, and Vietnamese.
 - 1% of appointments were not specified. However, based on existing information, these were most likely in Spanish.
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13) Besides Spanish, what are other commonly requested languages?

The other requested languages are: Mixteco, Korean, Portuguese, Tagalog, American Sign Language- lesser diffusion are: Ilocanos, Romanian, Mandarin, and Vietnamese

14) What languages has BeWell found to be the most difficult to fulfill?

Finding the right variant for Mixteco.

15) How many urgent/last minute (less than 24-hour notice) requests were made in 2020?

Data has not been collected in this area, will be a future data element to consider.

16) How many last minute (less than 24-hour notice) assignment cancellations by Be Well were made in 2020? 2020

Data has yet to be analyzed, for FY 19/20 there were 90 late cancellations by BWell.

17) How often are requests made for after hours and weekends?

Data has yet to be analyzed, estimated 2 to 3 per month.

18) Is there a required certification that linguists must have as not all languages are certifiable by the American Translators Association/other licensing organizations listed?

Requirements are based on ATA standards and languages they have certified.

19) May we bid for certain services in the RFP instead of all services requested?

Yes, you may submit for one or more services in the RFP.

20) Does BeWell have interpreters/translators on staff? If so, how many and for what languages?

No, we do not have certified interpreters/translators on staff.

21) Besides Microsoft Word/Excel, what other file types/formats are required for document translation services?

PDF and Publisher as well.

22) How many vendors does BeWell utilize for its current contract? How is the work distributed amongst the awarded vendors?

Six vendors currently. BWell would like to have a pool of vendors so our staff has options from which to choose, based on client's need.

23) What types of documents are commonly requested to be translated?

Outreach materials, agenda, minutes, client forms, treatment forms, health orders, beneficiary informing materials, legal documents, state informational notices, posters, flyers, brochures, newsletter etc.

24) Is there anything different you would like to see with these new contracts?

The RFP outlines what BWell is looking for with vendors.

25) Can you share your volume of services required for each service line (e.g., OPI, onsite, translation, etc.) in 2019? (We would like to know 2019 volume because we understand the pandemic changed business demands)?

Data yet to be analyzed for this type of request. After the stay at home order went into effect BWell did not have onsite interpretation services, which is now occurring less frequently. Please see response to questions 9, 10, 11.

26) Would you be able to share your volume of onsite appointments by your top languages in 2019?

Spanish, Mixteco, Korean, Portuguese, Tagalog, American Sign Language
Spanish – 917
Mixteco - 32
Korean – 15
Portuguese – 5
ASL – 3
Tagalog - 1

27) Would you be willing to share who your current onsite interpretation providers are and/or the current rates you are paying for onsite interpretation?

Please refer to question 1 response.

28) What is the current solution being utilized to translate documents?

Documents are translated by our vendors.

29) What content is most commonly being requested for written translation, and how often?

Translation request varies based on need, range from 1 to 10 documents per month. May consist of Behavioral Health documents, including psychiatry, informational flyers etc. Please refer to question 23 for further response.

30) Are we able to provide pricing in a format other than the template listed in Section B? (For instance, provide different rates for the different languages you request translation in – this will help us provide a more competitive pricing structure to you)

No, please use the Cost Proposal format provided in RFP Exhibit B.

31) Section B allows for two separate per word rates for translation. Other charges typically apply, how do we propose those other charges (file formatting, project minimums, project management, etc.?)

You may describe in narrative any additional charges.

32) Could you clarify what information you are looking for us to provide on Exhibit C, Cultural Competence chart? Are you asking if we have individuals from these groups (in column A) working at our company in general, or whether our staff have the requisite training to support these individuals, or something else?

Yes, we want to know if you have the individuals in your organization. Yes, we are asking if they have the requisite training to support your interpreters who are providing the services to the client. This is required by Federal/State regulation.

33) Section 22: Upload Required Documents section requests we submit a most recent Financial Audit statement. Requesting a financial audit statement from a small Women & Minority business can put us out of business. Those reports costs thousands of dollars and can take many months to complete. They are usually required by multi-million-dollar corporations with investors and bankers, hence, weeding out small business such as ours. Thereby, not affording us the opportunity partake in RFP's like this one. However, we can provide copies our most recent and past 2 years tax returns along with copies of our most recent balance sheet, income statement, and statement of cash flows. Can this information be submitted as proof of financial viability/capacity in lieu of a audited financial statement?

Yes, we would accept this information as proof of financial viability/capacity. Exhibit A, Section 12 (Required Documents) has been amended to permit alternate documentation for small businesses. See Paragraph B below.

34) Exhibit C - Cultural Competency Form: Can you please clarify what information you are seeking regarding this form? Do you want to know if we offer trainings in cultural competency for the individual items in column A?

Please refer to response to question 32.

35) We were unfortunately not able to attend the Bidder's Conference on February 5th. Are there Meeting Notes or Minutes available from this meeting?

Yes, information provided in video and PowerPoint presentation made available. This Addendum includes all questions and answers.

36) Is it acceptable to provide our Cost Proposal Exhibit B in the format provided (Table) or would you like this in an Excel Document?

Please use form provided for Cost Proposal.

37) Can you provide a List of All of the Languages your need or require for Written Translation?

All the languages that the American Translators Association certify, if needed, however, based on our utilization translation has been in our threshold language Spanish.

38) We have our Headquarters in another State but have a physical office location in California and are licensed to do business in California. Will we be qualified to do business with you?

Yes, require proof that company is authorized to do business in California.

39) Your Cost Proposal is Weighted at 45 Points. Are you looking for only the lowest cost here or will other factors be considered in the scoring for this Section?

No, not only looking at lowest cost. Please refer to RFP Exhibit E Evaluation Criteria.

40) Should your ATTACHMENT D HIPAA BUSINESS ASSOCIATE AGREEMENT (BAA) be completed and signed with our Proposal or completed at another date?

Does not have to be submitted at this time, will be required upon contract award.

41) What is the goal of the County in issuing this RFP (e.g., is it a routine renewal of services - contract is being renewed, or do you wish to consolidate language service providers, etc.)?

The intent of the RFP is not to select a single service provider, but to maintain a pool of qualified companies.

42) Do you have an audit process to make sure service providers are sending interpreters with proper certification?

All contracts are subject to audit and contract monitoring.

43) In your price matrix/fee structure, you are only asking for fees for medical, and fees for two levels of legal certified interpreters (Admin Legal and State Court Legal). However, not all languages are certifiable, especially rare languages. Do you have a price matrix that considers the use of non-certified interpreters for dominant and rare languages? Or can vendors charge certified rates for sending non-certified interpreters?

During the contract negotiations the rare non-certified languages rates will be discussed.

44) Do you have a certified interpreter (medical or legal) threshold fill rate?

Not applicable, we do not.

45) Do you have an overall fill rate requirement?

Not applicable, we do not.

46) Do you have a penalty for failure to send interpreters?

Cancellation policy's will be discussed during contract negotiations. We expect vendors to fulfill contract requirements.

47) How many vendors do you intend to award?

As many as appropriate to meet County requirements.

B. EXHIBIT A, SECTION 12 IS AMENDED AS FOLLOWS:

SECTION 12 – Required Documents

Please upload the following required documents:

- Proof of Authority to Operate in the State of California. Attach photocopies of federal and state tax identification numbers. Additionally, include a print out from the Secretary of State's website to document Proof of Authority to Operate in the State of California.
- Certificates of Insurance. A list of all the relevant insurance your agency has and the specific limitations. Bidder must provide certificates of insurance for all policies.
- Annual Audited Financial Statement (most recent). **Note: In lieu of an Annual Audited Financial Statement, Small Businesses can provide copies of the most recent and past 2 years tax returns along with copies of its most recent balance sheet, income statement, and statement of cash flows as proof of financial viability/capacity.**
- Tax Return (most recent filed).
- Cost Proposal (see RFP Exhibit B)
- Cultural Competence Form (see RFP Exhibit C).
- Certifications and Signature (see RFP Exhibit D).