

ATTACHMENT D: BIDDER RESPONSE FORM

This form is broken into Seven sections: Section 1. Administrative Response; Section 2. EO 18-03 Response; Section 3. Washington Small Business; Section 4. Certified Washington Veteran-owned Business; Section 5. Management Response; Section 6. Technical Response; and Section 7. Quotation/Cost Proposal. Bidders must respond to all questions in the order and in the expandable space provided. If a question requires Bidder to submit additional documents, please attach them to this document and label them clearly as part of your response to this Attachment D.

1	BIDDER INFORMATION (ADMINISTRATIVE RESPONSE)	MAXIMUM TOTAL POINTS
	<p>Bidder's response to the questions in this Section 1, combined with the information provided in Bidder's Submittal Letter and Certifications and Assurances, comprise Bidder's Administrative Response to this Solicitation. While the Administrative Response is not given a number score, the information provided as part of Bidder's Administrative Response may cause the Bid to be disqualified and may be considered in evaluating Bidder's qualifications and experience.</p>	
a	<p>Please indicate whether you employ or Contract with current or former state employees. If the answer is yes, provide the following information with respect to each individual: 1. name of employee or contractor; 2. the individual's employment history with the State of Washington; 3. a description of the Individual's involvement with the response to this Solicitation; and 4. the Individual's proposed role in providing the services under this any Contract that may be awarded.</p> <p>ANSWER: NO</p>	NOT SCORED
b	<p>Please list the names and contact information of three individuals you agree may serve as Bidder references and may freely provide information to DSHS regarding the reference's experience and impressions of Bidder. In providing these names, Bidder represents that it shall hold both DSHS and the organizations and individuals providing a reference harmless from and against any and all liability for seeking and providing such reference.</p> <p>ANSWER: Elyse Bankson, Tacoma Public School District (253)571-1088 Railene Gordon, Tacoma Public School District (253) 571-1276 Jeannette Tejada, Yakima School District (509)573-5062</p>	NOT SCORED
c	<p>Please indicate whether your Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation.</p> <p>ANSWER: NO</p>	NOT SCORED
d	<p>Please indicate whether you are requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A. If so, state the page of Attachment A on which the text you request to change is found, and state the specific changes you are requesting. DSHS shall be under no obligation to agree to any requested changes, and will not consider changes to contract language or negotiate any new language not identified in response to this question.</p> <p>ANSWER: NO</p>	NOT SCORED

e	<p>If Bidder considers any information that is submitted as part of its Response to be proprietary, please identify the numbered pages of Bidder's Response containing such information and place the word "Proprietary" in the lower right-hand corner of each of these identified pages.</p>	NOT SCORED
f	<p>ANSWER: N/A</p> <p>Please indicate whether you have had a contract terminated for cause or default within the past five (5) years. If so, please provide the terminating party's name, address and telephone number and provide a summary describing the alleged deficiencies in Bidder's performance, whether and how these alleged deficiencies were remedied and any other information pertinent to Bidder's position on the matter. "Termination for Cause" refers to any notice to Bidder to stop performance due to Bidder's asserted nonperformance or poor performance and the issue was either (a) not litigated; (b) litigated with a resulting determination in favor of the other party; or (c) is the subject of pending litigation.</p>	NOT SCORED
g	<p>ANSWER: No</p> <p>Please identify any prior contracts Bidder has entered into with the State of Washington within the past ten (10) years and identify the dates and nature of the contract and primary agency contact for each.</p>	NOT SCORED
h	<p>ANSWER: Sign Language Interpreting Contract – 02120 – DES/DSHS</p> <p>Please indicate whether Bidder has been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation. If the answer is yes, please list the nature of the allegations, docket number, disposition and date (if applicable) and Bidder's explanation of how it has changed its practices or operations relative to any alleged deficiencies since that proceeding was filed.</p>	NOT SCORED
i	<p>ANSWER: No</p> <p>Please describe your proposed plans for the use of Subcontractors in performing this Contract, listing each Subcontractor, its proposed role, and the estimated percentage of the Contract that will be performed by each Subcontractor. Please indicate whether each Subcontractor self-identifies or is certified as a Washington small business, a minority-owned business, a woman-owned business, a disadvantaged business enterprise, or a veteran-owned business. If the answer is yes, please identify the type of organization(s) and provide details of any certifications. Note that all Subcontractors must be approved by DSHS.</p>	NOT SCORED
	<p>ANSWER: No use of Subcontractors but I will use Independent Contractors for fulfilling ASL requests.</p>	

J	Please describe any programs, policies or activities of your organization that support human health and environmental sustainability in your business practices. If a program, policy or activity is specifically applicable to this Contract, please indicate so.	NOT SCORED
	ANSWER: N/A	
K	Please write the region or regions your firm can provide services, and if necessary, please list any counties where your firm is unable to provide coverage. Region 1 – Counties: Klickitat, Yakima, Kittitas, Chelan, Okanogan, Douglas, Grant, Benton, Franklin, Walla Walla, Columbia, Garfield, Asotin, Adams, Whitman, Spokane, Lincoln, Ferry, Stevens, Pend Oreille Region 2 – Counties: Whatcom, Skagit, Snohomish, King Region 3 – Counties: Clallam, Jefferson, Grays Harbor, Mason, Kitsap, Pierce, Thurston, Pacific, Lewis, Wahkiakum, Cowlitz, Clark, Skamania	NOT SCORED
	ANSWER Region 1, Region 2, Region 3	
J	As a separate attachment, please provide your firm's internal protocol for investigating and reporting an alleged violation by an Interpreter of RID's Code of Professional Conduct.	NOT SCORED
	PROVIDED AS SEPARATE ATTACHMENT	
2	BIDDER EO 18-03 CERTIFICATION	MAXIMUM TOTAL POINTS
EO	Are your employees required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver? Please Note: Points for this question will be awarded to bidders who respond that they do not require these clauses and waivers. If you certify here that your employees are NOT required to sign these clauses and waivers as a condition of employment, and you are the successful Bidder, a term will be added to your Contract certifying this response and requiring notification to DSHS if you later require your employees to agree to these clauses or waivers during the term of the Contract.	5
	ANSWER: No	
3	BIDDER CERTIFICATION – WASHINGTON SMALL BUSINESS	MAXIMUM TOTAL POINTS

<p>Are you a Washington Small Business as defined under RCW 39.26.010?</p> <p>According to Chapter 39.26.010 RCW, to qualify as a Washington Small Business, Bidder must meet three requirements:</p> <ol style="list-style-type: none"> <i>Location.</i> Bidder's principal office/place of business must be located in and identified as being in the State of Washington. A principal office or principal place of business is a firm's headquarters where business decisions are made and the location for the firm's books and records as well as the firm's senior management personnel. <i>Size.</i> Bidder must be owned and operated independently from all other businesses and have either: (a) fifty (50) or fewer employees; or (b) gross revenue of less than seven million dollars (\$7,000,000) annually as reported on Bidder's federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years. <i>WEBS Certification.</i> Bidder must have certified its Washington Small Business status in Washington's Electronic Business Solution (<u>WEBS</u>). 	<p>5</p>
<p>ANSWER: Yes</p> <p>4 BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS</p> <p>Are you a Certified Washington Veteran-Owned Business as defined under RCW 43.60A.190?</p> <p>According to Chapter 43.60A.190 RCW, to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet four requirements:</p> <ol style="list-style-type: none"> <i>51% Ownership.</i> Bidder must be at least fifty-one percent (51%) owned and controlled by: <ol style="list-style-type: none"> <i>A veteran is defined as every person who at the time he or she seeks certification has received a discharge with an honorable characterization or received a discharge for medical reasons with an honorable record, where applicable, and who has served in at least one of the capacities listed in RCW 41.04.007;</i> <i>A person who is in receipt of disability compensation or pension from the Department of Veteran's Affairs; or</i> <i>An active or reserve member in any branch of the armed forces of the United States, including the national guard, coast guard, and armed forces reserves.</i> <i>Washington Incorporation/Location.</i> Bidder must be <u>either an entity that is incorporated in the</u> 	<p>MAXIMUM TOTAL POINTS</p> <p>5</p>

<p>state of Washington as a Washington domestic corporation <u>or, if not incorporated, an entity whose principal place of business is located within the State of Washington.</u></p> <p>c. <u>WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington's Electronic Business Solution (WEBS).</u></p> <p>d. <u>WDVA Certification. Bidder must have provided certification documentation to the Washington Department of Veterans' Affairs (WDVA) and be certified by WDVA and listed as such on WDVA's website (WDVA – Veteran-Owned Businesses).</u></p>	
ANSWER: NO	

5 BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)		MAXIMUM TOTAL POINTS
MANDATORY EXPERIENCE AND QUALIFICATIONS		
A	Does your firm possess a Washington State business license; or able to obtain one within 30 calendar days of being awarded a new contract? ANSWER: Yes	PASS/FAIL
B	Does your firm subcontract with an existing pool of qualified ASL interpreters registered with ODHHS? ANSWER: Yes	PASS/FAIL
C	Is your firm headquartered in the State of Washington? ANSWER: Yes	PASS/FAIL
DESIRED EXPERIENCE AND QUALIFICATIONS		
A	Please describe your experience, skills, and qualifications that demonstrate your ability to satisfy this solicitation's Contract. Please include any relevant experience coordinating ASL interpreters that makes your business uniquely qualified for the Contract. ANSWER: ASL Professionals has been in business and doing business in the State of Washington for over 20 years. Kari Owen, the owner of ASL Professionals is a CODA (child of Deaf adult), who was born and raised around the Deaf community. With the knowledge of the Deaf clients requesting and needing services, Kari is able to put her expertise in matching interpreter skills with the Deaf client needs. ASL Professionals is a family run business with deep roots and a heart for the Deaf community which is apparent in the efforts Kari takes to ensure all requests get prompt attention which ensures she will work until the request is complete.	15
B	Please provide the number of ASL interpreters registered with ODHHS who you currently subcontract with; and, if you are a successful Bidder, will use to provide services under the Contract. (NOTE: The Bidder with the highest number of interpreters will receive the maximum allowable points. Bidders with a lower number of interpreters will receive proportionately fewer points based on the highest number as follows: lower number/higher number * available points = total points awarded). ANSWER: 125 Interpreters	20
C	Please describe how you determine interpreters' skills for various kinds of appointments, so the interpreters meet the clients' communication style to promote effective communication in critical situations. ANSWER: If the client is not known to ASL Professionals or is a situation that requires/needs a CDI such as DCYF, investigation, APS, etc I will make sure that an interpreter with over 20 years certified experience AND a CDI/QDI	30

	is scheduled for the assignment. This will ensure that communication will be effective as the CDI/QDI will be able to break down and assess language. I will then ask the interpreters for feedback/suggestions on client's language and needs moving forward for future appointment.	
D	Please describe how you will consistently acquire updated interpreter schedules. Include and describe in detail your scheduling and booking process or system that enables you to respond to and book interpretation services, and how you will maintain uninterrupted service. ANSWER: ASL Professionals is currently using some in house scheduling calendars. ASL Professionals uses a variety of Excel sheets with Interpreter availability and with constant communication between ASL Professionals and the Independent Contractors I am usually able to receive a response from any number of interpreters to their availability within 30 minutes of contacting them. I believe this has been evident with the fill rate of ASL Professionals on the current contract with DES/DSHS.	30
E	Please describe your process for booking appointments in which there are more than one Deaf, DeafBlind, hard of hearing, late deafened, or Deaf Disabled person. ANSWER: My process for booking appointments that are requesting more than one interpreter is to assess the client needs, type of appointment, and location. I will then look at my calendar to see who is already busy, accepting jobs, etc. I will email/call/text the interpreters that we see fit for the job. The assignments that do not request more than one interpreter but will need more than one I will get ahead of the requestor and explain the need and the type of interpreters needed and the reason.	20
F	Please describe how you will handle a situation where the interpreter(s) arrive and are unable to provide effective communication access. ANSWER: If an interpreter arrives at an appointment and is unable to provide effective communication, I will speak with the interpreter or the requestor to find out what the possible issue may be. I will either find a replacement interpreter to go to the assignment or ask that the appointment be rescheduled so I may investigate and find out what exactly the client needs may be. I will absolutely ensure a CDI/QDI is present if there wasn't one at the initial appointment.	20
G	Please describe your method for ensuring an Interpreters safety during unscheduled home visits where the client is unknown. ANSWER: ASL Professionals always makes sure the interpreters assigned to unscheduled home visits has the phone number/contact information for the social worker who will be doing the home visit. I instruct the interpreter to not enter the home or try to enter the home without the worker. ASL Professionals are not to be inside the home without a State	15

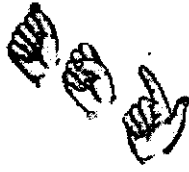
employee present for their safety. If the social worker does not show up, interpreter is to not go up to the home as its unannounced and their safety could be at risk.	
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6 BIDDER'S SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)		MAXIMUM TOTAL POINTS
A	<p>For each category below, please state the time needed by your firm to confirm receipt of a sign language interpreter request received during non-standard business hours (Monday-Thursday; 5:00pm – 8:00am Pacific Time/Friday 5:00pm – Monday 8:00am Pacific Time, including holidays).</p> <p>ANSWER:</p> <p style="padding-left: 40px;"><u>Non-Standard Business Hours</u></p> <p style="padding-left: 40px;">Less than 12-hour notice: 1 hr</p> <p style="padding-left: 40px;">12–24-hour notice: 1 hr</p> <p style="padding-left: 40px;">24-48-hour notice: 1 hr</p> <p style="padding-left: 40px;">48-72-hour notice: 1 hr</p> <p style="padding-left: 40px;">72–120-hour notice: 1 hr</p> <p style="padding-left: 40px;">120 hours' + notice: 1 hr</p> <p>ASL Professionals works 24/7 so 1 hour to confirm receipt of a request is more than enough time.</p>	15
B	<p>For each category below, please state the time needed by your firm to confirm receipt of a sign language interpreter request received during standard business hours (Monday – Friday; 8:00am -5:00pm Pacific Time, not including holidays).</p> <p>ANSWER:</p> <p style="padding-left: 40px;"><u>Standard Business Hours</u></p> <p style="padding-left: 40px;">Less than 12-hour notice: 1 hr</p> <p style="padding-left: 40px;">12–24-hour notice: 1 hr</p> <p style="padding-left: 40px;">24-48-hour notice: 1 hr</p> <p style="padding-left: 40px;">48-72-hour notice: 1 hr</p>	Not Scored

C	<p>72-120-hour notice: 1 hr 120 hours' + notice: 1 hr</p> <p>For each category below, please state the time needed by your firm to accept or deny an interpreter request received during non-standard business hours (Monday-Thursday: 5:00pm – 8:00am Pacific Time/Friday 5:00pm – Monday 8:00am Pacific Time, including holidays).</p> <p>ANSWER:</p> <p>Non-Standard Business Hours Less than 12-hour notice: 2 hours 12-24-hour notice: 2 hours 24-48-hour notice: 2 hours 48-72-hour notice: 2 hours 72-120-hour notice: 2 hours 120 hours' + notice: 4 hours</p>	15
D	<p>For each category below, please state the time needed by your firm to accept or deny an interpreter request received during standard business hours (Monday – Friday; 8:00am -5:00pm Pacific Time, not including holidays)</p> <p>ANSWER:</p> <p>Standard Business Hours Less than 12-hour notices: 2 hours 12-24-hour notice: 2 hours 24-48-hour notice: 2 hours 48-72-hour notice: 2 hours 72-120-hour notice: 2 hours 120 hours' + notice: 4 hours</p>	Not Scored

7	BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)	MAXIMUM TOTAL POINTS
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<p>A Please provide the booking fees your firm will charge for services rendered and the service category corresponding to those charges.</p> <p>ANSWER: Standard Business hours: \$65 Non-Standard Business hours: \$100</p>	<p>20</p>
<p>B Please fully describe any assumptions Bidder has made that affect its proposed total charges, if those assumptions are not explicitly addressed in Attachment A, Sample Contract.</p> <p>ANSWER: N/A</p>	<p>Not Scored</p>



ASL Professionals

American Sign Language Interpreting Services

Attachment D

Letter j

“As a separate attachment, please provide your firm’s internal protocol for investigating and reporting an alleged violation by an Interpreter of RID’s Code of Professional Conduct”

If ASL Professionals receives a complaint of a violation of the Code of Professional Conduct, ASL Professionals will immediately begin to do the following:

*Contact all parties involved in the alleged violation. ASL Professionals would explain the process to file a complaint with RID or BEI and that the interpreter in question will not be assigned to future appointments with the client/requestor

*ASL Professionals would notify ODHH with all the information on the violation including the involved parties

*ASL Professionals would be in contact with all the parties involved to understand what may have happened. ASL Professionals will have the interpreter read through the Code of Professional conduct again and will discuss what steps can be taken to ensure this doesn’t happen in the future. ASL Professionals will make documentation and make sure and share with ODHH and the appropriate parties on the end resolution. ASL Professionals will follow up with RID/BEI as necessary. If the interpreter is indeed found in violation by RID/BEI then the interpreter will be removed from the interpreter roster.

*ASL Professionals takes a serious stand on adhering to the Code of Professional conduct and will NOT tolerate a violation.

Kari Owen

Owner, ASL Professionals