



# REQUEST FOR PROPOSALS

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**ADMINISTRATIVE OFFICE OF THE COURTS (AOC)**

**REGARDING:**

Questions and Answers  
RFP No. CPAS-201101-RB,  
Court Interpreter Exam Administration

**PROPOSALS DUE:**

February 21, 2012, no later than close of business.

1. With regard to the above referenced RFP, can you please indicate if the selected vendor will retain the entire exam fee detailed on page 7, Section 2, paragraph 2.2: If a portion is retained by the State, please indicate the amount retained for each exam.

Answer: Yes. The selected vendor will retain the entire exam fee. Please refer to the following provisions in the revised RFP Documents in Addendum 3: RFP Revision 1, Section 2.2, and Attachment 2, AOC Standard Terms and Conditions, Revision 2, Exhibit B, Section 3.1.

2. The RFP requires Oral Proficiency Testing in English and other languages.
  - a. Has a minimum proficiency level (or ‘passing grade’) already been established for this screening?

Answer: A minimum proficiency level has not been established.

- b. Or must the vendor provide one?

Answer: As set forth in paragraph 7.1.5.2 of RFP Revision 2 the vendor must propose a method for establishing a minimum proficiency level on selected oral proficiency exams. The establishment of a minimum proficiency level, or “cut-score,” should ensure functional equivalence with the minimum standards of competence required for the English-only oral proficiency exam currently used with Registered interpreters. For complete information on the minimum standards of competence required for the English-only oral proficiency exam currently used for Registered interpreters, please see Attachment 10.

3. Can a vendor bid on a portion of the RFP?

Answer: A vendor must propose on all parts of the RFP in its proposal. A vendor may subcontract services as set forth in Attachment 2, AOC Standard Terms and Conditions Revision 2, Exhibit C, Paragraph 19, entitled “Subcontracting”, but must be proposed in the vendor’s proposal.

4. Is the OPS administered on demand?

Answer: The AOC prefers to have the scheduling of OPS on demand. As set forth in Attachment 2, AOC Standard Terms and Conditions Revision 2, Exhibit A, paragraph 2.6.1.1: Bilingual oral proficiency screening exams should be administered at least twice per calendar year, but preferably on demand.

5. Does [the OPS] need to be administered in a proctored environment?

Answer: Not necessarily, however the vendor should have security measures in place to verify the identity of the candidate, as well as ensure the integrity and confidentiality of the program. As set forth in the RFP, Section 9.10, Service Provider should have security procedures to ensure integrity and confidentiality of the testing program and its security from unauthorized access; and a contingency plan for documenting steps to be taken in the event that test security is compromised.

6. [Would the AOC be open to considering solutions that incorporate automated testing \(telephone and computer based\)?](#)

Answer: Yes. See Attachment 2, AOC Standard Terms and Conditions, Revision 2, Exhibit A, paragraph 2.6.1.1.

7. [Regarding RFP Attachment 2, Exhibit A, Paragraph 2.4.2: How much time is permitted for the written exam?](#)

Answer: Candidates are allowed two hours and fifteen minutes to complete the written exam. For more information, please see the following Written Exam Overview: <http://www.courts.ca.gov/documents/written-exam-overview.pdf>.

8. [Regarding RFP Attachment 2, Exhibit A, Paragraph 2.5.1: How much time is permitted for the oral exam?](#)

Answer: As set forth in RFP Attachment 2, Exhibit A, Paragraphs 2.5.1.4 and 2.5.1.5 as revised per Addendum 3:

- Sight Translation (English-Foreign Language) – the examinee is allowed six minutes to complete this part of the exam.
- Sight Translation (Foreign Language – English) – the examinee is allowed six minutes to complete this part of the exam.
- Consecutive Interpreting – this part of the exam takes approximately twenty-two minutes, including preparation and instructions.
- Simultaneous Interpreting – this part is approximately seven minutes long.
- The English-only oral proficiency exam currently used for registered status takes approximately 35minutes, as indicated in 1.3.4 of the RFP.

For more information on the oral interpreting exam, please see the following Oral Exam Overview: <http://www.courts.ca.gov/documents/overview-oralexam.docx>

9. [Regarding RFP Attachment 2, Exhibit A, Paragraph 2.5.4 \(page A-10\): What is the Consortium \(or average\) rate of pay for a rater, lead rater and rater supervisor?](#)

Answer:

Please contact the NCSC/Consortium to obtain rates. The selected service provider must use NCSC/Consortium- approved raters as set forth in Attachment 2, AOC Standard Terms and Conditions, Revision 2, Exhibit A, paragraph 2.5.4.2.5.

For more information on the rating process, please see the NCSC/Consortium Test Rating Manual: [http://www.ncsconline.org/D\\_Research/Ratermanual.pdf](http://www.ncsconline.org/D_Research/Ratermanual.pdf).

10. Regarding RFP Attachment 2, Exhibit A, Paragraph 2.5.6 (pages A-11 – A-12):

- a. Are raters expected to be compensated for rater training? If so, is the selected vendor responsible for this payment?

Answer: Raters are expected to attend training per Attachment 2, AOC Standard Terms and Conditions Revision 2, Exhibit A, paragraph 2.5.6. Although not mandatory, raters should be compensated for their training. The selected vendor will be responsible for any compensation paid to raters for training. These payments, if any, are to be included in the fees for Deliverable EA-6 of this RFP.

- b. How many hours are required for remote rater training?

Answer: Remote rater training is approximately one hour as set forth in Attachment 2, AOC Standard Terms and Conditions Revision 2, Exhibit A, paragraph 2.5.6.

- c. How many hours are required for in-person rater training?

Answer: In-person rater training consists of three eight-hour days (total of twenty-four hours) as set forth in Attachment 2, AOC Standard Terms and Conditions Revision 2, Exhibit A, paragraph 2.5.6.

- d. Is the Consortium expected to facilitate in-person rater training? If so, is there a cost associated with this facilitation and is the selected vendor responsible for this payment?

Answer: The vendor will facilitate the training event(s) using the Staff and faculty of the NCSC/Consortium to conduct in-person rater training sessions. The selected vendor will be responsible for all costs associated with the training event(s) and must be included in the pricing as part of Deliverable EA-6 for this RFP.

11. Regarding RFP Attachment 2, Exhibit A, Paragraph 2.5.10 (page A-13):

- a. What is the expected time to complete rating for a single examination? Please explain the hours expected for each rater.

Answer: The NCSC/Consortium has an expectation that a full oral interpreting exam can be rated in two hours.

b. Should new raters be allotted more time to rate?

Answer: No. Following in-person rater training, new raters are expected to rate a full oral interpreting exam in two hours.

12. Regarding RFP Attachment 2, Exhibit A, Paragraph 2.5.13 (page A-13): Are score reports sent via e-mail acceptable?

Answer: Yes, if written permission to send the score reports via email has been obtained from the exam candidate.

13. Regarding RFP Attachment 2, Exhibit A, Paragraphs 2.5.14 and 2.5.15 (page A-13):

a. Is Consortium participation/oversight required in the implementation of the oral examination rating process?

Answer: The participation and oversight required in the implementation of the oral examination rating process must be done in accordance with the guidelines of the NCSC/Consortium.

For more information on the oral interpreting exam, please see the following Oral Exam Overview: <http://www.courts.ca.gov/documents/overview-oralexam.docx>

b. If so, who will support this cost?

Answer: The vendor pays for all of the rating process costs.

14. Regarding RFP Attachment 2, Exhibit A, Paragraphs 2.6.1-2.6.2.5 (pages A-13 – A-15):

a. Does the AOC expect implementation of the oral proficiency screen to decrease annual oral exam volume?

Answer: The effect or expectation of the implementation of the oral proficiency screen on the volume of annual oral exams has not been determined.

b. Will candidates currently eligible for the oral examination need to pass the oral proficiency screen before attempting the oral exam again?

Answer: It has not been determined at this time.

15. Regarding RFP Attachment 2, Exhibit A, Paragraph 2.7.1 (page A-15): Would the AOC seek sole ownership of the video and all of its associated components and work products, such as raw video footage, still photographs and the finished video itself?

Answer: Yes. As set forth in Attachment 2, AOC Standard Terms and Conditions Revision 2, Exhibit A, paragraph 2.7.1, all images and videos, including raw footage, will become the property of the AOC.

16. Regarding RFP Attachment 2, Exhibit A, Paragraph 2.8.1 (page A-16):

- a. Will the selected service provider be responsible for hosting and providing ongoing support for the online learning platform?

Answer: The service provider may be requested to only assist in the implementation of the internet learning platform discussed in Attachment 2, AOC Standard Terms and Conditions Revision 2, Exhibit A, paragraph 2.8.1. The AOC will host and provide ongoing support for the online learning platform.

- b. Is this intended to be an orientation for new interpreters only?

Answer: Yes, at this time.

- c. How many online courses are expected to be implemented initially?

Answer: One.

- d. Does the AOC intend to add more courses over time?

Answer: It is unknown if the AOC will be adding more courses at this time.

- e. Will the AOC manage the course(s) in the portal, or would that be the responsibility of the selected service provider?

Answer: The AOC will manage the course(s) in the portal.

- f. Will this platform serve as a means of continuing education for court interpreters? If yes, will the AOC need assistance in tracking credits for course completion?

Answer: It is possible that the Internet learning platform may serve as a means of continuing education for court interpreters. This Internet learning platform should include an administrative module that contains assessment and reporting capabilities to track course enrollment and completion status. Course enrollment and completion will be tracked by the AOC.

- g. Would there be a candidate fee associated with taking a course through the online learning platform? If so, would the selected service provider collect and retain the fee?

Answer: No. There will not be a candidate fee associated with taking a course through the online learning platform

17. Regarding RFP Attachment 2, Exhibit A, Paragraph 2.8.4 (page A-16):

- a. If a vendor suggests the use of a subcontracted platform, is the vendor expected to track candidate completion of online course(s) and report this information back to the AOC?

Answer: Since the AOC is hosting the platform, the AOC will be tracking candidate's completion of online course(s).

- b. Or does the AOC intend to interface directly with the subcontracted platform?

Answer: The AOC intends to interface directly with the Internet learning platform.

18. Regarding RFP Attachment 2, Exhibit A, Paragraphs 3.0-3.1.4 (page A-20 – A-21):

- a. Please explain the role of the Consortium for participation, oversight and approval concerning exam development services. Is Consortium participation/oversight required? See Attachment 2, Exhibit A, paragraphs 3.1.4 through 4.1.4.9

Answer: NCSC/Consortium participation and oversight is required for all exam development services. All exam development should be completed in accordance with NCSC/Consortium guidelines, as defined in the Test Construction Manual: [http://www.ncsonline.org/D\\_Research/TestConstructionManual04-10.pdf](http://www.ncsonline.org/D_Research/TestConstructionManual04-10.pdf)

- b. If so, who will support this cost?

Answer: The selected vendor will be responsible for payment regarding exam development services and should include pricing for such as part of Deliverable ED-1 for this RFP.

- c. Will SMEs be required to participate in-person or remotely?

Answer: Remote or in-person participation may be required based on the exam development service needed.

19. Regarding RFP Attachment 2, Exhibit B, Table 2, Deliverable #EA-13 (page B-5):

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- a. Would the AOC be open to having the selected service provider work with the AOC as a consultant on this project prior to providing a price quote? The notion behind this is to understand the requirements in detail and provide a quote based on the best-matched solution.

Answer: No.

- b. A subcontracted online learning platform will likely include additional fees and/or annual license fees which would be determined based on the AOC's needs. Is it acceptable for these fees to be in addition to the firm fee provided at the time a proposal is submitted?

Answer: No it is not acceptable. All of the fees should be included in the firm fixed fees provided at the time a proposal is submitted.

*END OF QUESTIONS AND ANSWERS*