



**DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE**

**Winner 2000- 2008 Achievement of Excellence in Procurement Award  
National Purchasing Institute**

**Felicia Strong-Whitaker, Interim Director**



May 7, 2013

**Re: 13RFP87622YB-TR, Sign Language Interpreter Services**

Dear Proposers:

Attached is one (1) copy of Addendum 2, hereby made a part of the above referenced Request for Proposal (RFP).

Except as provided herein, all terms and conditions in the RFP referenced above remain unchanged and in full force and effect.

Sincerely,

*Terrence Reese*

Terrence Reese  
Assistant Purchasing Agent

13RFP87622YB-TR, Sign Language Interpreter Services  
Addendum No. 2  
Page Two

This Addendum forms a part of the contract documents and modifies the original RFP documents as noted below:

**The following questions were posed of the aforementioned RFP project.**

**QUESTION 1:** If interpreters are defined as subcontractors, this will affect the total percentage of the work performed by the prime contractor. 100% of all scheduling, contract administration, client communication, invoicing is handled by the prime contractor, however, 100% of all interpretation services performed on-site at Fulton County facilities are fulfilled by freelance interpreters. Since this is the case for most, if not all agencies, how will the percentage breakdown be adapted to fit the nature of Sign Language interpretation agencies?

**ANSWER 1:** We stated that the interpreters will be treated as contract employees so there is not a need for you to place them on Exhibit "C". Exhibit C will show subs when/if you contract with another agency.

**QUESTION 2:** Can the 100% performance of services by the prime contractor be redefined as discussed in the pre-bid conference?

**ANSWER 2:** You will be self- performing all of the work (100%) on Exhibit "C" unless you are sub-contracting with another agency.

**QUESTION 3:** How can we represent the dollar value and percentage value of the subcontractor in these exhibits without an accurate total hour value of services performed to date, given the unpredictable nature of the services performed?

**ANSWER 3:** You can put an estimated percentage or put "TBD".

**QUESTION 4:** Can you explain the difference between Item 4 of the Submittal checklist and Item 8?

**ANSWER 4:** Number 4 and number 8 of the "Required Proposal Submittal Check List" are the same; only number 8 gives you more detailed breakdown of number 4.

**QUESTION 5:** In Section 3-4 it says, “List any milestones, major project deliverables or project submittals with specific due dates or time frames”. Does this require a response from the Offeror that is submitted *in addition to* the project plan in the Technical Proposal?

**ANSWER 5:** No it does not.

**QUESTION 6:** Do only subcontracted agencies fill out form F and E-Verify?

**ANSWER 6:** Form (E) has to be filled out the Prime Contractor and Form (F) if applicable, has to be filled out by the subcontractor.

**QUESTION 7:** For question 2 in Form D, what are the terms of general development? Can you include examples in your response?

**ANSWER 7:** Please give a brief history of your business for the past five years.

**QUESTION 8:** The RFP has Form E and Form F which relate to the E-Verify program. It is our understanding that while the company can participate in E-Verify; the Independent Contract Interpreters cannot participate in or even register for E-Verify since they do not hire others. Therefore should we mark Form F “Not Applicable”?

**ANSWER 8:** Form E must be submitted by the Prime Contractor; Form F is meant for any sub-contractors. If Form F doesn't not apply to you simply acknowledge the form by marking it “Not Applicable”.

**QUESTION 9:** Since we do not intend to subcontract any of the work to another agency, it is our understanding that Exhibits C and D are not applicable. As stated on Exhibit E, we intend to use only our “own current work forces”. As discussed at the Pre-Proposal Conference, the Independent Contract Interpreters are contract labor to the agency and not actual subcontractors. None of the Interpreters will perform any of the functions of the Project except when/if accepting an assignment. None will have any coordinating, managing, administering functions of the Project. We are not subcontracting to them. Therefore should we mark Exhibits C and D “Not Applicable”?

**ANSWER 9:** If exhibits C & D don't apply to you, we would ask that you please acknowledge forms by marking them "Not Applicable". Also, we would ask that for Exhibit C, that you complete the form up to question 1 of that form.

**QUESTION 10:** Related to Form G, there are no licensing procedures or requirements for sign language interpreting companies or for sign language interpreters in the State of Georgia. Therefore should we mark Form G as "Not Applicable"?

**ANSWER 10:** Yes, the form can be marked as "Not Applicable". However, all individual interpreters must hold certification from the National Registry of Interpreters for the Deaf (RID).

**QUESTION 11:** Will the calculations of employees in the Employment Report include interpreters?

**ANSWER 11:** Yes we will count them as contract employees.

**QUESTION 12:** Section 2 (page 2-2)

There are additional certifications awarded by RID that demonstrate an interpreter's qualifications under this contract. This is due to the fact that the National Interpreter Certification exam is the exam currently administered by the Registry of Interpreters for the Deaf. They are:

- National Interpreter Certification (NIC)
- National Interpreter Certification: Advanced (NIC Advanced)
- National Interpreter Certification: Master (NIC Master)
- Can these additional certifications be incorporated into the contract?

**ANSWER 12:** Yes.

**QUESTION 13:** Section 3 (page 3-3)

Under After Hours assignments, should the language read "occur between 6 PM and 8 AM, Monday through Thursday..."?

**ANSWER 13:** Yes.

**QUESTION 14: Section 3 (page 3-7)**

Can the County clarify the term “key personnel”? As discussed in the pre-bid meeting, there is uncertainty regarding who is to be defined as key personnel. For most interpreting agencies, there are agency staff that coordinate the interpreting requests, scheduling, and billing and then there are the interpreters (subcontractors) who perform the interpreting service. With that being said, should resumes be provided for each interpreter, or just for key agency staff? Additionally, must each agency staff person have three years of experience as an interpreter, or does this requirement apply only to the interpreters (subcontractors) assigned to the work?

**ANSWER 14: The services that being sought are project management coordination and oversight in nature. This is primarily an administrative function where, the vendor provides services to locate, schedule and ensure the timely presence of qualified sign language interpreters who provide sign language interpreting services as requested by Fulton County Government entities. For purposes of this RFP a “subcontractor” would provide a percentage of the project management/administrative services as described above. Individual freelance sign language interpreters are regarded as non-permanent contract employees hired to provide interpreting services on an assignment by assignment basis and would not be considered subcontractors. Key Personnel refers to individuals who work on the project management team. It does not include interpreters. Therefore the 3 years of experience as a sign language interpreter requirement can be removed as discussed in the pre-bid conference. However, members of the project team should have a minimum of 3 years of experience performing the duties assigned to his/her role on the project management team.**

**QUESTION 15: Section 3 (Pages 3-7 and 3-8)**

Three references are requested on page 3-7 and also on page 3-8. Should the offeror provide a total of six references, or should we provide three?

**ANSWER 15: The RFP distinguishes between experiences of the Project Manager versus experience of the responding company. It is possible that the Project Manager may/may not have worked with the company responding to the solicitation in this capacity for 3 years but could have similar Project Management experience elsewhere. The objective is to determine if the Project Manager possesses requisite experience providing similar services to organizations of a**

similar size and complexity as Fulton County Government. The 3 references may be the same as the company references.

**QUESTION 16:** Section 5 (page 5-16)

Our agency utilizes a general subcontractor affidavit form that covers any work performed under our agency name. An example of this form has been attached to this message. Would copies of these subcontractor affidavit forms, which are signed, notarized, and list the subcontractor's EEV number, be sufficient for meeting the requirement that the subcontractor affidavits be submitted with our proposal? Or should our agency instead complete new forms specific to Fulton County?

**ANSWER 16:** Yes, the copies are acceptable.

**QUESTION 17:** Section 5 (page 5-19)

This form does not appear to relate to the provision of sign language interpreting services, as licensure is not required for this line of work. With this in mind, how should our agency complete this form?

**ANSWER 17:** Please see response to question 10.

**QUESTION 18:** Section 6 (page 6-5)

Returning to the question of "key personnel" – Should Exhibit B-Employment Report include the demographics of all interpreters (subcontractors) or just the agency staff?

**ANSWER 18:** Since individual freelance interpreters are not regarded as subcontractors, the County thinks that the vendor should provide workforce information for agency staff.

**QUESTION 19:** Exhibit I (page 9-3)

Can the County define what is meant by "Georgia Utility License Number"?

**ANSWER 19:** That is "N/A" to this project.

**QUESTION 20:** Can you provide us with the top ten locations of Sign Language interpretation usage in Fulton County?

**ANSWER 20:** There are not really “10” primary locations or client departments, but 6. They are listed in alphabetical order and not by volume of requests for services.

<b>Department</b>	<b>Building</b>	<b>Address</b>
Behavioral Health	Aldridge Health Center	99 Edgewood Ave, Atlanta
Board of Commissioners	Government Building	141 Pryor St, Atlanta
Information Technology	Government Building	141 Pryor St, Atlanta
Juvenile Courts	Juvenile Courts	395 Pryor St, Atlanta
State Court	Judicial Building	185 Central, Atlanta (could also be accessed via Pryor St)
Superior Court	Judicial Building	136 Pryor St, Atlanta

**QUESTION 21:** Is the Project Manager, as referenced in this contract, equivalent to an Account Executive who oversees and directs the management of the account? Or, is the Project Manager the scheduler/coordinator who handles all of the requests and scheduling of interpreters?

**ANSWER 21:** OEEODA regards the Project Manager as the vendor’s responsible leader of the project team. That person would serve as the OEEODA’s point of contact to report and resolve any service problems/issues that might arise during the contract term. The Project Manager is responsible for coordinating all additional staff assigned to handle the requests, billing and scheduling of interpreters to ensure that requests are completed in a timely and appropriate manner.

**QUESTION 22:** Can you clarify the reference requested on page 3-7 by using Fulton County as an example? For example, who would be the reference for Fulton County, and what would be the correct location, address, and contact number if the reference was given for Fulton County?

**ANSWER 22:** Please see below and example of how most proposers submit their references for previous contracts that they have work on to Fulton County.

Reference 1 (KPMG)

**Project Name:**

Eastern Band of Cherokee Indians - Department Operational Review Healthcare System

**Project Description:**

KPMG performed a departmental operational review of the EBCI healthcare system – Health and Medical Department (HMD) and Cherokee Indian Hospital Authority (CIHA).

KPMG reviewed use of resources, key processes, controls over major contracts and expenditures, performance measures, procurement processes, revenue streams, and internal planning structures. KPMG evaluated organizational structures and staffing to determine more optimal designs. KPMG provided 48 recommendations to achieve potential cost savings, enhance revenues, centralize processes, launch strategic sourcing, eliminate process bottlenecks and redundancies, and speed internal processes. KPMG developed road maps and implementation plans for recommendations-identifying high/low priority tasks and potential benefits.

**Contact Information:**

Sharon Blankenship, Internal Auditor  
88 Council House Loop  
Cherokee, NC 28718  
(828) 497-7071 / No fax available  
[SHARBLAN@nc-chokeee.com](mailto:SHARBLAN@nc-chokeee.com)

ACKNOWLEDGEMENT OF ADDENDUM No. 2

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Purchasing Department, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time **Tuesday, May 14, 2013 at 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 2, \_\_\_\_\_ day of \_\_\_\_\_, 2008.

\_\_\_\_\_  
Legal Name of Bidder

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Title