

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) 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.	MAXIMUM TOTAL POINTS
a	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.	NOT SCORED
	ANSWER: No	
b	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.	NOT SCORED
	ANSWER: Kelly Johnson Kelly@signingresources.com Tonya Nielson tonya@asnwonline.com Ryan Haddan ryan.haddan@gmail.com	
c	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.	NOT SCORED
	ANSWER: No	
d	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.	NOT SCORED
	ANSWER: No	

e	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.	NOT SCORED
	ANSWER: List of contracted interpreters	
f	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.	NOT SCORED
	ANSWER: No	
g	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.	NOT SCORED
	ANSWER: ASL Interpreter contract (prior to the current DES contract)	
h	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.	NOT SCORED
	ANSWER: No	
i	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.	NOT SCORED
	ANSWER: The CODAs Plus scheduler will respond immediately to the request, check the CODAs Plus online schedule to see available interpreters in the given time frame, contact the interpreter to confirm, and inform the requester of the confirmed	

	interpreter’s name and reconfirm the date, time, and location of the appointment. The information will be added to codasplus.com (scheduling system) along with the worker’s name and cell number. Any extenuating circumstances that need to be relayed to the interpreter will be included in the documentation in the secure website or will be relayed with a phone call to the interpreter. See attached Supplemental Information Sheet for Subcontractor list	
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: While no formal programs or policies are established for human health support, the owners of CODAs Plus do support the needs of the community in their free time. Including, but not limited to, welfare checks for family members, interpreting conversations with hearing family members in order to support healthy relationships and mental health, and assistance in locating resources. We also encourage subcontractor interpreters to do the same if they are comfortable doing so. CODAs Plus has become a paperless agency which supports environmental sustainability.	
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 – <i>Counties</i> : Klickitat, Yakima, Kittitas, Chelan, Okanogan, Douglas, Grant, Benton, Franklin, Walla Walla, Columbia, Garfield, Asotin, Adams, Whitman, Spokane, Lincoln, Ferry, Stevens, Pend Oreille Region 2 – <i>Counties</i> : Whatcom, Skagit, Snohomish, King Region 3 – <i>Counties</i> : Clallam, Jefferson, Grays Harbor, Mason, Kitsap, Pierce, Thurston, Pacific, Lewis, Wahkiakum, Cowlitz, Clark, Skamania	NOT SCORED
	ANSWER: 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
	<i>PROVIDED AS SEPARATE ATTACHMENT</i>	
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?	5

	<p>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.</p>	
	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> <ul style="list-style-type: none"> a. <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. b. <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. c. <i>WEBS Certification.</i> Bidder must have certified its Washington Small Business status in Washington’s Electronic Business Solution (WEBS). 	5
	ANSWER: Yes	
4	BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS	MAXIMUM TOTAL POINTS
	<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> <ul style="list-style-type: none"> a. <i>51% Ownership.</i> Bidder must be at least fifty-one percent (51%) owned and controlled by: 	5

	<p>1. 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;</p> <p>2. A person who is in receipt of disability compensation or pension from the Department of Veteran’s Affairs; or</p> <p>3. 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.</p> <p>b. Washington Incorporation/Location. Bidder must be <u>either</u> an entity that is incorporated in the state of Washington as a Washington domestic corporation <u>or, if not incorporated,</u> an entity whose principal place of business is located within the State of Washington.</p> <p>c. WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington’s Electronic Business Solution (WEBS).</p> <p>d. 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).</p>	
ANSWER: No		

5	BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)	MAXIMUM TOTAL POINTS
	MANDATORY EXPERIENCE AND QUALIFICATIONS	Pass/Fail
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?	PASS/FAIL
	ANSWER: Yes	
B	Does your firm subcontract with an existing pool of qualified ASL interpreters registered with ODHH?	PASS/FAIL
	ANSWER: Yes	
C	Is your firm headquartered in the State of Washington?	PASS/FAIL
	ANSWER: Yes	
	DESIRED EXPERIENCE AND QUALIFICATIONS	MAXIMUM TOTAL POINTS
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.	15
	ANSWER: CODAs Plus has been providing interpreting services in Oregon and SW Washington as an agency for 20 years. The CODAs Plus coordinator, who is an RID interpreter has been interpreting in Washington for 40+ years and is thoroughly familiar with the community. Knowing the community, Deaf, hard of hearing, and DeafBlind clients, and many of the interpreters, allows for a knowledge of communication styles. Always, preferences are honored if possible. Having only 1 person responsible for scheduling maintains confidentiality and allows changes to be made if a better fit interpreter becomes available or complications arise. CODAs Plus is proud to have over a 99% appointment fill rate.	
B	Please provide the number of ASL interpreters registered with ODHH 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).	20
	ANSWER: 41 from the current list of approved interpreters, but if CODAs Plus is awarded a contract, all additional area interpreters will register immediately.	
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.	30
	ANSWER: Interpreters subcontracting with CODAs Plus must first be RID certified. CODAs Plus considers the interpreters background, education, and experience. Feedback from the Deaf community is valued, respected and encouraged.	

	<p>Interpreters send in their Resume or qualifications and are interviewed with references. Interpreters come to us from a personal recommendation from another well-respected interpreter in the community. During the interview interpreters are asked about their prior experiences, areas of expertise, or their preferences and specialties to better match the interpreter to the deaf client/patient. All of our interpreters are Oregon Medical certified.</p>	
D	<p>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.</p>	30
	<p>ANSWER: CODAs Plus has a robust online, HIPPA secure, website that we use. https://codasplus.com It is a nationally recognized scheduling system that stores the information securely in a cloud-based secure system. The scheduler has constant contact with the schedule. Requesters have the ability to log in and add appointments. The scheduler can add appointments quickly and easily at any moment. Since we have about 12 full time contracted interpreters who are available all day every day and maintain an on-call schedule for evenings, nights and weekends, interpreters are available 24/7. We have a total of 133 interpreters in and around Southwest Washington and Oregon. Because the scheduler has access to real time schedules and updates to the schedule, they could see if someone got a cancelation or has free time at any given moment. The full-time interpreters mark themselves off if they need time in their day for a personal appointment. The scheduler is in contact with the team to know updates to their appointments and to the day's schedule. It is an everyday, multiple times a day, occurrence that the scheduler takes calls to add last minute same day or next day appointments. We have many last-minute appointments and because the scheduler has access to real time schedules, they are able to add appointments to the interpreter's day. When an appointment is entered, the scheduling system sends an email to the specific interpreter to alert them an appointment has been entered. At midnight each day the system sends out an email to each interpreter with their schedule for the upcoming day. Then 30 minutes before the appointment, the system sends a text reminding them of the upcoming appointment. No HIPPA details are included on those emails or texts, just date and times with a link to the system for more information.</p> <p>If it is an immediate emergent appointment, the scheduler also calls or texts the interpreter to alert them that a last-minute appointment has been added and make sure they are able to do it. The interpreters are in contact all day with the scheduler if any problems arise. I.e. car breaks down, flat tire, traffic is bad which will cause them to arrive late to an appointment, etc.</p> <p>Because we have worked in Southwest Washington for so many years, we can more easily schedule interpreters. We are familiar with the locations, clientele, and requesters. If you know the area, you can decipher how long drive time will be and any snafus that might occur. In our scheduling system is built in a map to the location with directions to the appointment for the interpreter.</p> <p>We have a 99.5 % fill rate because we have a dedicated team of interpreters who work hard to provide super service and we have a scheduler who can see exactly where the interpreters are and who has an opening. They also have access to the other interpreters through texting to quickly find someone who is available and can coordinate which interpreter would be</p>	

	<p>best for the job. Because the scheduler is an interpreter themselves, they know the questions to ask the requester to be able to provide the best fit for that appointment. Our system has a section for client notes so we can document things like the DeafBlind patient needs the interpreter to wear only white clothing, or client’s preference is female only interpreters. Valuable information to provide the best service.</p> <p>We are always working to contract with the best interpreters for the variety of clients we serve. We work hard mentoring new DI interpreters by providing scholarships for their training and pairing them with seasoned DI to learn best practices. We have about 15 Deaf interpreters and use them often.</p> <p>Someone is on call 24/7 so a live person will answer the phone when a need arises. If they are on another call you might have to leave a message, but you will get a return call asap. We provide interpreters to several area hospitals, so the team trades off being on call nights and weekends.</p> <p>We have a system and a team that makes scheduling and filling requests as seamless as possible in an ever-evolving world.</p>	
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.	20
	<p>ANSWER: First and foremost, we will gather information about the specific needs of the appointment to be able to determine the needs of the deaf persons who are attending. When multiple deaf clients are in attendance, we would need to ensure each client will have their needs met. Depending on the length of the meeting, if there are Deaf and DeafBlind clients attending, or children or Deaf Disabled we would match the needs with the interpreters provided. In that example, if the meeting was 2 hours in length with a variety of Deaf attending, we would need to provide a team of 2 interpreters and a team of interpreters for the DeafBlind tactile client. If it is a client with minimal language or a child, or a client who uses another Signed Language we would need to employ a CDI, DI or an interpreter who is fluent in their target language.</p>	
F	Please describe how you will handle a situation where the interpreter(s) arrive and are unable to provide effective communication access.	20
	<p>ANSWER: Should an interpreter arrive at the appointment and realizes that they are unable to provide effective communication, they immediately will contact the coordinator to inform them of the situation and request a replacement. The coordinator will dispatch a replacement interpreter as immediately as possible. If all efforts are exhausted or a replacement interpreter, the appointment may have to be rescheduled.</p>	
G	Please describe your method for ensuring an Interpreter’s safety during unscheduled home visits where the client is unknown.	15
	<p>ANSWER: Unannounced home visits require special rules that are communicated to the interpreters before the appointment. Interpreters should always maintain a safe distance and an exit plan when entering an unknown or potentially threatening situation. Interpreter will be coached on this and given as much information as is available and</p>	

	<p>appropriate. The interpreter will be given the worker’s cell number so they can meet away from the home beforehand and go into the home together with the worker. The interpreter is not allowed to go to the door of the deaf person without the worker being present. Given it is an unannounced home visit the interpreter will be aware that this potentially be upsetting the client, and they should be aware of that added dynamic.</p>	
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6	BIDDER’S SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)	MAXIMUM TOTAL POINTS
A	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).	15
	<p>ANSWER:</p> <p style="margin-left: 40px;"><u>Non-Standard Business Hours</u></p> <p style="margin-left: 40px;">Less than 12-hour notice: 30 minutes</p> <p style="margin-left: 40px;">12–24-hour notice: 30 minutes</p> <p style="margin-left: 40px;">24-48-hour notice: 30 minutes</p> <p style="margin-left: 40px;">48-72-hour notice: 60 minutes</p> <p style="margin-left: 40px;">72–120-hour notice: 60 minutes</p> <p style="margin-left: 40px;">120 hours’ + notice: 60 minutes</p>	
B	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).	Not Scored
	<p>ANSWER:</p> <p style="margin-left: 40px;"><u>Standard Business Hours</u></p> <p style="margin-left: 40px;">Less than 12-hour notice: 30 minutes</p> <p style="margin-left: 40px;">12–24-hour notice: 30 minutes</p>	

	24-48-hour notice: 30 minutes 48-72-hour notice: 60 minutes 72–120-hour notice: 60 minutes 120 hours’ + notice: 60 minutes	
C	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).	15
	ANSWER: <p style="text-align: center;"><u>Non-Standard Business Hours</u></p> Less than 12-hour notice: 30 minutes 12–24-hour notice: 30 minutes 24-48-hour notice: 60 minutes 48-72-hour notice: 60 minutes 72–120-hour notice: 60 minutes 120 hours’ + notice: 60 minutes	
D	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)	Not Scored
	ANSWER: <p style="text-align: center;"><u>Standard Business Hours</u></p> Less than 12-hour notices: 30 minutes 12–24-hour notice: 30 minutes 24-48-hour notice: 60 minutes 48-72-hour notice: 60 minutes 72–120-hour notice: 60 minutes 120 hours’ + notice: 60 minutes	

7	BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)	MAXIMUM TOTAL POINTS
A	Please provide the booking fees your firm will charge for services rendered and the service category corresponding to those charges.	20
	ANSWER: \$60 per appointment for In-Person Emergency Interpreter Services and In-Person Non-Emergency Interpreter Services	
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.	Not Scored
	ANSWER: Subcontracted interpreters for CODAs Plus are covered under their General Liability and Error and Omissions insurance. At this moment, they are not required to have separate insurance coverage. They are covered when performing duties for CODAs Plus appointments.	