

QUESTIONS AND ANSWERS

2017 RFQ FOR THE PROVISION OF INTERPRETER SERVICES

Questions? Email us anytime at dcfaskrfp@dcf.state.nj.us

Phone number and contact

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Deliver proposal to: 50 East State Street, 3rd Floor
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1. Can companies from Outside USA apply for this? (like from India or Canada)

Please refer to the following State of New Jersey website to obtain information regarding doing business in New Jersey:

<http://www.nj.gov/treasury/purchase/doingbusiness.shtml>

Business Registration

All businesses must have a valid Business Registration Certificate (BRC) from the Department of the Treasury, Division of Revenue and Enterprise Services prior to conducting business in the State of New Jersey and prior to the award of a contract.

- To Start a new business in NJ, a checklist is available at: <http://www.nj.gov/njbusiness/starting/>
- If you are an existing company and need a NJ Business Registration Certificate you can file one online or through the mail. Information is available at: <http://www.state.nj.us/treasury/revenue/busregcert.shtml>

- Companies already registered in NJ can obtain their Business Registration Certificate Online at:
https://www1.state.nj.us/TYTR_BRC/jsp/BRCLoginJsp.jsp

Any bidder, inclusive of any named subcontractor(s), who does not possess a valid Business Registration Certificate prior to the award of a contract will be deemed ineligible for contract award.

Small Business Registration

Potential Small Business Vendors wishing to participate in the NJ State Set-Aside program may register their company with the New Jersey Division of Revenue and Enterprise Services, Small Business Enterprise Unit at: <http://www.nj.gov/njbusiness/contracting/>

Information regarding the Small Business Set-Aside program and its regulations may be found at: <http://www.nj.gov/njbusiness/contracting/>

Find Bidding Opportunities for Your Business

All new bidding opportunities are now administered through NJSTART.

NJSTART allows vendors to set up profiles and upload documents, which eliminates the need to file duplicate forms every time they bid on a new contract solicitation. Moreover, the portal is designed to offer vendors an online “one-stop- shop” from bid opportunity notification to the submission and tracking of questions and answers, quotes, contract awards, and payments.

Submit Your Proposal

The RFP provides all necessary instructions and a complete description of the requirement with specifications and terms and conditions to enable the preparation of a compliant proposal.

2. Do we need to come over there for meetings?

This RFQ requires OL/SL services to be delivered face-to-face to youth and/or their family to support them in carrying out the youth’s service/crisis plans. OL/SL services are provided in the youth’s home and/or in community-based settings, and not in provider offices or office settings.

This RFQ is not for the provision of language line services.

3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

See response to Question #2.

4. Can we submit the proposals via email?

No. As per this RFQ on page 11, proposals must be delivered either:

- a) In person
- b) Commercial Carrier (hand delivery, federal express or UPS) or
- c) Online

5. We have qualified staff that are willing to obtain the Certification credential but do not yet possess that. Will DCF accept a response that outlines the plan for staff to obtain the required Certification with timelines for obtaining it and assurance that staff will not be employed in the Interpretive practice until that Certification is in place? We believe that some of our current bilingual/trilingual BA's that are already trained and capable mental/behavioral health assistance would be a great asset to the families in need of this assistance.

CSOC will allow providers to submit with your application a plan, including timeline, for obtaining the necessary certification(s).

6. Where can I find the BID Solicitation #?

Leave blank.

7. Where can I find the Vendor/Bidder #?

Leave blank.

8. From the proposal cover sheet, it asks for the total dollar amount requested. Do we leave that Blank or put the rate per 15 minutes?

Yes, you can enter rate for 15 minutes.

9. From the proposal cover sheet, it asks for the funding Period. What is the funding Period?

Leave blank.

10. From the Standard language Document for social service and training. Page 17 states “this contract contains ___ page.” Do we leave that blank?

You can leave blank but be sure to include signature page with date and signature.

11. Regarding Section I, D, page 6 may the certifications of OL providers include a certification by a nationally recognized organization such as the “Bridging the Gap” by Cross Cultural Health Care Program (CCHCP)?

No. CSOC will accept the following certifications, which are accepted by the judicial system (courts):

- **OL providers** must possess one of the following certifications:
 - Certificate of Interpretation (CI);
 - Certificate from the American Translators Association (ATA);
 - National Interpreter Certification (NIC);
 - Certified Translator (CT);
 - Certified Medical Interpreter (CMI);
 - Certification Commission for Healthcare Interpreters (CCHI); or,
 - NJ Court Interpreter Certification Program.

- **SL providers** must:
 - successfully pass the New Jersey Division of the Deaf and Hard of Hearing (DDHH) screening; or
 - be certified by the national Registry of Interpreters for the Deaf.

12. Regarding Section I, D, page 8, must all of the data that must be maintained in support of all claims be included in every one of the provider's invoices or claims?

Yes.

13. Section I, D, page 10 specifies the rate per unit (15 minutes) for spoken language as \$12.50. May a provider charge an additional amount for travel time?

No.

14. Section I, D, page 10 specifies the rate per unit (15 minutes) for spoken language as \$12.50. May a provider charge an additional amount for travel expenses (such as mileage expenses, parking, tolls)?

No.

15. Section I, D, page 10 specifies the rate per unit (15 minutes) for spoken language as \$12.50. May a provider charge an additional amount for cancellation of a request fewer than 24 hours before the time the service was to be provided?

No.

16. Section I, D, page 10 specifies the rate per unit (15 minutes) for spoken language as \$12.50. May a provider charge an additional amount for requests made fewer than 24 hours (not including weekends or holidays) before the time the service is to be performed?

No.

17. Section I, D, page 10 specifies the rate per unit (15 minutes) for spoken language as \$12.50. May a provider charge an additional amount for services to be performed on a Saturday, Sunday, holiday, or before 9:00 am or after 5:00 pm?

No.

18. Section I, D, page 10 specifies the rate per unit (15 minutes) for spoken language as \$12.50. May a provider charge an additional amount for certain specified languages?

No.

Section I, D, page 10 specifies the rate per unit (15 minutes) for spoken language as \$12.50. May a provider charge an additional amount as a minimum time (per industry standard) for each assignment on a particular date and time for a particular youth or family?

No.