



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

Response to Questions

	Question Submitted	RFP Citation	Response
1	<p>Why has this solicitation been drafted for release? According to the current Georgia Procurement Manual, Section 1.2.3.1 , Exemptions from the State Purchasing Act, Professional Services are exempt. The NIGP (National Institute for Government Purchasing) Codes which DOAS has assigned to this eRFP include 96117 and 96167. The 961 category is for <u>Miscellaneous Professional Services</u>, with 96117 being "Interpreter Services - Electronically Assisted - Foreign Language, Hearing Impaired, etc.," and 96167 being "Sign Language Services for the Hearing Impaired". Therefore, this solicitation should be cancelled as it is for Professional Services which are exempt under the State Purchasing Act. Furthermore, a statewide contract is not needed to ensure these professional services are provided. Sign language interpreting services already have been and are currently being provided throughout the State of Georgia. There are multiple Georgia-based qualified sign language interpreters and qualified sign language interpreting vendors providing these professional services on an as-needed basis to these state entities. These state entities are individually responsible to order and pay for the services they need. They should be allowed to continue to select the qualified sign language professionals with whom they work, based on who provides the highest quality of service rather than being constrained to use only the vendor(s) mandated by a DOAS contract award. Information can be disseminated to state agencies on the existing qualified sign language interpreters and qualified sign language interpreting companies in the state.</p>	<p>Attachment A - eRFP</p>	<p>The Georgia Procurement Manual states that "Professional Services, which are limited to those services defined by statute as a "profession" or "professional service". For example, the following <u>services are statutorily defined as "professions" or "professional services": certified public accountancy, actuarial services, architecture, landscape architecture, interior design, licensed or accredited appraisers or licensed or accredited financial analysts providing opinions of value, chiropractic, dentistry, professional engineering, podiatry, pharmacy, veterinary medicine, registered professional nursing, harbor piloting, land surveying, law, psychology, medicine and surgery, optometry, and osteopathy.</u>"</p> <p>Sign Language is not listed as an exempt service, which is why the solicitation was drafted.</p>



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

<p align="center">2</p>	<p>Why is the GEPS reference and price preference made in this solicitation? The State Use Law does not apply to the procurement of sign language interpreting services, according to the Georgia Attorney General. In an official opinion issued in February, 1998, The Honorable Thurbert Baker states at the close of his rendering of his opinion "Therefore, the State Use Council Law is not implicated with regard to the provision of interpreting services to hearing-impaired individuals." Thus, if this solicitation moves forward, the price preference section must be removed. A copy of this letter is available if needed.</p>	<p>Attachment A - eRFP 6.3.2 Georgia Enterprises for Products and Services</p>	<p>Georgia's State Use Law (Official Code of Georgia 50-5-135 et seq.) is intended to create opportunities for disabled persons employed by community-based rehabilitation programs and training centers that are certified by the State Use Council. Goods and/or services that have been certified as mandatory must be purchased by state entities and are sold through the approved central nonprofit association (i.e. GEPS). A list of certified products/services is maintained on DOAS' website; however, sign language interpreting services have not been certified as mandatory.</p> <p>A requirement of the State Use Law is that GEPS pricing be no higher than the price normally paid by state agencies. One of the ways to establish the price normally paid by state agencies is to conduct competitive bidding. If the central nonprofit association (i.e. GEPS) submits the lowest responsible bid, GEPS' price is no higher than the price paid by state agencies. The State Use law also allows GEPS to charge an administrative fee of 5%-8%. That is where the 8% preference comes from. However, a GEPS bid is not entitled to the 8% preference just because GEPS submits the bid. GEPS has to otherwise satisfy the requirements of the State Use Law so a GEPS bid that does not use disabled persons to perform all or part of the work would not be eligible for the 8% price preference.</p> <p>Please note that the 1998 letter from former Attorney General Thurbert Baker to the Honorable Ron Crews does not address the issue of a price preference for GEPS. Therefore, the preference language will remain and, to the extent GEPS is able to provide these services using persons with disabilities and elects to bid, GEPS will receive the identified price preference for purposes of evaluation.</p>
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**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

3	<p>Why is the requirement of a bond included in this solicitation? First, there are no performance expectations, timelines for delivery of services, measurable objectives, or benchmarks specified in the eRFP. Thus, there are no standards by which to judge a supplier's performance, and therefore no way to justify a bond being furnished or being surrendered. Second, neither the State, in the form of DOAS, nor the authorized user agencies, will ever make payment to the awarded supplier(s) prior to requested services being rendered. Therefore, the financial exposure of the State is zero. Next, there is no obligated amount of total purchasing due the supplier. In Attachment H, Statewide Standard Contract Form, under section C. Description of Services, #4 No Minimums Guaranteed, it states <i>"The statewide Contract does not guarantee any minimum level of purchases or use of Services."</i> Further, in Attachment A, eRFP, section 6.7 - Selection and Award Multi-Award Sample Language, it states: <i>"DOAS desires to make an award to the top two (2) highest scoring suppliers in each region based on each supplier's total combined score. The State reserves the right to add additional Offerors for larger regions, not to exceed four (4)."</i> Therefore, there is no known amount a bidder can specify as <i>"the proposed cost for the initial term"</i> for purposes of determining the size of a bond. Lastly, there is no guarantee of service required in the eRFP, nor can there be a guarantee on the part of any bidder to provide service. Thus, should performance standards be implemented, it is not possible for the State to require a pre-determined level of service delivery by which to judge the success of a supplier meeting a performance bond's expectations. This section 6.7 should be removed from the eRFP.</p>	<p>Attachment A – eRFP 3.7 Bonds and/or Letter of Credit Performance Bond/Letter of Credit</p>	<p>The bond requirement is being deleted.</p>
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**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

<p align="center">4</p>	<p>Why is the cost proposal set up in this manner? Specifically not included are the industry standards of paying travel time and mileage, and charging a higher rate when services are requested with less than 24 hours notice (emergency/short-notice requests).The industry standard in the State of Georgia for pricing sign language interpreting services was put into place by the State of Georgia in 1987, and has been followed consistently since then. This was when the Georgia General Assembly authorized the Department of Human Resources (DHR, now known as DHS) Division of Vocational Rehabilitation to establish a statewide sign language interpreting program, Georgia Interpreting Services Network (not to be confused with and not related to the current non-profit agency by the same name). The policies for pricing were put into place, and have remained the framework for all pricing since. When the Williams Commission moved programs from state to private oversight, sign language interpreting services was among these. Individual interpreters and private companies/agencies began providing services, and have ever since, following the State polices. All sign language interpreting service providers follow these standards, with slight variations in business models. These industry standards as established by the State of Georgia almost 25 years ago, have been implemented consistently since then. These include but are not limited to: hourly rate billing, differentials for after-hours and emergencies/short notice, two-hour minimum billing, two interpreters scheduled if over two hours of interpreting and for certain shorter complex assignments, portal to portal billing at the assignment rate plus portal to portal mileage plus parking and tolls, per diem costs reimbursed following State of Georgia policies, higher charges for</p>	<p align="center">Attachment G – Cost Proposal</p>	<p>See Revised Cost Proposal.</p> <p>Parking and toll fees will not be reimbursable and are considered as the cost of doing business under this contract.</p> <p>Suppliers are requested to submit their hourly rate for the services being requested in the revised Cost Proposal.</p>
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**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

	<p>medical and/or legal interpreting, etc. Since 1987 all customers are charged according to these policies, and all qualified sign language interpreters are paid according to these policies. Therefore, the cost proposal framework for this eRFP should be corrected to be based instead on the industry standards as created by the State of Georgia.</p>		
5	<p>How is it possible to propose, as required, an hourly rate that is to cover travel time? The hourly rate for a one-hour assignment in Atlanta cannot fairly be the same hourly rate as an eight-hour assignment in Social Circle, even with both locations being in the same region. The hourly rate for a one-hour assignment in Savannah could not fairly be applied to a six-hour assignment in Savannah, given that there are so very few qualified interpreters in Savannah it might reasonably be required to schedule an interpreter who must travel from another region to cover that assignment. Please see Question 4, above, for the needed resolution to this issue.</p>	<p>Attachment G – Cost Proposal</p>	<p>The State will pay travel time based on the following:</p> <ol style="list-style-type: none"> 1. Travel time will only be paid if the interpreter has to travel outside of the region that they reside. For example, if an interpreter is needed in Region 12, but lives in Region 3, he/she will be entitled to travel time plus mileage reimbursement. If the assignment is in Region 3, only mileage reimbursement will be paid. 2. Travel time will be reimbursed at ½ of the hourly rate, per hour for the category of service. 3. Parking and toll fees are considered the cost of doing business and therefore are not reimbursable.
6	<p>Next, where is the mechanism in this eRFP for including any and all policies a bidder has covering their pricing, which policies directly affect proposed costs? This means more than a vendor’s cancellation policy, as requested in Attachment E – Mandatory Scored Questions, #4.5. This includes but is not limited to cancellation policy, staffing requirements for specific types of assignments- for example when more than one sign language interpreter is needed- minimum advance notice required, etc. Applicable policies should be required to be included in a consistent manner that facilitates comparison across proposals.</p>	<p>Attachment G – Cost Proposal</p>	<p>The rate that will be allowed for cancellations less than 24 hours notice will be the two (2) hour minimum at the night rate plus mileage reimbursement, if incurred. NO TRAVEL TIME will be reimbursed.</p> <p>For medical, legal and mental health services the rate that will be allowed for cancellations less than 24 hour notice will be 1 ½ of the night rate per hour based on a two (2) hour minimum, plus mileage reimbursement, if incurred. NO TRAVEL TIME will be reimbursed.</p> <p>If the supplier fails to find a replacement for an interpreter or obtain a replacement from the awarded suppliers, they must reimburse the State at the rate that the State is able to obtain at short notice.</p>



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

7	What are the DOAS applicable cost-related policies regarding when an overnight stay for an interpreting assignment is appropriate, including hotel charges, per-diem, etc.?	Attachment G – Cost Proposal	Per diem and lodging will be reimbursed in accordance with the State Travel policy. (See attached excerpt).
8	Regarding the mileage rate, is the federal rate, as set by the IRS for business travel acceptable? Does DOAS set the mileage rate for state user-agencies relative to this eRFP? How often is this reviewed and updated? If DOAS does set the rate, what is that mileage rate to be used in this cost proposals?	Attachment G – Cost Proposal	Yes. No, we use the federal rate. Annually. DOAS does not set the rate.
9	Normal Business Hours are listed as 8 am to 5 pm and Nights as 6 pm to 8 am. Does 5-6 pm fall into the Normal Hours or the Night category?	Attachment G – Cost Proposal	Normal Business Hours are from 8 AM – 5 PM Correction to After Hours: 5:01 PM – 7:59 AM.
10	What are the provisions in place for annual increases in hourly rates proposed, if awarded? Given the one year initial contract term and three 1-year potential renewal years, as stated in Attachment A – eRFP, Introduction 1.8 – Contract Term, it cannot be fairly expected that offerors propose costs that will remain unchanged for 4 years total. What are the parameters for rate increases? On what is this based?	Attachment G – Cost Proposal	Rate increases will be reviewed if the State elects to exercise its option to renew the contract for an additional term. Suppliers will be required upon notification to submit their request, along with documentation as to why it should be granted. Each request will be taken on a per renewal, per supplier basis.
11	Why are there two categories listed for Regular Service, requiring a cost proposal for each, “Qualified” and “Certified”? Any interpreter scheduled for any assignment must be qualified for that assignment. If a vendor says they will charge less for a “qualified” interpreter than for a “certified” interpreter, customers will likely ask for the “cheaper” interpreter. Since all interpreters assigned must be qualified to do the work required of the assignment, no differentiation should be made between “qualified” and “certified” for Regular Services, and no rate differentiation should be allowed.	Attachment G – Cost Proposal	To distinguish between the levels of expertise.



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

12	Who drafted this solicitation? Are these the same people who will evaluate the proposals submitted? Please provide the names, positions, and qualifications of those responsible for drafting and for evaluating the proposals submitted.	Attachment A - eRFP	The solicitation was drafted by the Evaluation Team. Yes. The State cannot provide the identity of the persons on the Evaluation Team to protect the integrity of the solicitation.
13	Is the wording on this correct? "... in providing interpretation services to the deaf between American Sign Language (ASL) and other sign languages." It seems it should be "... between ASL and spoken English".	Mandatory Questions 1.1	The wording should read "between ASL and spoken English. See revised Mandatory Question 1.1"
14	How can subcontractors who are individuals complete this form? The Federal EVerify program does not permit individuals to register or obtain their own EEV # . Relative to a previously released RFP, DOAS deemed it acceptable to have the bidder complete the Immigration Form with the bidder's EEV information, while subcontractors who are individuals were not required to not complete the Subcontractor's Form.	Attachment C - Immigration Form	The Immigration Form does not have to be submitted. This requirement is being deleted for this solicitation.
15	Does the name of the interpreter need to be listed? At the Bidders' Conference this issue was raised, and it was mentioned that a number could be inserted instead of a name.	Attachment K - Interpreters Credentials Form	No. You may identify the interpreter by alphabet, i.e. Interpreter "A", "B", "C", etc.... along with their credentials.
16	How can the column for certifications held be completed for medical certification? There is no medical certification for sign language interpreters in the US.	Attachment K - Interpreters Credentials Form	Please see a revised Credential's Form with a column for interpreter's ability to interpret for medical cases/situations.



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

17	<p>Why is this solicitation to be divided into these service delivery regions? Is there a legal basis for doing this? If so, please provide the legal reference for this. The apparent rationale for dividing the state into these regions for service delivery would be to have local bidders from each region provide the needed services, using local qualified interpreters. However, with regard to sign language interpreting, as well as C-Print, VRI, and CART services, there are no qualified providers in most regions, and few to no qualified sign language interpreters in many of the regions. It is a reasonable expectation that qualified interpreters will have to travel across regions to provide services. Further, it is reasonable to expect that the qualified providers located in one region can coordinate service provision in any or all regions.</p>	Attachment I – State Service Delivery Regions	<p>The Service Delivery regions were used to provide opportunities for small businesses, who can provide the service in that Region or a surrounding region, to participate in this solicitation.</p> <p>It is anticipated and expected for suppliers to cross regional boundaries.</p>
18	<p>How is this to be answered? <i>“Orders will be shipped within ___ days after Receipt of Purchase release Order.”</i> Orders will be for services for specified dates and times. No shipping is involved. Services will be rendered according to the request made and must be delivered as needed for not doing so would be unacceptable and not useable.</p>	Attachment M - Vendor Data Sheet #7	<p>Place a “N/A” in the blank. The form is designed to cover all areas of procurement, including those with shipping requirements.</p>



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

19	<p>What is the protocol for recourse for a user agency if the mandatory vendor(s) cannot provide the needed service? Under #3 - Non-Exclusive Rights, it states <i>“The Statewide Contract is not exclusive. The Agency reserves the right to select other contractors to provide services similar to the Services described in the Statewide Contract during the term of the Statewide Contract. User Agencies may obtain similar services from other contractors upon prior approval of the Agency, which approval shall be made at the sole discretion of the Agency when it is deemed to be in the best interests of the State, and shall be conclusive.”</i></p> <p>At what point is an awarded vendor required to inform the requester from a user agency when the vendor is not able to provide the needed service? What is the requester from the user agency required to do next? If multiple awards have been made, must the requester make requests to each awarded vendor in turn? Will there be a ranking of awarded vendors to be used if multiple awards are made? If so, how will that be decided? If this is the case, how will this affect the requester when making a request for services? If the awarded vendor(s) are unable to provide the needed service, what is the procedure for the user agency to <i>“obtain similar services from other contractors”</i>? How does a user agency obtain <i>“prior approval of the Agency, which approval shall be made at the sole discretion of the Agency when it is deemed to be in the best interests of the State, and shall be conclusive”</i> ?</p>	<p>Attachment H – Statewide Standard Contract Section C. Description of Services, #3</p>	<ul style="list-style-type: none"> - If a user agency contacts the supplier in their region, and that supplier cannot fulfill the requirement, then the supplier contacted should refer them to the other supplier awarded for the region, thus the basis of multiple awards. - The awarded supplier should inform the user agency as soon as they are aware that they cannot fulfill the request. If it is known at the time that the request is made, they should notify them then. - See the response up above. - No. - No. - The user agency, once notified by the supplier of their inability to fulfill their request, should contact the other supplier within, or near, their region. - Once the contract has been awarded a user agency may make the determination as to the order of contact by suppliers. This will be at the user agency’s discretion.
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**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

20	<p>Why is the electronic catalog required of the vendor for this solicitation? This RFP is for services only, not products. Further, in number 2. It states "... Contractor will join the SciQuest Supplier Network (SQSN) and will have the option of using the SciQuest Supplier Portal..." Does this indicate it is not a requirement?</p>	<p>Attachment A – eRFP 3.3 Virtual Catalog</p>	<p>This is a business decision made by DOAS that all statewide contracts be cataloged and tracked in Team Georgia Market Place. No, it does not indicate is not a requirement. It indicates that the catalog is either hosted by the supplier or DOAS. In this case, it will be hosted by DOAS.</p>
21	<p>If required, what is the cost to the vendor for obtaining a virtual catalog listing?</p>	<p>Attachment A – eRFP 3.3 Virtual Catalog</p>	<p>There is no cost to the supplier.</p>
22	<p>What is the cost to a vendor to join the SciQuest Supplier Network?</p>	<p>Attachment A – eRFP 3.3 Virtual Catalog</p>	<p>See the response to Question #21.</p>
23	<p>Why are there two categories with related definitions for "qualified" and "certified" interpreters? Although the wording for "qualified" interpreter is from the ADA, it does not serve the State of Georgia to limit the definition to that wording. A critical factor of this definition of "qualified" is the verifiability of the interpreters' skills by a qualified third party. This is not limited to national certification, but includes several other types of credentialing. We propose that an <u>addition</u> be made to the definition of "qualified" which addition comes from the previously released (but not awarded) DOAS eRFP for interpreting (2009). "... one who has taken and passed a standardized test given by any state, regional, or national interpreting or translating association, board, or body... These may include, but are not limited to agencies such as the Georgia Commission on Interpreters, or the Registry of Interpreters for the Deaf." The distinction for "certified" interpreter then, for purposes of designating this as required for legal interpreting, for example, could be "national certification", defined as being certified by the national Registry of interpreters for the Deaf (RID).</p>	<p>Attachment G - Cost Proposal and Attachment A - eRFP at 1.7 Definitions of terms</p>	<p>The recommended change will be made to include the specific distinction and included in Addendum No. 4 – Response to Questions Received and in the eRFP document.</p>



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

24	<p>What is the American Sign Language Association? This is referred to in this section: <i>“For the purposes of this eRFP, sign language services are interpretive services as described by the American Sign Language (ASL) Association for persons who are deaf.”</i> Does this mean only deaf people are to be served under any awarded contract? Are deaf-blind, hard of hearing, and late-deafened people to be served as well?</p>	<p>Attachment A – eRFP – Introduction, Section 1.1 Purpose of Procurement</p>	<p>No, it does not mean only deaf people.</p>
25	<p>Why is this solicitation to be a mandatory contract? Further, how does making this a mandatory award benefit the State and its deaf citizens? The eRFP does not require any guarantee of service provision, and thus user agencies could reasonably expect to have at least some, if not many, of their requests for services be unmet, or met unsatisfactorily. Sign language interpreting services have been and are being provided to Georgia state entities by qualified professionals and vendors. By making this a mandatory contract, state entities may not be able to continue to use the services they have been using for many years- using because they have chosen to do so, based on the quality of service provision, not based on a mandatory requirement. <u>Lastly, making one vendor the mandatory source does not increase the number of qualified interpreters available to provide services, but in fact does the opposite.</u> This eRFP, if it proceeds, should be changed, in its entirety, to a convenience contract.</p>	<p>Attachment A – eRFP – Introduction, Section 1.1 Purpose of Procurement</p>	<p>The decision to make this a mandatory contract was a business decision.</p>



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

26	What are “all State of Georgia governmental entities subject to the State Purchasing Act”? Please provide a listing of all specific entities.	Attachment A – eRFP – Introduction, Section 1.1 Purpose of Procurement	See Attached List.
27	What entity exceptions are there to the State Purchasing Act? Please provide a listing of all entities specifically exempt from this Act.	Attachment A – eRFP – Introduction, Section 1.1 Purpose of Procurement	The following are exempt: federal government; judicial branch; legislative branch; local governments; State authorities, (unless specifically stated otherwise in the authority’s applicable legislation) and non-governmental entities.
28	Are different pricing proposals expected/acceptable for different state entities? On pages 16-17, there is this reference made: <i>“Although suppliers in the SQSN normally submit one (1) catalog, it is possible to have multiple contracts applicable to different Georgia agencies. For example, a supplier may have different pricing for state government agencies and Board of Regents institutions. Suppliers have the ability and responsibility to submit separate contract pricing for the same catalog if applicable.”</i>	Attachment A – eRFP 3.3 Virtual Catalog	The pricing is to be submitted based on the service being solicited for. Each state entity is to be treated equally with no price differentiation.
29	How are the preliminary results after evaluation of all responses publicly announced?	Attachment A – eRFP – Introduction, Section 1.4 – Overview of the eRFP	In Team Georgia Market Place and the Georgia Procurement Registry.
30	Which state entities currently elect to use the State Purchasing Card? Is it the goal of DOAS to move all state entities toward payment to vendors through the State of Georgia PCard? Since there is a fee to the vendor for processing such a card for payment, it can be preferable to the vendor to accept payment by check when possible. Are state entities permitted to continue paying vendors by check?	Attachment A – eRFP – section 3.4 – State of Georgia Purchasing Card	All state entities currently have P-card purchasing capability. It is at their discretion as to whether they pay by P-Card or purchase order, with payment being made by check.



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

31	<p>What is meant by this statement: <i>“The insurance certificate must document that the Commercial General Liability insurance coverage purchased by the Offeror includes contractual liability coverage applicable to the statewide contract.”</i>?</p> <p>What does <i>“contractual liability coverage”</i> entail? In what way is it to be <i>“applicable to the statewide contract”</i>? At a monetary level? What monetary level? At a performance level? What performance level?</p>	<p>Attachment A – eRFP – section 3.6 – Standard insurance Requirements</p>	<p>The insurance requirements are listed in the eRFP document.</p> <p>The contract liability amounts are listed as well. For example, for Commercial a minimum coverage is listed for General Aggregate - \$1,000,000, Each Occurrence - \$1,000,000, etc...</p> <p>There is no performance level.</p>
32	<p>Which criminal background check is acceptable? Is the process as conducted through Georgia DHS/GAPS adequate to satisfy this requirement?</p>	<p>Attachment E – Mandatory Scored Questions-2.2</p>	<p>Seven (7) years criminal, federal and state, motor vehicle; and National Sexual Offenders Registry for all states in which they have resided during this period.</p>
33	<p><i>“Offeror must be able to provide service within 24 hours of notification of the state entity.”</i></p> <p>How is this to be evaluated, both the vendor’s potential for doing this before the award is made, and the success rate at which the vendor demonstrates the ability to do this if awarded?</p>	<p>Attachment E – Mandatory Scored Questions-4.1</p>	<p>This is a “yes” / “no” question based on Offeror’s ability to respond within 24-hours to the request.</p> <p>Change to questions as follows: <i>“Offeror must be able to provide service within 24 hours, or less as the need dictates, of notification of the state entity.”</i></p>
34	<p>What about when the services are needed immediately, or with less than 24 hours notice given? How is this to be evaluated, both the vendor’s potential for doing this if awarded, and the success rate at which the vendor demonstrates the ability to do this if awarded?</p>	<p>Attachment E – Mandatory Scored Questions-4.1</p>	<p>See response to Question #33.</p>
35	<p><i>“Offeror must be able to provide service 24 hours per day, 7 days per week 365 days per year, including weekends and holidays.”</i></p> <p>How is this to be evaluated, both the vendor’s potential for doing this if awarded, and the success rate at which the vendor demonstrates the ability to do this if awarded?</p>	<p>Attachment E – Mandatory Scored Questions-4.2</p>	<p>See response to Question #33.</p> <p>Change to questions as follows: <i>“Offeror must be able to provide service 24 hours per day, or less as the need dictates, 7 days per week 365 days per year, including weekends and holidays.”</i></p>



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

36	<p>Why have these areas of training been designated, as opposed to other areas, or any areas at all? The areas listed are but a few of the important areas of training a qualified interpreter can attend should they choose to specialize in the course of ongoing professional development. Further, in Georgia, there is no recognized mental health interpreter training program, such as might offer these specific topics. Section 5.1 should be removed from this eRFP.</p>	<p>Attachment E – Mandatory Scored Questions-5.1</p>	<p>Mental health requires specialized skills, thus an interpreter must possess those skills. The State of Alabama has a mental health training program.</p>
37	<p>What equipment do state entities currently have available to use to receive VRI services? What are the compatibility parameters for the awarded vendors to be able to successfully interface with state entities existing equipment? Where there is none, what is the timeline for state entities to obtain the needed equipment to receive VRI services? What level of IT support will individual state entities have?</p>	<p>Attachment F – Additional Scored responses – 1.1</p>	<p>This is a new area and no state entity has the equipment. Offerors are asked to provide specification of what equipment is needed; the amount of IT support, etc... The State will acquire the equipment needed within three (3) months, or less, to provide this service as it is an ADA mandate. Full IT support is available.</p>
38	<p>Why are emergency rooms and courtrooms included in this section? What emergency rooms are covered under the State Purchasing Act? What court rooms are covered under the State Purchasing Act? If none, then this section should be removed from the eRFP.</p>	<p>Attachment F – Additional Scored responses – 1.2</p>	<p>Emergency rooms and courtrooms are included because there maybe an occasion where it is necessary. Emergency rooms are a frequent for our mental health clients. There are no emergency rooms covered by the State Purchasing act, nor are their courtrooms covered, with the exception of the State Office of Administrative hearings, which is in the Executive Branch.</p>
39	<p>Do you have any other details other than “Provides sign language interpreting services with legal and medical specialties, video remote interpreting, C-Print and CART services.” for this requirement? Potential ongoing request dates/times, number of hours per week/month/year?</p>		<p>No. This is a new contract with no prior history. Potential ongoing request could be daily, every other day, weekly or monthly. It just depends upon the need of the state entity as to the frequency.</p>



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

40	<p>A) Must the prime contractor (agency) AND the subcontractor (interpreter) BOTH carry the specific insurance policies identified in this section?</p> <p>B) Must each subcontractor list the State of Georgia as “additional insured”, or just the prime contractor?</p> <p>C) If this coverage is also required of the subcontractors, must our agency submit proof of subcontractor coverage to DOAS within ten business days of award?</p>	Attachment A. Section 3.6 Standard Insurance Requirements (of eRFP document)	<p>A) No. The subcontractor is considered as an employee of the prime.</p> <p>B) Just the prime.</p> <p>C) This does not apply to the subcontractor.</p>
41	Given that the bidder is unable to determine the total value of this contract, it is difficult to determine what level of bond to procure. Could you provide an anticipated value of this contract?	Attachment A. Section 3.7 Bonds And/Or Letter of Credit (of eRFP document)	See response to Question #3.
42	Our agency secures a standard Subcontractor Affidavit from all subcontractors. This form is written to cover any customer to whom our agency provides services and the originals are stored in house. Would DOAS accept copies of these forms in lieu of the form issued as part of this eRFP? If DOAS cannot accept these forms, would DOAS consider extending the due date so that the specific DOAS forms may be retrieved from each sub-contractor? (Please note that a sample of our standard form has been attached to the main email message.)	Attachment C: Immigration and Security forms	See response to Question #14
43	Under this contract, will DOAS honor payment for travel-related expenses, e.g. parking, meals, and lodging, according to the guidelines of the Statewide Travel Regulations, as released by the State Accounting Office? It has been industry standard for over twenty years that these travel-related expenses be incorporated into the terms of an interpreting contract.	General question (no citation available)	See response to Question #7



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

44	<ul style="list-style-type: none"> - What specific type of background check is required of subcontractors performing interpreting services? - If this requirement is to be filled after an award is made, how many days will be given to fulfill this requirement? 	Attachment E. Mandatory Scored Questions, Section 2.2	Seven (7) years, national and state for criminal; motor vehicles for each address resided over the past seven (7) years; National Sex Offender's Registry.
45	On the pricing line items, there is no space provided for the following industry standard premium rates: Short Notice, After Hours, and Technical. Can this space be added to this section?	Mandatory Response: Pricing (in the Line Item Details) and Attachment G. Cost Proposal	See response to Question #6 and revised Cost Proposal.
46	On the pricing line items, there is no space provided for cancellation fees. Will our response to the cancellation fee question in the Mandatory Scored worksheet be sufficient for the pricing component of this bid?	Mandatory Response: Pricing (in the Line Item Details) and Attachment G. Cost Proposal	See response to Question #6
47	<p>During the Bidder's Conference, the question was raised regarding payment of travel time and mileage. In the sign language interpreting industry in Georgia, it is industry standard to charge an hourly rate for actual travel time. This standard has been in place for more than twenty years. During the conference, it was stated that the fee for travel time should be incorporated into the hourly rate for interpreting services. Given that the incorporation of travel time costs into the hourly interpreting rate would grossly increase the cost of service, particularly for longer interpreting assignments, would the State consider bids that include hourly rates for interpreting time, as well as hourly rates for travel time?</p> <p>It should be noted that our agency has surveyed our contractors and learned that no contractor will provide interpreting services without also being paid for travel time, as this is the industry standard for the state of Georgia.</p>	General question - Pricing / Attachment G. Cost Proposal	See response to Question #5



**Georgia Department of Administrative Services
Sign Language and Other Related Services
RFP No. 99999-SPD0000052**

48	As a follow-up to question 8, it has been industry standard for over twenty years to charge portal-to-portal hourly travel time fees for interpreting services. As a result, our agency cannot provide an hourly interpreting rate per region. Additionally, should a travel rate per region be allowed for the purpose of bidding, our agency will be unable to offer one travel price per region, as the regions cover large areas and the travel time will differ greatly within each region. Will DOAS consider allowing the pricing forms to reflect an hourly travel rate that covers portal-to-portal charges, rather than “portal-to-region” charges?	General Question - Pricing / Attachment G. Cost Proposal	See response to Question #5
49	Upon renewal of the contract, will the awarded vendor be able to renegotiate pricing? If so, can a space be provided in the cost proposal for the purpose of proposing annual pricing increases?	General question – Pricing / Attachment G. Cost Proposal	See response to Question #10
50	Is there an incumbent vendor for these ASL interpretation services?	5.1	No.
51	If yes to question 1, who is the vendor and what rates do they provide for ASL interpretation?	5.1	N/A
52	What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?	1.2	The biggest challenge that we foresee is statewide coverage. This is a new contract therefore there is no history to go by.
53	We do not offer Real-time captioning services, C-print, or VRI, therefore, are we able to just submit a proposal response for on-site ASL interpreters?	1.1	That is fine. Each service will be awarded separately.