

1. Is this a new or existing contract? **New**
2. If this is an existing contract, who is the incumbent vendor and what were the rates charged on the previous contract? **Previous years contracts were from the Washington State Master Contracts awards.**
3. If this is an existing contract, what was the total dollar value for each contract year, or what is the anticipated annual revenue (or volume in number of words/hours/requests) for the new contract? **Approximately \$40,000**
4. If this is an existing contract, what are some of the challenges the District encountered on the previous contract? If this is a new contract, what are some of the challenges that you anticipate? **Availability of in-person certified/registered interpreters and failure of vendor to bill in a timely manner.**
5. What is the approximate breakdown in volume between the languages being requested? **At the moment: 40% Ukrainian/Russian, 20% Vietnamese, 15% Tigrinya, 15% Spanish, 10% Amharic and others as listed in the RFB. It fluctuates depending on where we get our refugees from.**
6. Will this contract be a single or multiple award? **It is the Districts goal to award this contract to a single vendor. It is possible however, that the District may instead choose to Award the quote to two contractors, depending on the best business approach or that which best serves the District.**
7. If this contract is a multiple award, how will the District determine the distribution of work to each of the awarded vendors? **We go according to availability and services offered. If multiple agencies offer the same services, it goes by availability.**
8. Do you have a preference for vendors with a physical office located in the State of Washington? **Not required for phone or written translations.**
9. For written translations, will the District need formatting/layout/desktop publishing (DTP) services in graphic design programs such as Adobe InDesign, Quark Xpress, MS Publisher, etc.? **No**
10. If an oral presentation/interview is requested, can it be conducted via the Web or teleconference, or is it required to be in person? **We can do either a teleconference or Skype for the presentation/interview. (Please note that we cannot use either for client services.)**
11. During the past 12 month period, what was the frequency of requests for the following:
 - On Site Interpreters **484**
 - Over the Phone Interpreters **324 services for 5,764 minutes**
12. What are the anticipated document translation requirements? **This varies considerably depending on the needs of our programs. Languages will also vary as needed.**
13. Would Snohomish Health District be open to Video Interpreting to offset the expense of Onsite Interpreter needs? **No, we are not set up with video systems that are HIPAA-compliant**
14. Would Snohomish Health District be interested in accessing Interpreting Services via a mobile app (phone or tablet)? **No, we are not set up with a mobile app that is HIPPA-compliant**