



Interpretive Services Written Questions and Answers

RFP UK-2416-24

Closing Date: 02/15/2024

Today's Date: 02/09/2024

- Can you provide more specific details on the types of interpretive services required? Can you provide a specific historical percentage breakdown of requests into Spanish and All Other Languages? [This RFP is for ON-SITE interpreting only. Spanish is the highest volume spoken language, representing over 50% of requests for on-site medical interpreting.](#)
- What has been the historical volume of interpretive services utilized on a monthly or yearly basis, and how is this expected to change during the contract period? [UK HealthCare sees approximately 8,000 LEP/ASL patient visits per month.](#)
- Are there preferences or requirements for the delivery of interpretive services (e.g., in-person, over the phone, video remote interpreting)? [This RFP is specifically for ON-SITE/IN-PERSON interpreting services.](#)
- What specific performance metrics or quality standards must the vendor meet or exceed? How are these metrics monitored and evaluated? [Expectations for contract vendors include competency, quality, and performance evaluation standards for interpreters, response time and fulfillment rate, reporting and data for utilization and process for response to complaints.](#)
- Are there any specific technology platforms or tools that the vendor is expected to use or integrate with for the provision of services? [No specific platform is required.](#)
- Could you provide more details on the preferred pricing structure? Are there different rates for different types of services or languages? [This is what RFP is for, to have experts provide options, for UK to review](#)
- Have there been any notable trends or changes in the demand for interpretive services in certain languages over the past years? This could include increases in demand for less commonly spoken languages or changes due to demographic shifts. [Patient volumes have increasing consistently over the past decade.](#)
- What challenges has the University of Kentucky faced in providing interpretive services? [Availability for on-site services from qualified medical interpreters has been a challenge with increasing demands.](#)
- Is there a specific requirement for remote providers to be located within United States? [Remote services are not included in this RFP.](#)
- Do you anticipate awarding a single provider or multiple providers? [TBD](#)
- Clarify the usage of the phrase "implementation schedule" and how it might apply to a service company? [How does your company plan to fulfill the needs of UK and this RFP if you were to win award.](#)

- Please define and clarify what is meant by “alternate proposals”? If offer is more than one service, does the University want each service provided as a separate proposal? For example, proposal for over-the-phone interpretation, a proposal for video remote interpretation, and etc.? **Alternate proposals would be separate offers, with distinct information or proposed terms and rates. Additional or related services can be outlined within the same proposal and do not need to be submitted as separate proposals.**
- Please define and clarify what is meant by “Other Additional Services”. Does the University want information on other services such as over-the-phone interpretation, video remote interpretation, translation and localization services, testing and training, and etc.? **This RFP is specifically for ON-SITE/IN-PERSON interpreting services.**
- How quickly will the contract start and go live once awarded to the language service provider? **Depends on capacity and implementation plan**
- What percentage of on-site interpreting assignments requested more than 48 hours’ notice? **This data is not available; however the majority are scheduled more than 48 hours in advance.**
- What is the percentage of on-site interpreting assignments requested on the same day? **This data is not available; however the majority are scheduled more than 48 hours in advance.**
- What is the total number and percentage of annual assignments for on-site ASL interpretation in 2023? **Specific percentage for ASL is not available. Spanish is the highest volume spoken language, representing over 50% of requests for on-site medical interpreting.**
- Please provide total number of hours, by language conducted/fulfilled in 2023? **UKHC has provided interpreting services for over 100 spoken languages over the past year. There is some variation across different areas, but currently the highest volumes are: Spanish, Swahili, French, Kinyarwanda, Nepali, Arabic, Ukrainian, Mandarin, Japanese, Haitian Creole. UK HealthCare sees approximately 8,000 LEP/ASL patient visits per month.**
- How many in-person interpreters for spoken language and ASL do you have on your staff? **27**
- What is the University’s top common languages? **UKHC has provided interpreting services for over 100 spoken languages over the past year. There is some variation across different areas, but currently the highest volumes are (in order): Spanish, Swahili, French, Kinyarwanda, Nepali, Arabic, Ukrainian, Mandarin, Japanese, Haitian Creole.**
- Can you give us the specific addresses of all locations where you anticipate interpreting services to be used? **This RFP includes UKHC as a whole; locations mainly in Lexington’s primary healthcare campus and additional sites, but does not exclude any UKHC location across KY.**
- At the very minimum, can you provide a breakdown as a percentage between Spanish, ASL, and All Other Languages? **Spanish is the highest volume spoken language, representing over 50% of requests for on-site medical interpreting.**
- When is the anticipated award date and how will vendors be notified? **Depends on how many responses received and the level of complexity in replies. UK is aiming to have these awarded by June 30th, 2024, at latest**