

The Supreme Court of Ohio

Addendum No. 1: Request for Proposal # 2018-12

Telephonic Interpretation Services for Ohio Courts

Date of Issuance: April 5, 2018

Response Due Date:

April 26, 2018

The Supreme Court of Ohio

1. **Section 3, Vendor Qualifications, Item #3 states the “ability to provide on-demand telephonic interpretation services 24 hours a day, seven days a week.” Can you clarify if the Court would like on-demand telephonic interpretation to include video remote interpretation (VRI)?**

The Court is not seeking video remote interpretation (VRI) as a portion of this RFP.

2. **Section 2. Service Usage states that, “While services were utilized by a total of 127 courts or authorized parties in 2017, services provided under this contract shall be made available for use, on an as needed basis, to approximately 383 courts throughout Ohio.”**

- a) **Can you please clarify if this means that the contract will be made available to an additional 383 courts for a total of 543 courts (127+383), or if the contract will be made available to 383 courts total?**

Services provided under this contract will be made available, on an as needed basis, to approximately 383 courts throughout Ohio.

- b) **Can you please provide estimated usage for 2018 based on the increased number of courts able to utilize the contract?**

It is estimated that approximately 150-160 courts will utilize these services in 2018, with that usage expanding to approximately 180 courts in 2019. It is the intent of the Supreme Court of Ohio to provide the most accurate estimates as possible. As these services which will be utilized on as needed basis by each individual court, the Supreme Court of Ohio will not provide any guarantees of usage.

- c) **Will each court utilizing the contract require a separate invoice?**

No. One monthly invoice for all services will be required. All invoices shall be directed to the Supreme Court of Ohio.

3. **Section 3. Vendor Qualifications, Question 2 states that vendors shall have “Access to experienced and competent interpreters proficient in utilizing multiple interpretation techniques.” Does this include simultaneous interpreting? If yes, approximately what percent of interpretations will require simultaneous interpretation?**

No. The Court is not seeking simultaneous interpretation as a portion of this RFP.

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4. What vendor(s) does the Court currently utilize for telephonic interpretation?

The Court currently uses Language Line for these services.

5. What are the Court's current rates for telephonic interpretation?

Below are the current per minute usage rates for telephonic interpreting.

All Languages	0-25,000 Monthly Minutes	25,001 – 40,000 Monthly Minutes	40,001 – 60,000 Monthly Minutes	60,001 – 80,000 Monthly Minutes	81,001 + Monthly Minutes
	\$1.25	\$1.20	\$1.15	\$1.10	\$1.05

*There is no charge to standard toll free access to services.

*The above rates do not include international calls.

6. What other language services do the Court currently utilize?

The Supreme Court of Ohio, as well as other courts, utilize onsite interpreters.