

JUDICIAL COUNCIL OF CALIFORNIA
QUESTIONS AND ANSWERS REGARDING
Limited Telephonic & Remote Interpreter Services
RFP#: TCAS-2022-02-MS

1) What is the expected value of this contract?

There is no estimate available. The contract value will depend on whether a judicial branch entity (JBE) chooses to purchase services under the contract and the needs of each JBE.

2) Who is the Contracting Officer responsible for the administration of this contract?

This information will be announced once the contract has been awarded.

3) Where should we direct a public records request once the contract is awarded?

Public records requests should be directed to PAJAR@jud.ca.gov.

4) Can companies from outside the USA submit a proposal?

Companies outside the U.S. are welcome to apply for this RFP. However, no services shall be provided from outside the continental United States. Proposers must be legally allowed to do business in the state of California.

5) Are in-person meetings required?

No. In-person meetings are not required. Meetings will take place via Microsoft Teams, Zoom, or conference call line. Proposers must be legally allowed to do business in the state of California.

6) Can we perform the contract services outside the USA?

No. No services shall be provided from outside the continental United States. Proposers must be legally allowed to do business in the state of California.

7) Can we submit the proposals via email?

Yes. The electronic submission instructions are below. Technical and cost proposals must be submitted by the deadline May 2, 2022, no later than 3:00pm PT.

Technical proposal only must be submitted to TCSolicitation@jud.ca.gov.

Cost proposal only must be submitted separately to TCAS-2022-02-MS-Cost-Proposals@jud.ca.gov.

8) **Is there any current incumbent? If so, could you share the current rate?**

The current contract is with United Language Group (formerly Language Select). Please refer to the Price Schedule on pp. C-1 and C-2 of the Master Agreement:

<https://www.courts.ca.gov/documents/lpa-Language-Select-LLC-MA-201301.pdf>.

9) **Are there any challenges and/or any suggestions for the future vendor?**

Please refer to section 2 Description of Services, including the Requirements chart, on pp. 2-7 of the RFP. Due to the time sensitive nature of court proceedings, vendor must provide prompt responses to service requests (including whether or not services can be provided) and provide JBEs with competent services for languages requested.

10) **Roughly how many minutes of interpretation per year or per month are used by JBEs?**

Please see the chart below, with Spanish as the language with the highest volume of calls.

2021	Period	Total Charge Amount	Total Sum of Minutes	Total Count of Calls	No. of Languages	No. of Courts
Q1	Jan-Mar	\$ 39,739.47	70003	6145	34	23
Q2	Apr-Jun	\$ 45,332.00	79760	7417	37	20
Q3	Jul-Sep	\$ 28,058.57	49289	4462	36	20
Q4	Oct-Dec	\$ 20,762.64	36552	3401	31	20
	Grand Total	\$ 133,892.68	235604	21425		

11) **Are there any interpretation usage reports that you could share?**

Please refer to the [2020 Language Need and Interpreter Use Study](#). The top ten most commonly interpreted languages for the 2014-2018 study period were (in order of prevalence) Spanish, Vietnamese, American Sign Language, Mandarin, Cantonese, Korean, Punjabi, Russian, Arabic, and Farsi.

12) **Are vendors allowed to provide a proposal for only non-California certified interpreters?**

Yes. However, please refer to section 2 Description of Services, including the Requirements chart, on pp. 2-7 of the RFP. Proposals should describe the qualifications of interpreters who will be providing services.

13) **Would an interpreter internally certified by the vendor qualify as a “non-California certified interpreter”?**

Yes. However, proposers should describe what the internal qualifications are for noncertified or nonregistered interpreters. Costing information should also delineate the service costs for California certified and registered court interpreters vs. noncertified and nonregistered interpreters.

14) **Will you accept a vendor who provides *only* the American Sign Language (ASL) services and support that is requested and *does not* offer the telephone-only**

interpretation for spoken languages?

Yes. However, please refer to section 2 Description of Services, including the Requirements chart, on pp. 2-7 of the RFP.

15) Do interpreters need to be on the Judicial Council Master List to have “California-credentialed court interpreter status”?

Yes. The Master List can be located here: <https://www.courts.ca.gov/35273.htm>.

16) What constitutes “or otherwise qualified”?

Please refer to section 2 Description of Services, including the Requirements chart, on pp. 2-7 of the RFP. Proposals should describe the qualifications of interpreters who will be providing services.

17) Can you clarify which type of Armenian is requested by this RFP?

Eastern Armenian is a core language. Courts may require other languages.

18) What has been the volume for both telephonic and video remote interpretation?

Please refer to the [Fall 2021 Language Access Metrics Report](#) for the latest information.

19) Is this a set aside solicitation?

No.

20) Would the Judicial Council consider removing the requirement in Section 2.2, “Reports should include, at a minimum: the language of the service provided; the name of the requesting court; the length of the proceeding or service provided; and the credentials and/or qualifications of the interpreter provided.”

No. Please refer to section 7 Submissions of Proposals. Emphasis should be placed on conformity to the RFP’s instructions and requirements and completeness and clarity of content.

21) Could you clarify the requirement that the interpreter be able to toggle back and forth between consecutive and simultaneous interpretation modes as necessary applies only to ASL and not spoken languages?

Correct. However, depending on the situation, the judicial officer may direct the spoken language interpreter to provide either consecutive or simultaneous interpretation to the LEP over the phone (for example, if necessary, providing simultaneous interpretation to the LEP into a phone while listening to a conference call on a separate phone line).

22) The same technology that delivers ASL remotely can also deliver video interpreters for spoken languages in most of the required 14 languages listed. Would the Judicial Council accept pricing for those spoken languages (delivered consecutively) as an additional option of higher quality interpretation for the JBEs?

No. Spoken language interpreter services under this proposal will be telephonic only.

23) Would the Judicial Council be interested in pre-scheduled calls for video interpreters on any platform?

Yes, for ASL and Certified Deaf Interpreters (CDIs). Please refer to section 2 Description of Services, including the Requirements chart, on pp. 2-7 of the RFP.

24) Could you clarify if by “breakout room” you mean the ability to get an interpreter on a phone or video device in any room in a JBE facility?

All interpreter services will be conducted over the telephone for spoken languages or by video-conferencing platform (proprietary or commercial) for ASL and CDIs. No interpreter services will be conducted in-person. Virtual video solutions for ASL should allow for private attorney-client communications, for example, in a separate breakout room through the Zoom or Microsoft Teams, etc. platform.

25) What is the file size limitation of the proposal submission by email?

The file size must not prevent the proposal from successfully being submitted via email by the deadline: May 2, 2022, no later than 3:00 PT.

26) Any page limitation for the proposal submission?

No.

27) If the bidder does not wish to seek SBE or DVBE incentives, are the Small Business Declaration form and the Disabled Veteran Business Declaration form required in the bid submission?

No.

28) If a vendor has all but some of the specifications / capabilities in the Specifications, would they be eligible for award?

Yes. Please refer to section 7 Submissions of Proposals. Emphasis should be placed on conformity to the RFP’s instructions and requirements and completeness and clarity of content.

29) Does a vendor have to bid for all services, or can they bid for one or two of the services?

A vendor does not have to bid for all services and can bid only for the services applicable to them.

30) What type of lead time would we have before going live once we have been chosen as a provider?

The Master Agreement start date for the selected vendor is July 1, 2022. Thereafter, the Participating Addendum start date can be finalized with the individual JBE.

31) What are the rate caps for each of the services?

Proposals will be evaluated on cost reasonableness and comparison of costs.

32) Will you require any custom reporting?

Yes, quarterly reports are required. Please refer to section 2 Description of Services on p. 6 of the RFP.

33) Are there any penalties associated with not meeting established SLAs?

Yes. The JBE may terminate the contract. See section 22 Termination; Term of Agreement on pp. 28-29 of the Master Agreement.

34) Will there be opportunities to integrate interactive voice response (IVR) with regards to Over-the-Phone Interpretation (OPI)?

The exact nature of services can be determined with the individual JBE when the JBE is ready to enter into a Participating Addendum.

35) Will Third Party (3P) calls be required?

Third parties (for example, attorneys or court personnel) may be involved in conversations. The exact nature of services can be determined with the individual JBE when the JBE is ready to enter into a Participating Addendum.

36) What type of advance notice will be provided for On-Site Interpretation (OSI) appointments?

OSI appointments or in-person interpretation services are not required as a part of this RFP.

37) Will JBEs use their own equipment, or will they need to lease/purchase it from us?

JBEs are responsible for their own equipment.

38) Our on-demand VRI solution does not have breakout rooms. Can we use a third-party solution such as Zoom?

Yes, for ASL and CDI services only.

39) Can we provide pricing for remote consecutive interpreting (RCI) and remote simultaneous interpreting (RSI)?

Yes.

40) If we do not provide subcontractor information, will we be excluded from the RFP?

No. Bids submitted without providing subcontractor information will not necessarily be deemed non-responsive. However, subcontractor information must be provided to, and consented to in writing by, each affected JBE prior to any work being performed by the subcontractor. Please refer to Section 10.E Subcontracting on p. 18 of the Master Agreement.

41) What are the typical file formats for submitting translations?

This RFP does not include translation services.

42) In connection with this RFP process, would the RFP terms and conditions and/or contract terms, as applicable, be deemed legally binding or will a contract negotiation ensue upon issuance of one or more awards?

As stated in section 8.5 Acceptance of Terms and Conditions on pp. 12-13 of the RFP, the Judicial Council prefers Proposers that will accept the Judicial Council Standard Terms and Conditions without exceptions. Any material exception to any of the terms and conditions (in Attachment 2), as determined by the Judicial Council in its sole discretion, may render a proposal non-responsive. For information about negotiations, please see section 8.7 Negotiations on pp. 13-14 of the RFP.