



**Q1. Whether companies from Outside USA can apply for this?
(like, from India or Canada)**

R1. Yes, the procurement is open to vendors nationwide. Vendors are required to register with Secretary of State's office prior to execution of a contract.

Q2. Whether we need to come over there for meetings?

R2. This will be determined by the Department.

**Q3. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)**

R3. The vendor would need a office location in the USA to offer services for Sign Language and be accessible to our department's 67 counties.

Q4. Can we submit the proposals via email?

R4. No.

Q5. Section 2, Para 2.10 Trade Secrets. Will notating "This section considered Company Trade Secret" in the footer of the appropriate indexed on tabbed sections of our proposal, identified in the Table of Contents, suffice as a separation?

R5. Yes.

Q6. Our Service Description, (3.0 with all its subparagraphs up to and including 3.26 Quality Assurance) will describe in detail FLS' proprietary processes; Section 4.2.5.1.4, Staff Resumes, 4.2.1.5 Staff Performance Evaluations and Training will also contain company proprietary information. We consider all of these parts of our proposal as Company Trade Secrets. Will DHR agree with theses designations?

R6. Yes.

Q7. The Cost Proposal sheets detail company proprietary information; please explain how and where (what page or section) we should provide pricing of interpreting, translation, travel costs and phone interpreting in Appendix F, Cost Proposal Form.

R7. Vendors are required to use the forms provided by the procurement. Furthermore, vendors may include a narrative itemizing and justifying proposed cost.



Q8. Section 3, page 14, para 3. The solicitations state "interpreters/translators must be employees of the contracting agency". Section 1.73, page 8, refers to listing all subcontractors in the proposal. As do the majority of language services providers, due to the numerous languages requested, the short duration of each assignment, and, in this case, providing services in all 67 counties, may we respectfully request that both employees and contractors, be used to fulfill the contract, as long as they are qualified?

R8. Yes.

Q9. Section 3.3, page 14, Cancellations. Please confirm that a cancellation made in less than 24 hours by DHR is billable by the contractor; if cancellation occurs more than 24 hours prior to the appointment, the contractor may not bill for the appointment.

R9. Yes.

Q10. Section 4.2, page 19, Proposal Format. We understand the need for labeled tabs. Please provide further instruction on what is considered "bolded sections and subsections" needing tabs. All of the subsections in both ASL and FL solicitations are bolded. May we consider the Evaluation Criteria Section, page 25 (FL) and page 24 (ASL), which include Vendor Qualifying Information (7 subsections), Method of Providing Services (5 subsections) and Cost Proposal, as the 3 major sections and 13 subsections, for each Proposal, plus the Appendices (Forms) as the sections needing identifying tabs?

R10. Yes.

Q11. Section 4.2.5.2, page 21, Vendor Financial Stability. As a Small Business, we have not been required to do a formal audit and thus do not have auditor letters or "audited" financials. Our CPA firm assures us that submitting a Financial Compilation of the three years, to include a balance sheet, income statement, and retained earnings will provide DHR an adequate picture of our finances. Will this be permissible?

R11. Yes and the vendor can include bank statements for the years specified in the RFP for audit information.

Q12. Section 5.0, Cost Proposal. (and 1.8.3, Cost Proposal Forms, page 9). May our Cost Proposal be provided as a part of our proposal document, tabbed, or should it be provided as a separate entity, apart from our Technical Proposal? If this is the case, we note the Cost Proposal Forms are Appendices F & G, and thus would also be separated out?

R12. Yes, The Cost proposal is a part of the proposal document and can be labeled and tabbed. Yes.

Q13. In Solicitation RFP 2021-100-01, Interpreter Translation Services, we note that Appendix A, Standard Terms and Conditions, are not included, but referred to in the

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Sign Language Services 2021-100-02



title of Appendix A & B. However, they are in RFP 2021-100-02. May we assume they are the same for both?

R13. Yes.