



**REQUEST FOR PROPOSALS:**

Interpretation and Translation Services

**PROCUREMENT ISSUED BY:**

KENT COUNTY CMH AUTHORITY D/B/A NETWORK180  
790 Fuller Ave NE, Grand Rapids, Michigan 49503  
[www.network180.org](http://www.network180.org)

**QUESTIONS AND RESPONSES**

January 2, 2026

**Section I.B – Method and Form of Submission**

Question 1: Please confirm whether proposals should be submitted by email, as the website currently indicates “Hard Copy.”

Response 1: Proposals should be submitted by email to [procurement@network180.org](mailto:procurement@network180.org), as stated in the published RFP.

**Section I.G – Proposal Evaluations**

Question 2: What weight will be given to each of the evaluation criteria?

Response 2: Evaluation criteria weighting are as follows:

- The Bidder’s experience, expertise and staffing in the provision of related services. (50%)
- The Bidder’s proposed costs to provide the related services. (15%)
- The Bidder’s history of compliance with rules and regulations. (10%)
- General Requirements. (25%)

**Section I.L – Freedom of Information Act**

Question 3: In case the proposal becomes publicly available, could we mark certain portions of our proposal confidential to avoid such disclosure? Alternatively, could we send two copies of the proposal with the second version redacted, again to safeguard our proprietary information?

Response 3: All information submitted in a proposal is subject to provisions of FOIA.

**Section II - Scope of Services**

Question 4: Would you mind listing some or all of the 29 languages that may be requested for the services under “Other”?

Response 4: Because the 29 languages are rarely encountered in the Network180 service area, we decline to provide a listing of these languages in order to avoid compromising the confidentiality of individuals speaking these languages.

Question 5: Although the RFP provides volumes by language and number of clients and appointments, could you please provide a further breakdown by service type? Specifically, do these volumes apply only to in-person interpreting, or do they also include document translation and telephonic interpreting? What percentage of the volume is for in-person vs remote? Additionally, what is the average duration of a single appointment?

Response 5: Volume data is not available at this time. The average duration of a scheduled appointment is one hour.

Question 6: The RFP mentions “the use of qualified bilingual or multilingual staff to communicate directly with individuals with LEP.” Please clarify whether this refers to staffing services being requested as part of this RFP.

Response 6: Network180 does not require staffing services; only interpretation and document translation services are the subject of the current RFP.

Question 7: Specifically, will Network180 support the use of two interpreters for ASL assignments of one hour or longer, with the understanding that exceptions may apply for assignments that are slow-paced or involve non-complex content?

Response 7: Yes.

Question 8: As standard ASL interpreting practice generally requires a team of two interpreters for assignments lasting one (1) hour or more, can you please clarify the expectations regarding team interpreting for ASL services?

Response 8: Network180 has historically needed ASL interpreters for scheduled appointments lasting one hour or less. If Network180 anticipates that the time will last longer than 1 hour, it will notify the interpreter at the time of the request for interpretation services. See also Response #7.

Question 9: Could you please provide more information about your Braille needs?

Response 9: Braille needs are limited to document translation services. See also Response #5.

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Question 10: If an onsite interpreter (ASL or any other language) is not available, would remote modality be acceptable, as long as the Deaf/LEP person is able to receive services remotely (not visually impaired, etc.)?

Response 10: Yes, this would be acceptable as a rare occurrence. The expectation is that in-person interpreters are available for the majority of in-person requests.

### **Section II.A – All Interpretation and Document Translation Services**

Question 11: Are Braille requests expected only in English, or also in non-English languages (e.g., Spanish Braille)?

Response 11: Braille requests are currently expected only in English.

Question 12: Can Network180 estimate the typical document types (e.g., consent forms, treatment plans, notices) and average page length for Braille requests?

Response 12: The most common document types are Crisis Safety Plans (3-4 pages), Consents (3-5 pages), and IPOS (Individualized Plans of Service, 3-5 pages).

Question 13: For languages in which no formal certification or standardized credentialing program exists, how should Network180 evaluate interpreter qualifications? Specifically, could Network180 please clarify the minimum acceptable qualifications (e.g., years of professional experience, documented training, assessments, proficiency testing, or subject-matter expertise) that would be considered compliant for interpreters working in languages that are not certifiable?

Response 13: The bidder should information in the proposal to explain bidder’s process for ensuring that interpreters are qualified to provide interpretation services for languages for which no formal certification or standardized credentialing program exists.

Question 14: The RFP mentions “The successful Contractor will ensure interpreters are certified in the language they are interpreting.” however, certification is not available for all requested languages, and in some cases, the number of certified interpreters is limited, even for Spanish. Additionally, certified interpreters generally have higher rates. Would you allow the use of thoroughly vetted and qualified interpreters in cases where certification is unavailable, provided we describe our vetting process in the proposal?

Response 14: Yes, see also Response #13.

Question 15: Can you provide additional details regarding how satisfaction will be measured, including survey methodology, frequency, minimum response rates, and how results will be attributed to individual vendors?

Response 15: Network180 does not have an answer at this time.

### **Section II.B - Face-to-Face Interpretation Services**

Question 16: The RFP mentions “The response time from the initial request for an interpreter to the time of confirmation should be less than one (1) business day at least ninety-five percent (95%) of the time.” for face-to-face interpretation. By “time of confirmation,” do you mean procuring an interpreter or acknowledging receipt?

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Response 16: For face-to-face interpretation services, the “time of confirmation” means the time at which the interpreter is present to provide interpretation services.

Question 17: Could Network180 please clarify how Urgent interpretation requests are defined for scheduling and response purposes? Specifically, does Urgent refer to requests requiring fulfillment within the same day, within 24 hours, within 48 hours, or another defined timeframe?

Response 17: Urgent interpretation requests (face-to-face interpretation only) are those requiring that interpretation services begin within three (3) hours of the request for an interpreter.

Question 18: Additionally, will Urgent requests be clearly identified at the time of scheduling to allow vendors to respond in accordance with the required response standards?

Response 18: Yes.

### **Section II.C – Over-the-Phone and Section II.D - Video Remote Interpretation (VRI) Services**

Question 19: Could you please describe your current telephonic and video remote interpreting setup? Additionally, can you clarify the rationale for setting a five-minute wait time as the service objective?

Response 19: For telephonic interpretation when the individual is at a clinic location, clinic staff use a telephone provided by an interpreter service to connect to the interpreter. Clinic staff may also dial in an interpreter service via a three-way call with an individual requiring language assistance.

For VRI services when the individual is meeting with staff virtually, a connection is made to an interpreter through Microsoft Teams. When the individual is at a clinic location, clinic staff use an iPad device through the interpreter service both to request interpretation and connect to the interpreter.

A five-minute wait time for telephonic and remote interpreter services is an industry standard and a widely accepted best practice, particularly in healthcare settings.

### **Section II.D - Video Remote Interpretation (VRI) Services**

Question 20: For on-demand Video Remote Interpreting, are vendors permitted to deliver services through their proprietary platforms, or must services be provided exclusively via Microsoft Teams?

Response 20: Use of Microsoft Teams is not required, but is preferred. Bidders may propose a service arrangement using their own proprietary platforms.

Question 21: For Video Remote Interpreting (VRI), are all requests expected to be on-demand, or will there also be a need for pre-scheduled interpreting sessions?

Response 21: Both on-demand and pre-scheduled interpreting sessions will be required by Network180.

**Section II.E.1 – Document Translation Services**

Question 22: Does the 14-business-day turnaround apply regardless of document length or format, including Braille and accessible PDFs?

Response 22: Yes; see also Response #23.

Question 23: Will Network180 allow tiered turnaround times based on word count, complexity, or accessibility requirements?

Response 23: Yes, a bidder may submit a proposal with tiered turnaround times and costs.

Question 24: Are translated documents expected to be delivered in specific accessible formats (e.g., tagged PDFs, screen-reader compatible Word files, embossed Braille, or BRF files), and does Network180 have formatting or accessibility standards bidders must follow?

Response 24: Yes, translated documents should be delivered in industry-standard accessible formats. Written materials will use easily understood language and format, use a font size no smaller than 12 point, 6.9 reading level, and be available in alternative formats and through the provision of auxiliary aids and services in an appropriate manner that take into consideration the special needs of individuals with disabilities or limited English efficiency. Vital documents that are critical to obtaining services must include taglines (Template 13) in a conspicuously visible font size. Conspicuously visible is defined as a font greater than the minimum font size of 12 point, is not a large font, and is more pronounced than the adjacent font.

**Section III. B – Bidder Requirements/Expectations**

Question 25: Could Network180 please clarify the expected hours of coverage associated with this requirement? Specifically, what level of flexibility is anticipated with respect to staffing schedules (e.g., standard business hours, evenings, weekends, same-day requests)? Additionally, are vendors expected to maintain 24/7 communication or interpreter availability, or will interpretation requests be limited to defined operating hours?

Response 25: Network180 will require interpretation services 24/7, including on weekends and holidays.

Question 26: Can Network180 please clarify whether interpretation and translation services are expected to be available 24 hours per day, 7 days per week, including evenings, weekends, and holidays? If services are not intended to be 24/7, can Network180 specify the standard hours of operation during which the response-time requirements apply?

Response 26: Yes, Network180 expects interpretation services to be available 24/7, including holidays and weekends.

**Section IV.F – Costing of Services**

Question 27: Will Network180 allow bidders to include minimum fees for short documents or low-word-count translations (e.g., forms under a certain word threshold)?

Response 27: The bidder may submit minimum fees in their proposal.

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Question 28: Will the 2-hour minimum standard in the industry be applied for interpretation assignments?

Response 28: Network180 does not have an answer to this question. Bidders may submit information regarding a 2-hour minimum standard in their proposals.

Question 29: Is there a minimum fee for scheduled over-the-phone interpretation services?

Response 29: The bidder may submit minimum fees in their proposal.

Question 30: Can Network180 clarify the geographic service area for on-site interpretation, and whether mileage and/or travel time are reimbursable?

Response 30: On-site interpretation services will be required in the Grand Rapids metropolitan area only.

Question 31: What is the expected pricing structure or budget for this RFP?

Response 31: Bidders should submit their proposed pricing structure in the proposal. Network180 also does not have a set budget for this RFP, as the need for services is dependent upon the language needs of the persons we serve.

Question 32: The RFP does not reference a billable cancellation policy for scheduled interpretation services. Can Network180 please clarify whether vendors may establish a billable cancellation policy for scheduled interpretation services?

Response 32: Yes, bidders may include a billable cancellation policy in the proposal.

Question 33: Can Network180 clarify whether vendors may propose different rates for evenings, weekends, holidays, or urgent requests?

Response 33: Vendors may propose different rates for evenings, weekends, holidays, and urgent requests.

Question 34: Should Braille services be priced per page, per source word, or per finished Braille page/file?

Response 34: The bidder may propose its own price structure for Braille services.

Question 35: When Network180 requires translation delivery faster than the standard turnaround, may bidders apply rush or expedited service fees, provided these are clearly disclosed in the fee schedule?

Response 35: Yes.

Question 36: As per industry standards, please confirm that we are permitted to include minimum charges for scheduled interpreting, in addition to travel time and mileage.

Response 36: Minimum charges, travel time, and mileage may be submitted as part of bidder's proposal.

### **Section IV.I – Evidence of Payers**

Question 37: Would Network180 consider accepting federal, state, or local government references in lieu of, or in addition to, a Medicaid payer reference, where the vendor has provided the

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same or substantially similar interpretation and translation services outlined in this RFP, even if those contracts are not medical in nature?

Response 37: Network180 will accept such references; however, Bidders with a Medicaid payer reference are preferred.

Question 38: Additionally, in instances where services have been provided to healthcare or behavioral health clients without a formal long-term contract, would Network180 accept alternative documentation; such as invoices, purchase orders, or referral confirmations, as evidence of service history and performance in good standing?

Response 38: Bidders may submit alternate documentation for consideration by Network180.

### **Additional Questions**

Question 39: Please identify the incumbent and how much are you currently paying for the services?

Response 39: Network180 does not provide incumbent information or rates.

Question 40: Will this RFP result in the award of one vendor or multiple vendors, and what criteria will be used to make this decision? If multiple awards are anticipated, will awards be divided by service category (e.g., interpreting and translation) or by other factors.

Response 40: This RFP may result in an award to one or more vendors, or to no vendors. See also Response #2.

Question 41: Is there an existing contract currently in place for these services? If so, please clarify the reason for issuing this RFP and rebidding the services.

Response 41: As a governmental entity, Network180 is required to re-procure services periodically in order to ensure its vendors provide the highest quality, lowest cost services to Network180.

Question 42: What challenges have you faced with similar scope of work from vendors you worked with? What improvements are you looking to implement moving forward with regards to language access provision?

Response 42: Network180 is re-procuring these services as required by law, not to address performance deficiencies.

Question 43: May bidders include related, optional services that directly support document translation and accessibility needs, such as document remediation for Section 508 compliance, accessible PDF or screen-reader optimization, Desktop Publishing (DTP) and formatting services and File preparation or cleanup of source documents? If permitted, should these services be presented as optional line items in the cost schedule?

Response 43: Yes, bidders may include related services and optional line items in the cost schedule.