

Informal Competitive Solicitation Q&A
for
Spanish Interpretation Services
CCUS26001

It was brought to our attention through several questions received that we have used the terms *translation* and *translator* in error. This solicitation has been amended to correct these terms to *interpreter* and *interpretation* to more accurately reflect the services we are seeking. Two updated versions of this solicitation have attached to [Public Bid Number CCUS26001](#): Solicitation Amended with Track Changes, and Solicitation Amended FINAL 3/28/2025.

1. Is there an incumbent provider? If so, what are the pain points?
 - a. Yes. The Treatment Team does not have any pain points to note.
2. What is the anticipated budget for this project?
 - a. The budget for ongoing service is \$150,000.00 to be utilized over a maximum of six (6) years.
3. Please provide a more detailed description of interpreter requirements (certifications, qualifications, etc.)
 - a. The Service Provider must maintain Class A certification on the Iowa's Roster of Court Interpreters throughout the duration of any awarded contract. Additionally, the Service Provider will be required to pass a background check.
4. Are there any specific software or technology requirements that the Service Provider must meet?
 - a. At this time, the Agency is seeking an in-person service provider instead of software or virtual translation. The solicitation has been amended to address error in verbiage. Because this is a human based service, no software or technology requirements apply.
5. Will the Service Provider be required to provide progress reports or updates on a regular basis?
 - a. Yes, routine check in with the therapist and clinical provider(s) is required while onsite.
6. What are the expectations for the Service Provider in terms of communication and coordination with CCUSO staff?
 - a. Outside of interpretation services in group and individual therapy settings, routine check in with the therapist and clinical provider(s) will be required. Any concerns related to the patient, services, scheduling, etc. would be expected to be reported promptly.
7. Are there any specific training or orientation requirements that the Service Provider must complete before beginning work?

- a. There are not currently any training or orientation requirements however there may be required trainings specific to program operations and treatment issues that arise. The time spent in required trainings may be billed to the Agency at the hourly rate identified in the proposal.
8. What is the process for resolving any disputes or disagreements that may arise during the contract period?
 - a. Disputes, disagreements, or concerns related to the contract should be directed to the Contract Manager for resolution.
9. Will the Service Provider be required to carry any specific insurance policies?
 - a. The following insurance policies are outlined in the general terms and conditions however they may be negotiated by the apparent successful bidder prior to executing a contract.

Type of Insurance	Limit	Amount
General Liability (including contractual liability) written on occurrence basis	General Aggregate	\$2 Million
	Product/Completed Operations Aggregate	\$1 Million
	Personal Injury	\$1 Million
	Each Occurrence	\$1 Million
Automobile Liability (including any auto, hired autos, and non-owned autos)	Combined Single Limit	\$1 Million
Excess Liability, Umbrella Form	Each Occurrence	\$1 Million
	Aggregate	\$1 Million
Workers' Compensation and Employer Liability	As required by Iowa law	As Required by Iowa law
Property Damage	Each Occurrence	\$1 Million
	Aggregate	\$1 Million
Professional Liability	Each Occurrence	\$2 Million
	Aggregate	\$2 Million

10. What is the anticipated number of patients that require translation services on a weekly basis?
 - a. At this time, there is only one patient requiring interpretation services.

Kim Reynolds, Governor
Chris Cournoyer, Lieutenant Governor

Kelly Garcia, Director

11. Will the Service Provider be required to provide any additional services beyond translation such as interpretation or transcription?
 - a. The solicitation has been amended to correct for verbiage errors. We are seeking a Service Provider to provide interpretation services. Additional services including translation of written text may be requested periodically.
12. What is the process for terminating the contract, if necessary?
 - a. The General Terms for Service Contracts can be found at <https://hhs.iowa.gov/initiatives/contract-terms>. Section **2.5 Termination or Suspension** addresses language for contract termination.
13. “Be registered with the Iowa’s Roster of Court Interpreters and maintain this certification for the duration of any resulting contract, including any extensions.” Can you clarify the certification level, A,B or C?
 - a. The Service Provider must maintain Class A certification on the Iowa’s Roster of Court Interpreters throughout the duration of any awarded contract.
14. As you may be aware, no local interpreters are on the Roster with any level of certification, so this would require travel costs.
 - a. Any travel costs to be billed to the Agency should be outlined in proposal submitted.
15. Can we assume this will be on a set schedule, for example, every Wednesday?
 - a. Yes, services will need to be provided on a set schedule. Services are currently being provided weekly on Monday’s. Continuing services on the same day would be preferred.
16. I’m concerned about resiliency planning and ensuring interpreter coverage in case of illness emergency. Can you outline your expectations regarding interpreter availability and backup plans?
 - a. The Agency requests cancellation at least twenty-four (24) hours in advance for illness and inclement weather and at least three (3) business days for all other cancellations.
17. I was reading through the solicitation and wondering if you have any formation that I should submit my bid in? Is there any specific information you’re wanting to see besides proposed hourly rates and my qualifications?
 - a. This information should be sufficient.
18. My company uses AI to provide translation and transcription services that allows users to directly translate themselves rather than outsourcing this as a service. Is your Agency interested in this?
 - a. At this time, the Agency is seeking an in-person service provider instead of software or virtual translation. The solicitation has been amended to address error in verbiage.

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19. The RFP specifies on-site translation. Since this pertains to translation rather than interpretation, would remote/electronic delivery be acceptable?
 - a. At this time, the Agency is seeking an in-person service provider instead of software or virtual translation. The solicitation has been amended to address error in verbiage.
20. Could you provide the pricing and opportunities from previous incumbents?
 - a. The budget for ongoing service is \$150,000.00 to be utilized over a maximum of six (6) years.
21. We offer human translation and transcription services, but recently have developed a self-service, 24 hour on platform that translates live conversations with high accuracy. I would to propose this, but wonder if you have certification requirements, or any real mandate for Human Based translation services. Is an internet based solution an option?
 - a. At this time, the Agency is seeking an in-person service provider instead of software or virtual translation. The solicitation has been amended to address error in verbiage.