



## CLARK COUNTY

### RFP #939

#### LANGUAGE INTERPRETATION AND TRANSLATION SERVICES

#### QUESTIONS and ANSWERS

UPDATED: OCTOBER 27, 2025

|    | QUESTION                                                                                                                               | ANSWER                                                                                                                                                                                                                                                                                                                  |
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| 1. | Requesting definitions of “common languages,” “less common” and “rare languages” for language tiers in Exhibit B - Cost Proposal Form. | Each proposer shall define “common languages,” “less common” and “rare languages” and list them in the appropriate tier included in Exhibit B – Cost Proposal Form.                                                                                                                                                     |
| 2. | How much is the contract for?                                                                                                          | <p>Contractors will be paid for services rendered according to the rates included in Exhibit B – Cost Proposal Form. Each contract will include a not-to-exceed amount of \$50,000.</p> <p>Clark County Public Health currently spends approximately \$50,000 annually on interpretation and translation services.</p>  |
| 3. | Can RFP responses be submitted via email?                                                                                              | Clark County does not accept submissions via email.                                                                                                                                                                                                                                                                     |
| 4. | Is partial bidding allowed for select service categories (e.g., written translation or telephonic interpretation only)?                | Yes, proposers can choose to include any or all the requested services in their proposal submission.                                                                                                                                                                                                                    |
| 5. | Could you please share the current or incumbent vendors and rate ranges?                                                               | This information can be requested through a public records request through the <a href="#">Clark County Public Records Center</a> .                                                                                                                                                                                     |
| 6. | What is the estimated annual service volume by type (in-person, telephonic, video, written)?                                           | <p>In the last year, CCPH had approximately 600 fulfilled requests. Of those, approximately:</p> <ul style="list-style-type: none"><li>• 20% were in-person interpretation</li><li>• 66% were telephonic interpretation</li><li>• 10% were written translation</li><li>• 3% were video remote interpretation.</li></ul> |
| 7. | Please confirm the most frequently requested languages.                                                                                | <p>The most frequently requested languages for all service types are Spanish, Russian, Ukrainian, Chuukese and American Sign Language.</p> <p>The approximate numbers in the last year:</p>                                                                                                                             |

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|     |                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• in-person interpretation was 92% Spanish</li> <li>• telephonic interpretation was 58% Spanish, 19% Russian and 8% Ukrainian</li> <li>• video remote interpretation was 85% ASL</li> <li>• written translation was 40% Spanish, 32% Russian, 13% Ukrainian and 10% Chuukese</li> </ul> |
| 8.  | Will Clark County provide interpretation equipment (headsets, microphones, or video conferencing setup) for in-person events, or should vendors supply all required equipment and technology?                                         | Interpretation equipment has not historically been needed for in-person appointments. In the rare situation where equipment may be needed, Clark County would provide it.                                                                                                                                                      |
| 9.  | Can individuals who are not affiliated with a company submit a proposal?                                                                                                                                                              | Yes, individuals can submit a proposal if they meet the requirements outlined in the RFP, including taking the steps necessary to be added to the plan holder list.                                                                                                                                                            |
| 10. | Are there any identified service gaps or areas for improvement the County hopes to address with this new solicitation?                                                                                                                | Identified service gaps include in-person interpretation and American Sign Language interpretation (in-person and video remote).                                                                                                                                                                                               |
| 11. | Are there any seasonal or cyclical fluctuations in service demand (e.g., increased demand in certain months or for specific departments)?                                                                                             | <p>In the last year, CCPH had approximately 600 fulfilled requests. Of those, approximately:</p> <ul style="list-style-type: none"> <li>• 18% were in Q3 2025 (July-Sept)</li> <li>• 29% were in Q2 2025 (Apr-June)</li> <li>• 30% were in Q1 2025 (Jan-Mar)</li> <li>• 23% were in Q4 2024 (Oct-Dec)</li> </ul>               |
| 12. | Will this contract result in a single award or multiple awards? If multiple awards, will vendors receive assignments through a rotation system, or will the County select vendors based on agency preference or service availability? | Clark County will contract with multiple vendors. Multiple vendors may be awarded for each service type (e.g., in-person, written translation). County staff will select vendors for assignments based on service availability, cost and/or vendor preference.                                                                 |
| 13. | Regarding the Pricing Sheet (Exhibit B), may vendors include additional service options under each service category (e.g., desktop publishing billed at an hourly rate, specialty-session fee, multimedia, transcription)?            | Yes, proposers may include additional service options not reflected in Exhibit B – Cost Proposal Form. Please submit additional services on a supplemental sheet with information consistent with that requested in the Cost Proposal Form.                                                                                    |
| 14. | May vendors include explanatory notes or footnotes within the cost sheet for clarity on rate conditions (e.g., two-hour minimums, after-hours coverage, etc.)?                                                                        | Proposed rates should adhere to the service minimums and definitions for service types and service hours included in Exhibit B – Cost Proposal Form.                                                                                                                                                                           |
| 15. | What is the reason for going to RFP?                                                                                                                                                                                                  | Several of CCPH's existing contracts for interpretation and translations services expire in early 2026.                                                                                                                                                                                                                        |

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| 16. | In what areas or cities will in-person requests take place?                                                                                                                                                                          | In-person services may take place in cities throughout Clark and/or Cowlitz counties.                                                                                                                        |
| 17. | Are we allowed to charge the industry standard (2-hour minimum) for in-person requests?                                                                                                                                              | Contractors will be entitled to a minimum of two hours of compensation at the hourly rate for in-person appointments regardless of assignment length.                                                        |
| 18. | For video and telephone requests, will they be pre-scheduled or will they only be on-demand?                                                                                                                                         | CCPH is seeking contractors to provide on-demand and/or pre-scheduled telephonic and video remote interpretation services.                                                                                   |
| 19. | For pre-scheduled video or telephone requests, are we allowed to charge the standard 1-hour minimum?                                                                                                                                 | On-demand and pre-scheduled telephonic and video remote interpreter assignments will be rounded up to the nearest full minute and billed at the rates per minute included in Exhibit B – Cost Proposal Form. |
| 20. | What formats can we expect to receive for translation requests?                                                                                                                                                                      | Written translation requests may be submitted as editable Microsoft Office documents or PDFs.                                                                                                                |
| 21. | Will translations need to be ADA compliant? If so, can we charge separately?                                                                                                                                                         | CCPH will be responsible for ADA compliance.                                                                                                                                                                 |
| 22. | For on-demand telephonic and video remote interpretation, will Clark County connect through its own platform or through the vendor's platform?                                                                                       | Platforms for on-demand telephonic and video remote interpretation services shall be provided by the contractor.                                                                                             |
| 23. | For translation, does the 24-hour acceptance/quote turnaround apply to business days only?                                                                                                                                           | Yes, the requirement to accept or reject a written translation request within 24 hours applies to business days. The draft contract will be updated to provide clarification.                                |
| 24. | Are Business Associate Agreements required for all vendors under this contract or only those handling PHI?                                                                                                                           | Business Associate Agreements are required for all contractors. The Business Associate Agreements are included as Exhibit C of the contract.                                                                 |
| 25. | Would the county consider extending the five-page narrative limit to accommodate detail responses for multiple modalities or may proposers include brief appendices (not scored) for supporting process charts or workflow diagrams? | Additional support documents may be included as appendices.                                                                                                                                                  |
| 26. | Do requirements for interpreters to meet Code of Conduct, HIPAA training and service environment requirements apply only for on-site interpreters?                                                                                   | Outlined work requirements apply for interpreters for all service delivery methods.                                                                                                                          |
| 27. | Will proposals focused on specific language groups still be considered?                                                                                                                                                              | Yes.                                                                                                                                                                                                         |
| 28. | Are there any minimum service or volume expectations we should be aware of if awarded a contract?                                                                                                                                    | There are no minimum service or volume expectations.                                                                                                                                                         |

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| 29. | On the cost proposal form, is it acceptable to include both flat rates and hourly rates or is one structure preferred? | Rates should be per hour for in-person interpretation services, per minute for telephonic and video remote services, and per word for written translation services.                                                                                                                                                                                                                                                                                                                                                           |
| 30. | How are travel costs or mileage reimbursements handled under this contract?                                            | Hourly rates included in Exhibit B – Cost Proposal Form, should include all fees, including mileage and travel costs.                                                                                                                                                                                                                                                                                                                                                                                                         |
| 31. | What is the expected invoicing schedule, and how quickly are payments typically processed?                             | Invoices shall be submitted monthly. CCPH shall pay the contractor for services net 30 days upon receipt of a written invoice, according to the schedule set forth in Exhibit B – Cost Proposal Form.                                                                                                                                                                                                                                                                                                                         |
| 32. | Will proof of insurance be required at the time of submission or only if a contract is awarded?                        | A certificate of insurance (COI) is required only if contract is awarded, and within fifteen (15) days upon contract execution.                                                                                                                                                                                                                                                                                                                                                                                               |
| 33. | Are MRSC rosters and SAM.gov registrations required before submission or can they be completed after award?            | To be eligible to participate in this solicitation and the resulting contract your business must be registered with the MRSC Rosters. If you have questions about the registration process, contact the MRSC Rosters at 206.436.3798 or <a href="https://mrscrosters.org/businesses/business-membership/">https://mrscrosters.org/businesses/business-membership/</a> . SAM.gov registration is not required. If registered in SAM.gov, it is requested to include the entity identification number (EIN) in the application. |
| 34. | How will proposals be evaluated – specifically is there a weighing system or scoring method we should know about?      | In RFP, see Part III, Section IIIA, #2. Evaluation Criteria Scoring.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |