

Questions for Sign Language Services RFP# GB2024-600-01

Question #	RFP Section	RFP Heading	Question	Answer
1	Section 2, Paragraph 2.9.	Trade Secrets.	This section considered Company Trade Secret” in the footer of the appropriate indexed sections of our proposals and identified in the Table of Contents suffice as separation?	Yes
2		company’s Scope of Project	which will be fully described in Section 3.0 and its subparagraphs up to and including Section 3.8 Quality Assurance; Sections 4.2.5.1 (Vendor Qualifying Information), 4.2.5.2 (Vendor Financial Stability) and 4.2.5.3, (Method of Providing Services) including 4.2.5.3.1 Service Delivery approach, 4.2.5.3.2 Startup Plan, and 4.2.5.3.3. Assessment of Benefits and Impact WILL ALL contain company proprietary information. We thus consider these parts as Trade Secrets. Will DHR agree with these designations?	Yes
3	Section 3.28	Report to the County	Our company uses a voucher system as a conduit between interpreters, DHR social workers or other staff and FLS management as confirmation or proof that a language interpreting event took place. We use these vouchers in our invoicing to the State monthly. The requirement to submit to	The Reports that will be required to SDHR will be in a certain format and cannot be altered.

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			<p>the county within 24 hours would require a very large amount of work for company managers, who also schedule appointments, often last minute. Given that, in many instances, more than twenty appointments could take place on any given day, could this requirement be modified to provide these reports monthly, to coincide with pre-verification of appointments? Thus, along with sending to the State, each county would also receive the <i>monthly</i> data pertaining to that county. This would require additional paperwork but would satisfy the provision of information to each county.</p>	
4	Section 5.0	Appendix F, Cost Proposal	<p>Our company's model for providing translation and interpreting services uses the Service Delivery methodology, which uses the contractor-interpreter model for our labor costs. Thus, the operations of the company's budget items will be included in the hourly costs, and we will use the format of Appendix F to the best of our ability. Will this be an acceptable way to delineate service costs?</p>	Yes

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5			Should the Cost Proposal pages be separated from the rest of the Technical Proposal?	
6			As a Small Business, we have never been required to do a formal audit, which, we are told, can be cost-prohibitive. Thus, we would like to know if, as in our last proposal, we can use a Letter of Good Standing from our Bank, Synovus Bank, for the years provided in the RFP.	Yes
7			Please confirm that Proposals may be submitted electronically and thus will not need to be submitted in hard copy.	Yes
8			When ASL interpreter is not available within a one-to-two-hour distance from the DHR location needing the service, may Video Remote Interpretation services be used, providing qualified, certified, and experienced FL interpreters? This can drastically reduce travel costs.	Remote Assistance is allowed but at counties 'discretion.

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9	Section 4.2.5.2	Vendor Financial Stability	As a Small Business, we have never been required to do a formal audit, which, we are told, can be cost-prohibitive. Thus, we would like to know if, as in our last proposal, we can use a Letter of Good Standing from our Bank, Synovus Bank, for the years provided in the RFP.	Yes