

## Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.

**Instructions:** Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question ID	Reference (page number, section number, paragraph)	Specific Language	Question	Answers
<i>Example</i>	<i>Page 7, section 1.15, C</i>	J. Vendors may submit multiple bid	<i>May vendors submit more than one bid?</i>	<i>yes See section 1.15, J</i>
1	n/a	n/a	What is the estimated value/budget of the contract?	<i>Not Applicable</i>
2	Page 10, section 2.2	Languages to be provided for individuals with LEP/NEP may include, but are not limited to the following:	Could you please share past usage statistics broken down by service and language?	<i>Total statistics for all DHS divisions are not available, though DHS does have data from a division provided in Attachment H. The primary utilization on this contract will be Spanish and Marshallese. Refer also to Addendum 2 and Attachment H.</i>
3	n/a	n/a	What is the name of the incumbent(s) and their contract number(s)?	<i>Not Applicable</i>
4	n/a	n/a	Did the incumbent cover every single assignment successfully?	<i>Not Applicable</i>
5	n/a	n/a	What challenges have you faced with similar scope of work from vendors you worked with?	<i>The scope of work included in this IFB has been revised and expanded to better reflect the current needs of the State. No direct comparison is applicable.</i>
6	n/a	n/a	In order for the incumbent not to have an advantage over the other bidders, could you please provide the incumbent rates for each of the services requested in this solicitation?	<i>Not Applicable</i>
7	n/a	n/a	If there is no incumbent, please describe how you are obtaining translation and interpreting services up to now and what you are paying for the service.	<i>Not Applicable</i>

8	n/a	n/a	Can we ask for a debriefing in case we are not awarded?	<i>No 'debrief' on a solicited service is possible prior to the conclusion of the contract development process for that service. Once this process is concluded, DHS may perform a 'debrief' at our own discretion when a determination is made that State resources are available and it is advantageous to the State of Arkansas to do so. If such a determination is made, DHS will contact requesting bidders.</i>
9	Page 12, section 2.4, item D.	The Contractor shall provide certified and non-certified interpreters of foreign language (simultaneous and/or consecutive).	Simultaneous interpreting is charged differently. Could you amend the rate sheet to allow separate interpreting rates for simultaneous services?	<i>The State does not currently require simultaneous interpreting services. Refer to Addendum 2 and revised solicitation.</i>
10	Page 12, section 2.4, item E	in the media format requested by DHS	In what formats are the documents to be translated? Are there InDesign files?	<i>Generally, documents are provided in PDF or Microsoft Word format and returned in the same format. Refer also to Section 2.4.E.2.e</i>
11	Page 11, section 2.4	Contractor shall provide qualified personnel and resources to provide verbal interpretation	What is the average length of an interpreting assignment?	<i>The following are average length of assignments though actual lengths may vary: up to four (4) hours for family time, evaluations, or assessments. Up to one (1) hour for interviews and hearings. Less than fifteen (15) minutes for questions.</i>
12	Page 11, section 2.4, item B	Contractor must have an operational toll-free number, within the United States, to access all services.	Will the on-demand over the phone interpreting service be used by a call center? If so, which line(s) will be covered?	<i>No, service will be requested by case from county offices.</i>
13	Page 12, section 2.4, item D.	The Contractor shall provide certified and non-certified interpreters	In the event there is no certified interpreter available, are you willing to re-schedule or do you prefer that the vendor provides a qualified interpreter instead?	<i>In the event there is no ATA certified interpreter available for a non-adjudication event, qualified interpreters will be considered for a reduced rate. However, where court certified interpreters are required, substitution for a qualified interpreter will not be acceptable.</i>
14	Page 10, section 2.3	The Contractor must be registered to do business in the State of Arkansas. For verification purposes, Contractor must submit official documentation of their active registration from the Arkansas Secretary of State's Office.	We are based in California; can the registration with the Arkansas Secretary of State be submitted upon award?	<i>Registration with the Arkansas Secretary of State must be submitted upon request prior to the initial start of any resulting contract. See Addendum 1 and revised solicitation minimum qualifications.</i>
15	n/a	n/a	Is there a preference for local offerors?	<i>No</i>

16	Page 7, section 1.19	MINORITY AND WOMEN-OWNED BUSINESS POLICY	Is there a preference for minority and/or women-owned businesses?	No
17	Page 10, section 2.2	Services include: Foreign Language interpretation (In-Person or Remote including telephone or video)	Are video remote interpreting services needed on demand too or just pre-scheduled?	Primarily the state will pre schedule remote interpreting services. However, on the rare occasion a request for services on demand may be made.
18	n/a	n/a	In which cases are on-demand video remote interpreting services needed?	Refer to answer to question 17.
19	Page 3, section 1.8	Official Bid Price Sheet	Can we include a minimum fee for interpreting assignments (e.g., 2 hours)?	No
20	Page 3, section 1.8	Official Bid Price Sheet	Can we include a minimum fee for translation services (e.g., \$100)?	No
21	Page 7, section 1.23	a vendor's past performance with the State may be used to determine if the vendor is "responsible."	Is experience within the state of Arkansas a condition to be considered responsible or is experience in other states valid too?	Experience within the State of Arkansas is not required to meet the minimum qualification requirement at Section 2.3.F: Interpreters and translators must have at least one (1) year of experience providing interpreter and/or translation services within the last five (5) years. This requirement applies to each kind of service specified in the scope of work.