



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
PO Box 45811, Olympia WA 98504-5811

DATE: August 22, 2024

TO: RFP # 2423-850 Bidders

FROM: Lauren Bragazzi, Solicitation Coordinator
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 05 – Bidder’s Q & A and Updates to Solicitation Schedule, Solicitation Document, Attachment A Sample Contract and Attachment D Bidder Response Form

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- Revisions throughout Solicitation Document, Attachment A Sample Contract, Attachment D Bidder Response Form
 - Updated Solicitation Schedule
 - Bidder’s Questions and Answers

DSHS has made substantial revisions throughout the Solicitation Document, Attachment A Sample Contract, and Attachment D Bidder Response Form. We advise bidders to review the amended documents thoroughly before preparing responses. Submissions must be assembled using the current documents or they will not be considered.

DSHS has also amended the Solicitation Schedule as follows:

Item	Action	Date
1.	DSHS posts Competitive Solicitation.	7/3/2024
2.	Prospective Bidders should register as a Vendor on WEBS using one of the commodities codes on the cover page of this Solicitation as soon as possible to receive notifications.	As soon as possible

Item	Action	Date
3.	Pre-Bid Conference at 11a.m. Pacific Time. Microsoft Teams Link - Pre-Bid Conference - RFP 2423-850 Spoken Language Interpreter Services CBA	7/22/2024
4.	Bidders may submit written questions or requests for change in Solicitation Requirements until 5 p.m. Pacific Time.	7/26/2024
5.	DSHS posts responses to written questions.	On or about 8/22/2024
6.	Bidders may submit written Complaints by 5 p.m. Pacific Time.	8/27/2024
7.	Bidders must submit a Response by 5 p.m. Pacific Time.	9/10/2024
8.	DSHS evaluates Written Responses.	On or about 9/11-9/18/2024
9.	Oral presentations, if requested by DSHS.	On or about 9/23-9/27/2024
10.	DSHS announces the Apparent Successful Bidder(s) on WEBS and begins contract negotiations.	On or about 9/30/2024
11.	DSHS notifies unsuccessful Bidder(s).	On or about 9/30/2024
12.	Bidders may request a Debriefing conference until 5 p.m. Pacific Time.	On or about 10/4/2024
13.	DSHS holds Debriefing conferences, if requested.	On or about 10/7-10/11/2024
14.	Deadline for submission of Protests by Bidders who participated in a debriefing conference.	Five business days after debriefing conference
15.	DSHS considers Protests, if any, and issues determination.	Ten business days after the date of the protest submission.
16.	Contract Execution/Start Date.	On or about 7/1/2025

Bidder's Questions and Answers
RFP# 2423-850

Question #1: Section 4, a Bidder must have knowledge of working with LAPs under the non-employee WFSE LAP CBA.

Are extra award points given taking into consideration contracts over the last 10 years?

A: Vendor experience is included within the scored questions of Section 5 in Attachment D Bidder Response Form. Number of years is not a scored metric.

Question #2: Section 4d . Bidder must maintain a Customer Service Center, operational 24/7, for Purchasers and LAPs.

Does this include LAP incidental questions, such as detailed invoicing questions, or can sufficient points be added if only time sensitive questions are answered at all hours with non-urgent messages being returned during business hours?

A: This is a requirement of the contract for all incidental questions from LAPs, providers, and the agency.

Question #3: The Contractor will submit a quarterly Issue Report to identify the following:

Documented changes in the number of LAPs participating under this contract. Is this for reporting actual numbers or specific trends

A: This vendor will be expected to provide actual numbers within this report.

Question #4: Pg. 13, Section 7 e. LAP Requirements, 2) The LAP has a valid tax registration number; Can this be either a TIN or UBI? Or are both always required?

A: TIN is required.

Question #5: Pg 14, 7j. The Contractors and its employees, volunteers, and board shall have no legal affiliations or connection to any subcontractor over which they have control or from whom they directly or indirectly benefit.

Does this mean that successful bidder may not assign any work to a distant relative that is a WA qualified LAP?

A: Correct, LAPs are covered by a specific CBA and cannot be employees of the contract.

Question #6: Pg 14, 8 b. Proof of Immunization and Additional Required Documentation. Does this require 100% compliance with the immunizations listed? Or tracking accurately? May they utilize a declination form for any of the vaccines? If so, which ones

A: 100% compliance with the immunizations is required for in-person (IPI) services. LAPs providing IPI must meet the minimum immunizations as outlined in Section 8 of the Special Terms and Conditions in the Attachment A Sample Contract.

Question #7: Pg 14 8 d, who must complete the background checks? Can it be submitted by the LAP?

A: LAPs must complete background checks annually by the Washington State Patrol. LAPs can provide a copy.

Question #8: Pg 16 9.b. Requests received outside the web-based application or bulk upload, will be accepted twenty-four (24) hours a day, seven (7) days a week, but may not be processed until the next business day. Urgent requests will be processed no later than the next business day, and non-urgent jobs will be processed within three business days. DSHS may approve an exception if extreme volumes occur. Exceptions must be submitted to DSHS for written approval.

Extreme volumes? What about difficult languages? To what exceptions are you referring?

A: You would identify the extreme volumes for your workload. Difficult languages would be considered an exception if you request an extension.

Question #9: 9 d. 1. Unless requested in writing from DSHS program staff, the Contractor must respond to DSHS by close of business within the below deadlines.

(1) Five business days for:

Written requests for information.

Requested reports.

Changes and edits for material and programming proposals.

Additional requests as documented in writing by the DSHS program staff.

Corrective Action Plans (CAPs).

What agency or departments currently send bulk uploads? Can we get a comprehensive list? And generally, how much lead time is given for bulk uploads?

A: All agencies within DSHS utilize bulk uploads. Please refer to Exhibit G Bulk Uploads of Attachment A Sample Contract.

Question #10: 11. c. Process and Procedure document(s). **Contract Monitoring.** The Contractor shall be subject to monitoring and evaluation requirements to ensure compliance with the terms and conditions of this Contract, The Contractors performance may be evaluated by DSHS quarterly or more often at DSHS sole discretion. All records requested by DSHS required to perform such monitoring shall be made available to the DSHS Contact and/or designee by the Contractor. Such records shall include, but not be limited to the Contractor's:

Incident Response Process;
Quality Assurance Plan; and
Process and Procedure document(s).

(Can the Process and Procedures be videos-based in lieu of documents?)

A: Videos cannot be in lieu of written documents.

Question #11: Pg 18, Funding – is the \$2 million for administrative portion only, and it should be understood that this is one project? So, for example if 4 vendors are selected it would be worth \$500,000 per vendor? How might differing volumes affect the amounts given to each vendor?

A: Up to a maximum administrative rate of \$2 million dollars will be payable to each Contractor on this Contract. The administrative rate includes the Contractor's costs of operations (salaries, accounting, information technology, supplies, utilities, etc). Differing amounts would be based upon the vendor's costs of operations.

Question #12: Pg 24, 9. Are points awarded for self-certified Small Business? Is there time to complete OMWBE certification?

A: Yes, we award points for self-certified small businesses. See Section 3 of Attachment D Bidder Response Form. Refer to [OMWBE](#) for certification process.

Question #13: Is electronic signature okay? Or are only blue ink signatures required?

A: Electronic signatures are accepted.

Question #14: Pg 28, Can you please clarify: Except for limits that are noted on the Bidder Response Form, Bidders may utilize as much space as is reasonably required to respond to each question, provided all questions are repeated? and remain numbered and ordered as set forth in Attachment D

A: You may use an additional page as long as the question you are responding to is identified. If you are responding to multiple questions on additional pages, the responses must be in order of the questions.

Question #15: Pg 34, References. Except for limits that are noted on the Bidder Response Form, Bidders may utilize as much space as is reasonably required to respond to each question, provided all questions are repeated? and remain numbered and ordered as set forth in Attachment D

A: You may use an additional page as long as the question you are responding to is identified. If you are responding to multiple questions on additional pages, the responses must be in order of the questions.

Question #16: 7. How do we avoid discrimination against those who have not had the privilege of having to address this lion's share of work over past 10 years?

A: Points are not awarded for years of vendor experience or amount of work the vendor has done. See Attachment D Bidder Response Form Section 5 for scored questions surrounding vendor experience

Question #17: Will "\$2,000,000" be changed to reflect a determined fraction of this amount divided by the number of Successful Bidders?

A: The administrative rate will be paid according to utilization per vendor. See answer to question #11.

Question #18: Pg 9 , 29 a 1 on Sample Contract: Can you please help us clarify what is the pass through entity in our situation?

Any language regarding pass through entity is standard language included within our documents. This is not relevant to this solicitation.

Question #19: Interpreters receive funds into a trust account, to which they have authorized Bidder as their representative to distribute their money and pay the LLC it's commission.

Please identify whether this will be understood based on the contract language.

A: Interpreters covered under the CBA and this RFP are not paid into a trust. Payment will be made directly to interpreter complying with all regulatory requirements and the current CBA.

Question #20: Please confirm that all interpreters do or do not need to be Washington State certified as this is not listed in the solicitation

A: DSHS is looking to contract with vendors who provide a scheduling and coordinating platform for interpretation services already being utilized by certified LAPs. Refer to [WAC 388-03](#) for complete requirements of LAPs under these services.

Question #21: Are the certifications for Washington court certification or something different? Please note that Washington courts do not have certifications for most languages and also offers registered interpreters.

A: We do not recognize court certification as an option for the services under this Contract. Refer to [WAC 388-03](#) for complete list of certification requirements for LAPs who will work with vendor under this contract.

Question #22: Please confirm what is the exact certification DSHS needs by Washington State certified

A: DSHS is looking to contract with vendors who provide a scheduling and coordinating platform for interpretation services already being utilized by certified LAPs. Refer to [WAC 388-03](#) for complete requirements of LAPs under these services.

Question #23: Do interpreters have to pay for certifications?

A: DSHS is not looking to contract with individual interpreters under this contract, rather with vendor who provides a scheduling and coordinating platform for interpretation services already being utilized by certified LAPs. Refer to [WAC 388-03](#) for complete requirements of LAPs under these services.

Question #24: Please provide the process of getting Washington State certified as an interpreter?

A: This is not applicable to this Contract as DSHS is not looking for individual LAPs through this solicitation.

Question #25: Can we add pricing for the scheduling platform as a separate line item

A: No, pricing is according to the CBA.

Question #26: OPI and VRI pre-scheduled is priced per hour, can we price this per hour

A: Refer to [CBA](#) and Sample Contract Exhibit F for rates per hour of services that will be utilized under this Contract.

Question #27: Can we add minimums and cancellation fees as all interpreters require this to protect them.

A: Refer Article 6, Section 6.5 No-shows and Cancellations on pg 11 of the [CBA](#) for relevant language surrounding minimums and cancellation fees. Both are included within the terms of this Contract.

Question #28: “For the first six months, Contractor must capture baseline, then quarterly must meet a 85% fill rate for In-person” – please confirm what DSHS means by capturing baseline.

A: Baselines are established to determine the utilization during and requirements during the first six months.

Question #29: Does DSHS have any issues with the current incumbents?

A: The issue DSHS faces and the reason for obtaining the services in this Contract is due to a shortage of interpreter services in Washington. The shortage is not related to the incumbent providers.

Question #30: What does DSHS like most about working with the current incumbents

A: DSHS is grateful for the services the incumbents provide and hopes to expand the accessibility and availability of these services with other vendors.

Question #31: Please can DSHS provide current incumbent pricing

A: The incumbent pricing is also within the CBA.

Question #32: I know it was mentioned that DSHS does not have any specific volumes, but can you provide rough estimates?

A: Approximately 20 to 40 thousand request.

Question #33: Are there specific industry standards or certifications required for interpreters?

A: See answer to Question #20.

Question #34: How will the interpretation services be distributed geographically?

A: LAPs are independent contractors and should have the ability to limit their range of travel. For example a LAP lives in Olympia, and does not like long commutes. They should be able to set their range to mileage to limit seeing jobs offered in Seattle, Everett, etc..

Question #35: Can you elaborate on the weight given to each evaluation criterion?

A: Please refer to *Section E* of the solicitation document and Attachment D Bidder Response Form *Section 5* for the list of questions that vendors must provide responses to. Each response will be scored, maximum amounts of points differing for each question.

Question #36: Will there be opportunities for oral presentations or demonstrations?

A: We anticipate conducting oral evaluations for the top vendors. Please refer to Section E. EVALUATION OF RESPONSES on pg 18 of the solicitation document for all submission requirements.

Question #37: What is the preferred format for submitting the proposal (electronic, hard copy, etc.)?

A: Only electronic copies will be accepted.

Question #38: Are there page limitations for the proposal?

A: Please refer to Section D. INSTRUCTIONS REGARDING CONTENT, FORMAT AND SUBMISSION OF WRITTEN RESPONSES on pg 18 of the solicitation document for all submission requirements.

Question #39: Can we submit multiple proposals for different service levels?

A: No.

Question #40: What is the anticipated contract length?

A: 7/1/2025 thru 3/28/2029.

Question #41: Are there provisions for contract extensions or modifications?

A: This Contract can be modified or extended up to 6 years through contract amendments.

Question #42: What is the dispute resolution process?

A: Refer to [CBA](#) Article 8. Grievance Procedure on pg 17.

Question #43: What is the department's experience with interpretation services providers?

A: Service providers are the facilities and requester for service.

Question #44: Are there specific challenges or issues the department has encountered with previous providers?

A: There is a shortage of services, as the demand for interpreter services in WA continues to grow. DSHS is looking to expand options for these services.

Question #45: What is the expected number of proposals the department anticipates receiving?

A: This is unknown.

Question #46: Will the department be considering incumbent providers?

A: If the incumbent providers submit bids.

Question #47: Will there be opportunities to meet with the evaluation committee?

A: If the vendor is invited to participate in oral evaluations.

Question #48: Are there restrictions on subcontracting portions of the work?

A: Refer to Section 3. Statement of Work within Special Terms and Conditions in Sample Contract, Attachment A.

Question #49: What data privacy and security measures must be in place?

A: Please refer to Exhibit A. Data Security Requirements within the Attachment A Sample Contract.

Question #50: What types and levels of insurance coverage are required?

A: Refer to Section 13. Insurance within the Special Terms and Conditions in Sample Contract, Attachment A.

Question #51: What are the payment terms and conditions?

A: Refer to Section 5. Consideration within Special Terms and Conditions in Sample Contract, Attachment A.

Question #52: Is DSHS open to exploring new technologies to enhance interpretation services?

A: Yes.

Question #53: How does DSHS prioritize technology adoption in its procurement process?

A: This is not relevant to this solicitation.

Question #54: What systems or platforms does DSHS currently use for scheduling, case management, or other relevant functions?

A: DSHS does not have a platform for scheduling of LAPs. The vendor is responsible to provide the scheduling and monitoring platform.

Question #55: Are there any specific technical requirements or standards that must be met for technology integration?

A: Bidder's proposed solution must adhere to all WaTech IT Security Policies, including but not limited to: (SEC-02) and EA-183.20.10.

<https://watech.wa.gov/>

Refer to Section A of solicitation document and Section 5 of Attachment D.

Question #56: What data security and privacy standards or regulations must interpretation solutions adhere to?

A: See above answer.

Question #57: How does DSHS assess the security and privacy measures of proposed technologies?

A: Security and privacy measures will be assessed during the Security Design Review of the bidder's proposed solution.

Question #58: How does DSHS evaluate the cost-effectiveness of different interpretation solutions?

A: The cost is determined by the CBA.

Question #59: Are there specific metrics or KPIs used to measure the return on investment for interpretation services?

A: This is not applicable to this solicitation.

Question #60: What specific outcomes or improvements is DSHS looking to achieve through the implementation of new interpretation technology?

A: DSHS hopes to obtain a new, reliable and user-friendly solution for interpretation services through the implementation of technology obtained from this solicitation. See Statement of Work in Attachment A Sample Contract for complete list of services expected to be provided in the proposed solution.

Question #61: What is the expected level of technological sophistication for the proposed solution?

A: DSHS is looking to contract with vendors who have technology currently being utilized for services listed in the Statement of Work. See answer to Question #55 and Statement of Work in Attachment A Sample Contract.

Question #62: How will DSHS evaluate the technological aspects of proposals?

A: See Solicitation Document. The proposed technology will be evaluated through the responses given on Attachment D Bidder Response form and through oral evaluations.

Question #63: Will there be opportunities for demonstrations or proof of concept?

A: See above answer.

Question #64: Does DSHS have specific integration requirements for interpretation platforms (e.g., API, SSO)?

A: Yes. See following policies: [Identity Management User Authentication Standards | WaTech](#)

Question #65: Does DSHS have specific accessibility requirements for individuals with disabilities

A: Yes.

Question #66: What factors does DSHS consider when evaluating the cost-effectiveness of interpretation solutions (e.g., cost per minute, subscription fees)?

A: DSHS considers and must abide by the costs required in the CBA. Refer to [CBA](#).

Question #67: How does DSHS measure the return on investment for interpretation services?

A: This is not applicable to these services.

Question #68: Would DSHS be open to a pilot program to assess our scheduling platform's performance?

A: DSHS is looking to contract with vendors who have a scheduling platform currently being utilized.

Question #69: Will a list of providers be provided to facilitate smooth outreach, training, and onboarding?

A: Yes.

Question #70: How will we bill DSHS? Does DSHS use an Electronic Data Interchange (EDI) billing system?

A: DSHS uses an invoice system. The Contractor shall submit invoices using State Form A-19 Invoice Voucher, or such other form as designated by DSHS. Consideration for services rendered shall be payable upon receipt of properly completed invoices which shall be submitted to DSHS by the Contractor not more often than monthly. The invoices shall describe and document to DSHS' satisfaction a description of the work performed, activities accomplished, the progress of the project, and fees. Payment. Payment shall be considered timely if made by DSHS within thirty (30) days after receipt and acceptance by DSHS of the properly completed invoices. Payment shall be sent to the address designated by the Contractor.

Question #71: Please clarify what a diversity inclusion team would be in charge of within an interpretation and translation company as that may fall under various positions since we work primarily with individuals from other countries and cultures.

A: We do not require a diversity inclusion team within this Contract.

Question #72: How many requests annually do you anticipate will need to be processed? Additionally, is that information available in terms of the volume for each modality, over the phone, video remote, and in-person?

A: See answer to Question 32. Separate data not available.

Question #73: If we start the process to obtain a Women Minority Owned certification in Washington (which takes 60 days), can we use our Women Minority Owned certification from another state in the meantime?

A: Yes.

Question #74: If you award the bid to only one vendor would you want access to the scheduling system to be embedded in your website?

A: This is to be determined.

Question #75: Would you prefer using an electronic check in and out option for more accurate billing, timekeeping, and auditing purposes?

A: Yes, this is required.

Question #76: Regarding job distribution, would you prefer that requests be made available to interpreters on a first-come, first-served basis, or a more controlled model where jobs are distributed more evenly among interpreters based on your preferred criteria?

A: LAPs are independent contractors and schedule their day as they want to work. Requests should never be assigned; they are open to the range of LAPs in that area. As the job has been verified, they should be released to all eligible LAPs.

Question #77: What device(s) and/or format(s) do you anticipate your requesters to use most often when submitting their requests, for example from their computer, mobile phone, by calling in to an 800 number, etc.?

A: Requesters must be able to make requests using all methods listed as all are utilized.

Question #78: Would you need notifications to be sent out to requesters, interpreters, and LEPs (Limited English Proficient individuals) with updated information regarding their appointments, such as delays, modifications, or cancellations?

A: Yes.

Question #79: Average Minutes/hours used per service?

A: We are unable to collect this data within the time necessary to respond.

Question #80: Average spend per month, per quarter, per year (by service)

A: We are unable to collect this data within the time necessary to respond.

Question #81: Average spend per language, per month (by service)

A: These numbers vary, and averages are not available at this time.

Question #82: What is the number of requests per month on average?

A: Varies by division and by month. Average is not available.

Question #83: How many requests for OPI, VRI, IPI per month on average?

A: More than 30,000 jobs

Question #84: We understand that payment to the interpreters will be based on the CBA agreement however will the administrative amount be based on the hour, a set per month, or an amount per request?

A: Refer to Section 5 of Special Terms and Conditions in Sample Contract.

Question #85: Is the amount reimbursed to the agency different based on the type of assignment OPI, VRI, or IPI?

A: Contractor will be paid according to the terms of the contract and administrative rate. Please refer to the [CBA](#).

Question #86: If there are no certified interpreters available for languages of lesser diffusion because of limited resources, will we be allowed to go outside of Washington and the certification requirements to fill assignments with experienced, trained, tested interpreters?

A: No. Refer to contract language about interpreter requirements and [WAC 388-03](#).

Question #87: Can we bid only for OPI and VRI services?

A: No, this contract is clearly defined for all 3 modalities

Question #88: Could we explore utilizing offshore interpreters to meet all contractual obligations, including security measures, while also achieving significant cost savings through reduced pricing?

A: Please refer to contract language for interpreter requirements and [WAC 388-03](#).

Question #89: Can you use our secured platform for VRI or will you require us to use Zoom, Teams, or your own conferencing platform?

A: To be determined.

Question #90: Will the contract be awarded to single or multiple vendors? If multiple, how would the work be allocated among them?

A: Multiple awards are available for this Contract. There are multiple contracts and vendors on the DES website, at the discretion of the agency they will use the vendor/contractor that meets their needs for supplying qualified LAPs.

Question #91: There is no rate sheet available in the RFP for pricing. Please advise how should we quote our rates?

A: Rates are according to [CBA](#).

Question #92: Who is the incumbent vendor(s)?

A: DES Contract 06812, and HCA Universal Language Service

Question #93: What are the rates of incumbent vendor(s)?

A: The incumbent Contract's rates are also covered by the CBA.

Question #94: Is the estimated contract value which is \$2,000,000/- applicable for one year or for entire contract period?

A: For term of contract.

Question #95: How much did you spend last year on IPI, OPI and VRI services?

A: Approximately 1.5 million for interpreter costs only.

Question #96: What is the language mix of your current usage by percentage (e.g., Spanish - 70%, Mandarin - 5%, etc.)?

A: Refer to dashboard for in-person [Microsoft Power BI \(powerbigov.us\)](#) OPI/VRI not available

Question #97: What is the anticipated and/or historical volume per month for phone interpretation and video interpretation?

A: The volume can vary based on the agency.

Question #98: During the conference, I heard someone say that it is MANDATORY for this contract to be awarded to a Washington State based business. Can you please confirm?

A: Confirmed.

Question #99: Would partnering with a Washington-State based subcontractor solve this issue if having a locus in the State of Washington is a requirement? If this were a solution, could the vendor, still serve as the prime, or would the Washington-State based business need to be the prime

A: It is required for the vendor bidding to be a Washington State registered business.

Question #100: Is there any pain points or area of improvements with the current vendor?

A: This is not relevant to this solicitation.

Question #101: Is this a single/multi vendor award?

A: Multiple awarded contracts are available.

Question #102: Do the CBA requirements apply to OPI and VRI linguists, or just onsite linguists?

A: All. Refer to [CBA](#).

Question #103: Is there any preference to diverse business?

A: Refer to Attachment D Bidder Response Form for points related to WA Small businesses and veteran owned businesses.

Question #104: is there a reason DSHS is not using the State wide Washington contract for these exact services?

A: DSHS is currently using DES #06821. DSHS serves a large volume of limited English persons within Washington State, our goal is to provide more options for these services as there is currently a shortage.

Question #105: Can more than one representative be present for Oral Evaluations?

A: Yes.

Question #106: Can we bid only for OPI and VRI services?

A: No.

Question #107: Are partial bids accepted?

A: No.

Question #108: There is no rate sheet available. pls advise how to quote our rate?

A: Rates are according to CBA. Please refer to Exhibit F of Sample Contract and [CBA](#).

Question #109: The RFP states that the Bidder must offer 13 languages. I only intend to provide Vietnamese. Do you believe this disqualifies me or do you believe it will simply mean I am awarded fewer points because I don't offer all of the required languages?

A: Offering only Vietnamese will disqualify vendor as this does not meet minimum requirements.

Question #110: Are you committed to small minority owned companies of being selected or will the usual large company that typically get the contracts and the work.

A: We will award based on results of the evaluations. Please refer to Attachment D Bidder Response Form.

Question #111: Can we secure our 800 # after being selected?

A: Yes, if it is specific for DSHS. We are looking for a vendor who has these services already being utilized.

Question #112: Will ASB be required to decline filling requests that are made with less than 24 hours?

A: No.

Question #113: How is it possible to award up to 4 vendors if the bidders are required to provide the minimum languages listed and all three modalities?

A: DSHS wishes to contract with more than one vendor who can offer these services to requesters.

Question #114: Is there time to become certified as a Small business or woman-owned business?

A: Please refer to [OMWBE](#) website regarding this question.

Question #115: Will DSHS be required to utilize this contract?

A: Requesters are not required to use a specific vendor. However, being a CBA Contract, vendors on this Contract will be priority options for the requester.

Question #116: Who are currently submitting the largest volume of requests via upload?

A: All offices within DSHS

Question #117: Any tentative idea of volume?

A: It varies.

Question #118: The budget is mentioned \$2,000,000/- Is this for entire contract period or per annum?

A: This is for the entire contract period.

Question #119: Are Block Times a part of this contract?

A: Yes. Refer to Exhibit G of Sample Contract.

Question #120: Who are the 2 CBA contractors, currently?

A: DES Contract 06821, and HCA Universal Language Services.

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