

Non-English Language Interpretation (NELI) Services Request for Proposals
Questions & Answers
10/27/2017

1. What percentage of interpretation assignments will be expected to occur outside of the city of Philadelphia under the term of this contract?

The clear and vast majority of assignments will be located within the County of Philadelphia. For those that are not (less than 5% according to a recent polling of assignment requests/invoices), they will be located in one of the four neighboring Pennsylvania counties – Montgomery, Bucks, Delaware and Chester – normally within 10 miles of Philadelphia.

2. For jobs outside of Philadelphia, would it be acceptable for vendors to charge for travel expenses (such as travel time, mileage, parking, tolls, etc.) as consistent with common practice in the industry?

CBH would like for one rate to apply to a specific interpretation scenario, as opposed to being charged for a standard rate plus additional expenses, including travel costs. For rates outside of a standard rate, CBH, via a cost proposal, will consider scenarios in which to apply enhanced rates.

3. Section 2.g. Operations Documentation & Requirements (p.7 of the SOW). Bullet point 2 requests a 'Letter attesting that all required federal, state and local taxes (including payroll taxes) for the past twelve (12) months have been paid.' Does CBH require a statement of good standing from all three bodies (federal, state and local tax authorities) confirming that that a company has paid all due taxes or will a letter from our Finance Manager confirming compliance suffice?

A letter of attestation from your organization's CEO, CFO or another financial authority would meet this requirement. CBH reserves the right to follow up on this attestation.