

1. What is the estimated value of this contract?
  - a. The contract is a three-year contract priced at \$200,000.
2. Is there an incumbent vendor for these services? If yes, who is the vendor(s) and what rates do they provide for the services?
  - a. Yes, the vendor is Certified Languages International (CLI). Their rate is \$.89 per minute.
3. What is the historical volume of each service required in this RFP?
  - a. For the last three years, CLI has been the sole vendor to provide phone interpreting services. The annual breakdown is \$31,170 (2013), \$37,542 (2014), and \$42,824 (2015).
4. Is there a primary reason for this RFP? For example: existing quality concerns, reduction to current price, or general contract terms requiring renewal?
  - a. The three-year contract finishes by the end of this year; therefore, the general process is to issue an RFP to renew services.
5. The RFP states that interpretation should be provided by “qualified” interpreters and interpreters with court certification or at least two years of experience. Would the vendors own internal testing/qualification process be comparable to interpreters possessing certifications/accreditations and the two year experience requirement?
  - a. Yes, the minimum qualification is for the interpreter is to be court certified; however, not all languages and interpreters are court certified, nor does it always indicate quality in interpreting. Therefore, if the interpreter is not court certified, they should two-years of professional experience (along with testing) to demonstrate experience and quality in service.
6. How will cost be evaluated for rating offerors?
  - a. Costs will be a factor but not the sole factor.
7. Will cost be evaluated on the base years or total including option years?
  - a. Costs will be evaluated on how much is charged per minute for the interpreting service.
8. Will the unit cost be used or the unit cost times the quantities provided to come up with a total cost?
  - a. The current vendor provides the capability for statistical review based on number of incoming calls, duration of calls, language(s) requested, and amount spent per minute and totaled. City departments (such as 311, NCR, and Utility Billing) utilize these options to assess and create monthly and yearly reports.
9. What percentage or weight does cost carry in the overall RFP? What are the individual weights of the factors detailed in Page 5, Section V?
  - a. The scoring weight will be developed by the time proposals are due.
10. Is there an evaluation template that will be used? If so, can it be provided?

- a. Evaluation criteria can be requested post RFP process.
11. What is the average length of a call for telephonic interpretation?
  - a. Length of calls varies depending on the department, staff, program, service, bill and/or topic. The length of a call can be as short as a minute or run as long as an hour. The duration is driven by the interaction with the resident/customer.
12. The RFP mentions a need for Spanish, Hmong, Somali, Laotian, Oromo, and Vietnamese. What are the volume estimates per language for telephonic interpretation?
  - a. Refer to posted Pre-proposal Conference Power Point presentation.
13. Although there is no MBE/WBE requirement for this RFP, is preference given to a vendor with MBE/WBE status or subcontracting participation by MBE/WBE?
  - a. The City does weigh the prime respondent's MBE/WBE status along with other factors. If a firm responding as prime finds an opportunity to include an MBE/WBE as a partner or sub, that also would weigh in the prime respondent's favor. (Any MBE/WBE firms involved should plan to perform a commercially useful function.) However, the City must weigh several important factors in addition to MBE/WBE inclusion.
14. Is there a link or list of vendors that meet MBE/WBE criteria that can be provided?
  - a. There is no link or list of vendors in relation to this RFP.
15. Our telephonic platform routes to an Interactive Voice Menu with the top most requested languages. This allows for faster connect time for those frequently requested languages. Will The City of Minneapolis accept a model where an Interactive Voice Recording Menu is utilized?
  - a. The City of Minneapolis is open to receiving diverse proposals; therefore, this function will be reviewed, in conjunction with the entire proposal.
16. The connection time sentence appears to be cut off. Please confirm if anything else is missing: "Average connect time for calls across all languages should be an average of 30 seconds; and"
  - a. Nothing is missing from this sentence.
17. Will City of Minneapolis consider an average connection time for Spanish and a separate average connection time for All Other languages, given the potential rarity of some of the languages being requested?
  - a. Yes, please provide the detail within the proposal.
18. Page 15 Administrative Deliverables: what type of interpreter "credentials and certifications" are expected to be detailed in the monitoring report?
  - a. As referenced on page 13: "Court certified or ability to indicate proven professional interpreting experience of at least two years." Proposals can additionally detail how vendors provide training and experience to their interpreters.
19. The RFP specifies that ten copies must be submitted, but then provides an email address for submitting an electronic copy. May the vendor submit the electronic copy only, instead of 10 hard copies?
  - a. Yes, proposals can be submitted electronically to the identified email. Please additionally CC [nicholas.ngo@minneapolismn.gov](mailto:nicholas.ngo@minneapolismn.gov) upon submission.
20. RFP Section V, Evaluation of Proposals, includes evaluation of references. How many references may we provide?

- a. There is no minimum or maximum requirement; vendors can provide however many references they seem fit for this proposal process.
21. "Billing to start only after interpreter is placed in contact with the personnel requesting interpretation"
  - a. Once the phone connection, between the City staff and interpreter, is made then billing process begins.
22. "Describe your approach to provide Minneapolis' employees with both their Limited English Speaker and Interpreter on the line prior to the time the 311 operator answers the phone."
  - a. Phone interpreting services are utilized by multiple departments with varying interactions with non-English speaking customers. For field staff, they directly dial the service and connect with an interpreter. For Spanish, Somali and Hmong speakers, there are dedicated lines to which they can pre-connect with an interpreter first then a 311 agent.  
  
Detail your pre-connection process for the non-English speaking person and the interpreter.
23. Does this mean that there would be no charge for the time that the interpreter is on the line with the Limited English Speaker while they are waiting for the 311 operator to answer the phone?
  - a. Charges start to incur once connected to an interpreter.
24. What guidance will be given to the interpreter as to what to say to the Limited English Speaker while they both are waiting for a 311 operator to answer the phone?
  - a. The selected vendor can use a developed script or can work with 311 to update the script.
25. What percentage of monthly calls is for Spanish?
  - a. Refer to posted Pre-proposal Conference Power Point presentation.
26. Would you accept and consider rates based on tier pricing based on volume?
  - a. We are open to reviewing all rates and other proposed functions in vendor proposals.
27. Who is the incumbent service provider?
  - a. Certified Languages International.
28. What are your current rates?
  - a. .89 cents per minute
29. What is the usage per month, broken down by each department?
  - a. Refer to posted Pre-proposal Conference Power Point presentation.
30. Section V: can you supply the weights of each evaluation criteria?
  - a. Not at this time.
31. Terms and Conditions Section 13: Is there a way to designate confidential information in our proposal?
  - a. No, there is no way to do so.
32. Section 15: can you confirm whether this contract falls under the \$100,000 threshold?
  - a. This contract is \$200,000 for three years.

33. Section 26: can you confirm whether this contract falls under the \$100,000 threshold?
- a. This contract is \$200,000 for three years.
34. Scope of Services: Can you confirm that two years of interpreting experience is acceptable in lieu of a court certification?
- a. Yes, two years professional interpreting experience is acceptable in lieu of court certification.
35. Scope: Can you explain what you mean by “verified by the successful Proposer as placed by City of Minneapolis”? What is the definition here?
- a. The connect time is identified as the wait time from when City staff dials and is connected to the vendor’s operator.
36. Monitoring Quality: “reports should include...the name of the requesting court...” Does this mean that this is only applicable to court calls?
- a. No, that is a typo. The report should include the language, name of the requesting department/division, call duration, etc...
37. Detailed Billing Statements: you mention billing is to be on a per-call basis. Does this mean that we are not supposed to bill per minute, or does this mean that the total cost per call should be available?
- a. Total cost per call should be available.
38. Detailed Billing Statements: What do you mean by “without fees or charges?”
- a. The City should only be billed for the use of an interpreter.
39. Detailed Billing Statements: What do you mean by distinct call number? Do you mean the ANI, which means you require the phone number dialed by your agent to be captured by us? If so, will you provide us a list of authorized phone numbers?