

**Allegheny County
Department of Human Services
Request for Proposals Q&A**

RFP for Language Assistance Services to Support Individuals with Limited English Proficiency

January 8, 2016

18.) I just want to confirm that I am in New Jersey and I can still apply or not.

Please see question #9. Yes- so long as you can provide the services as described in the scope of services section of the RFP.

January 6, 2016

17.) I am small and MWBE certified agency in the state of New Jersey. Do I qualify as MWBE company or do I have to register with the county of Allegheny or Sate of Pennsylvania?

The County may accept other certifications on a case-by-case basis. Please include other certifications in your Proposal for review.

16.) Can I apply only for the translation services?

Yes- you may submit a Proposal to provide any or all of the services listed in the Scope of Services section of the RFP (Onsite Interpretation Services, Telephone Interpretation Services and Written Translation Services).

January 5, 2016

15.) Where do I find our supplier number for the Vendor Creation form?

You may leave this blank.

14.) Cover page of proposal

a.) Can we leave the Amount Requested blank? I am not sure what to write here.

Yes.

b.) Related to # 1, should I leave the following unchecked? My firm is registered with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises

Yes- if the Proposer is not certified/registered, they should leave it blank.

13.) MWDBE – Typically we submit the waiver application with letter of explanation. I would like to make sure that this is the best approach to take based on our situation. We are a veteran-owned privately-held company that contracts with individuals of all ethnic, religious, cultural and linguistic backgrounds. This is the only way we can succeed, thrive and provide accurate translations of both the written and spoken word. We do work with some companies (single-language vendors), but they are located around the world outside of the United States. We are a service company, so we also do

not have any inventory. We also do not have an active company supplier/subcontractor diversity policy.

The basic information of the forms (name address, etc.) must be filled out. At time of contracting, we expect the Successful Proposer to have developed a supplier diversity policy and will refer them to the County MWDBE Department for assistance. We also encourage Proposers who have companies or individuals on retainer to have those retained firms seek to become MWDBE certified if appropriate. An individual translator can be/become a certified MWDBE entity. Inventory refers to more than office supplies, etc.; it also refers to outsourced services (i.e. legal, accounting, advertising, etc.), so those things could be listed on an "inventory" if they outsource.

December 29, 2015

12.) In the Required Content Proposal Section 2. a. Organizational Experience and Capacity iv., it seems to be asking for the same information that is required in the Executive Summary. It asks to describe the organizational resources and capacity that enable us to meet the standards of the RFP. That seems to be almost identical to what we're supposed to provide in the Executive Summary. Can you offer some further clarification as to what information we should include in point iv of the Organizational Experience and Capacity?

The executive summary should be a high level overview of all aspects of your proposal, with emphasis on the services you are proposing and your ability effectively provide them.

11.) In lieu of audited financial statements, what other information could we provide to satisfy this requirement?

The goal of this request is for the Proposer to demonstrate their financial stability and sustainability. If audited financial statements are not available, please provide other documentation that, in your estimation, demonstrates your financial stability and sustainability. For more information about County audit requirements, please reference the Provider Audit Guidelines section of "Common to ALL contractors" webpage: <http://allegHENYcounty.us/Human-Services/Resources/Doing-Business/Current-Providers.aspx>

10.) Whether companies from Outside USA can apply for this? (From India or Canada)?

Yes- so long as they can provide the services as described in the scope of services section of the RFP.

9.) Whether we need to come over there for meetings?

Proposals offering onsite interpretation services must ensure that interpreters are physically present with the client during service provision. Locations of onsite Interpretation may include, but are not limited to, the offices of DHS; other public agencies and social service providers; healthcare facilities; client households; and other locations throughout the County. Nearly all onsite interpretation services will be located in Allegheny County.

8.) Can we perform the tasks (related to RFP) outside USA? (From India or CANADA)

Please see question #9.

7.) Can we submit our proposals via email?

Yes. Proposals must be submitted by email to DHSProposals@alleghenycounty.us, no later than 3:00 p.m. EST on January 15, 2016.

December 22, 2015

6.) What is the estimated annual volume for over the phone, onsite and translation?

For most DHS projects or cases involving Language Assistance Services, it is difficult to estimate the quantity and extent of work to be performed with a reasonable degree of certainty, as needs and requirements vary greatly across DHS offices and programs. Please provide your rate per unit estimates in the budget template and note that the total amount of LAS purchased through this RFP will not exceed \$100,000 per year.

December 21, 2015

5.) We do not provide Financial reports to customer or potential customers without a Non-Disclosure Agreement in place, is Allegheny County willing to sign an NDA so that we can disclose this information to you?

Because this audit will not be required for contracting, we will not require it to be provided in your proposal. The goal of this request is to allow the proposer to demonstrate their financial sustainability. Please provide whatever documentation would best support that, in your estimation. For more information about County audit requirements, please reference the [Provider Audit Guidelines](http://alleghenycounty.us/Human-Services/Resources/Doing-Business/Current-Providers.aspx) section of "Common to ALL contractors" webpage: <http://alleghenycounty.us/Human-Services/Resources/Doing-Business/Current-Providers.aspx>

December 9, 2015

4.) Who is the current vendor(s) for the services?

Presently, the acquisition of language assistance services for individuals seeking or utilizing DHS services is managed at the office or program-level through a number of arrangements with different vendors. As such, the type and pricing of language assistance services purchased by DHS varies. This active solicitation (Language Assistance Services to Support Individuals with Limited English Proficiency) is the first RFP issued by DHS to solicit proposals for language assistance services on a department-wide basis.

3.) What are the prices for each service?

See above.

2.) Are there particular deficiencies or challenges that your team had been facing that caused you to issue this RFP only 5 months after the existing contract with your current vendor had taken effect?

The RFP is one result of a department-wide review of language assistance services offered by DHS. The RFP reflects a change in the way DHS will acquire and manage language assistance services, not a particular deficiency in any current contract or by any current provider.

1.) The proposal states that we need to submit several documents that we can obtain from the County website. There appears to be a problem with the Vendor Cover Page. It has been corrupted and is unable to be opened at our end. Can you please send us a Cover Page?

This issue has been corrected. You can access the file in the "Required Document" section of DHS's "Active Solicitation" webpage: [http://www.county.allegheny.pa.us/Human-Services/Resources/Doing-Business/Solicitations-\(RFP/RFQ/RFI\).aspx](http://www.county.allegheny.pa.us/Human-Services/Resources/Doing-Business/Solicitations-(RFP/RFQ/RFI).aspx)