

RFP 20-1311 Interpretation Services

Clarification Questions

1. Do you offer telephonic interpretation services (including dialing the international number) for international calls? If so, is there any cost to the State?

Yes, we do offer telephonic interpretation services for international calls. No, there is no cost to the State.

If a state worker requires interpretation services for an international call, they may follow the same process for any telephonic interpretation call: dial in to our system, select the language they need, and then will be connected to the interpreter. From that point, the state worker can ask the interpreter to dial the international number.

Additionally, if the state worker chooses to use our app, they have the option of either asking the interpreter to dial for them or to dial the international number directly from the app themselves.