

Onsite Interpreter Services RFP Questions	Answers
Is there a budget set aside for this RFP? If so, can you provide us with this information?	Yes, a budget has been allocated for this RFP; however, budget details are not disclosed.
For the phone and video requests will they be scheduled or on demand?	Both scheduled and on-demand services will be utilized.
If there are any scheduled services, are we able to charge the industry minimum of one-hour?	Yes.
How many vendors will you be awarding? If multiple are going to be awarded, how will the work be distributed fairly?	KHS intends to award this contract to one (1) vendor.
Will all interpreters need to be medical certified? or will a qualified interpreter suffice?	All interpreters must hold national certification.
How many onsite requests can be expected a month?	An average of 80 or more onsite requests per month.
What is the estimated volume?	Approximately 80 or more onsite requests per month
Do we need to bid on all services?	Please submit pricing for all services outlined in the RFP scope.
Is it a hard requirement to submit financials? Or can we submit something else instead of financials to show stability ?	This is a hard requirement. Financials will be kept confidential.
Are we able to charge a two hour minimum for onsite requests? .	Yes.
In what areas will the in person requests be located?	All onsite requests will be located within Kern County.