

**STATE OF WASHINGTON**

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**

**PO Box 45811, Olympia WA 98504-5811**

DATE: October 28, 2024

TO: RFQQ # 2335-842 Bidders

FROM: Berle Ross, Solicitation Coordinator

DSHS Office of the Deaf and Hard of Hearing

SUBJECT: Amendment No. 01 –Change to the RFQQ #2335-842 and Bidder’s Q & A

**Change #1**

RFQQ #2335-842, **Section 6**. **Bidder Minimum Qualifications,** subsection a. is amended to read:

All Bidders must meet the following minimum qualifications:

1. Bidders must provide documentation proving they hold at least one of the following active certifications from the Registry of Interpreters for the Deaf (RID) or the National Association of the Deaf (NAD):

(1) Master Comprehensive Skills Certificate (MCSC)

(2) Comprehensive Skills Certificate (CSC)

(3) Reverse Skills Certification (RSC)

(4) Level IV Certification (NAD4)

(5) Level V Certification (NAD5)

(6) National Interpreter Certification Advanced (NICA)

(7) National Interpreter Certification Master (NICM)

(8) Interpretation Certificate (IC)

(9) Transliteration Certificate (TC)

(10) Certificate of Interpreting (CI)

(11) BEI Generalist, Advanced and Master

(12) National Interpreter Certifications (NIC)

(13) Certified Deaf Interpreters (CDI)

(14) Certification of Transliteration (CT)

**Change#2**

RFQQ#2335-842 Attachment D, Section 2 Bidder Mandatory Qualifications, Question G is amended to read:

Please select and provide documentation of at least one of the below active certifications that you hold:

|  |  |
| --- | --- |
|  | Master Comprehensive Skills Certificate (MCSC) |
|  | Comprehensive Skills Certificate (CSC) |
|  | Reverse Skills Certification (RSC) |
|  | Level IV Certification (NAD4) |
|  | Level V Certification (NAD5) |
|  | National Interpreter Certification Advanced (NICA) |
|  | National Interpreter Certification Master (NICM) |
|  | Interpretation Certificate (IC) |
|  | Transliteration Certificate (TC) |
|  | Certificate of Interpreting (CI) |
|  | BEI Generalist, Advanced and Master |
|  | National Interpreter Certifications (NIC) |
|  | Certified Deaf Interpreters (CDI) |
|  | Certification of Transliteration (CT) |

**Question #1:**

Clarifying question: Attachment D, page 4 does not list my certification: Certification of Transliteration (CT).  Will that be amended?

**A:** Please see **Change#1 and Change#2**

**Question #2:**

Is there a limit to how many individuals can become independent contractors?

**A:** No, there is no limit to how many individuals can become independent contractors.

**Question #3:**

If an interpreter becomes an independent contractor but has been sent to an

entity prior to that through an agency, can the agency prevent the interpreter

from providing services to that entity in the future?

**A:** No, the agency can not prevent the interpreter from providing services to that entity in the future.

**Question #4:** Will you eventually be merging the two contracts (DES and DSHS) and have it al under ODHH as it was prior to it going to DES?

**A:** We do not know at this time**.**

**Question #5:**

Historically, what is the demand in hours on an annual basis for each, onsite and VRI services?

**A:** This is not a VRI service contract. Currently, we do not have a contract for VRI services. For onsite appointments, for the 4th quarter of FY2023, sales data indicates 808,421 requests.

**Question #6:**

Historically, how many hours of service are required per location?

**A:** by location, I am assuming you mean site? For DSHS, there are over 800 hours requested annually, for employees. For clients, add another 800 hours. Other Departments depend of the number of active cases with Deaf people, which can be a daily need or a monthly need.

**Question #7:**

How many assignments are requested with 48 hours or less notice?

**A:** Most requests are submitted within 2 weeks, however, we encourage people to submit last minute requests to try and fill.

**Question #8:**

How many Deaf/Hard of Hearing individuals utilize the services?

**A:** The state of Washington has over 25 Deaf employees who use the contract. Most requests come from non-Deaf individuals who are required by law to provide reasonable accommodations.

**Question #9**:

What price the establishment is currently paying?

**A**: The hourly rates for the Interpreters are based on the initial date in which the Interpreter became Certified. We have King Co and State rates from 56.00 to 107.00 per hour.

**Question #10:**

Do you have staff providers? Do you direct-hire?

**A**: DSHS intends to award multiple contracts to qualified independents contractors who will provide Sign Language Interpreting Services.

**Question #11:**

Will this be a multiple award or single award

**A:** DSHS intends to award multiple contracts.

**Question #12**:

Historically, how many emergency requests have been made? How much advance notice will we receive for emergency requests.

**A:** We do not have data at this time.

**Question #13:**

How often are telephone call, instant messaging and fax or other modes of communication used for submitting interpreter requests? Are the vast majority of requests submitted via email?

**A:** All requests are required to be submitted through the online request system implemented and monitored by the Office of the Deaf and Hard of Hearing.

**Question #14**:

Can you please provide further clarification and an example of how this rate structure would work? ” Rates are based on the number of years since the initial date of the Contractor’s approved certification or ODHH credentials, provided there is no lapse in service. Rates are increased after every five (5) years of experience: increases are automatically added on the first day of their first day of their sixth, eleventh, sixteenth, twenty-first, twenty-sixth, and thirty-first years.”

**A:** Rates follow individual interpreters. The date of the initial approved certification puts the interpreter in the first bracket. The Interpeter automatically moves to the second bracket after 5 years and so on.

**Question #15:**

I notice under Section 6(a) ("Bidder Minimum Qualifications") of the RFQQ, and in Question G of Attachment D ("Bidder Response Form"), it lists a number of acceptable certifications for interpreters. "National Interpreter Certification" is omitted from that list.

The National Interpreter Certification (NIC) has been offered since 2005, and is currently the only generalist hearing sign language interpreter certification available from RID. ([https://rid.org/certification/available-certifications/](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Frid.org%2Fcertification%2Favailable-certifications%2F&data=05%7C02%7CSignlanguageinterpreters%40dshs.wa.gov%7Cd11cad0d27a2458da23108dce7f7bd03%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638640298415764759%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=GmuVG6E3IXUiaAOxY6E6oX8xrIPfWmtRuE4lsErlvn0%3D&reserved=0))  "NIC" is a distinct credential from "NIC Advanced" and "NIC Master," which are no longer offered as of 2011.

I would suggest that the "NIC" certification credential be added to the RFQQ, Attachment D, the sample contract, and other standard documents as appropriate.

**A:** Please see **change#1 and change#2**

**Question #16**: Can you please clarify if language service providers are authorized to submit responses under the solicitation mentioned above?

**A:** Only Certified Sign Language Interpreters can submit a response. This is not an agency procurement.

All other terms and conditions in this Solicitation remain the same.