

## Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.

**Instructions:** Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Answers
<i>Example</i>				
1			Do you anticipate extending the bid due date?	No
2			What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?	The awarding process has been outlined in the RFP in Section 1.19, Award Process
3			Was this bid posted to the nationwide free bid notification website at <a href="http://www.mygovwatch.com/free">www.mygovwatch.com/free</a> ?	No
4			Other than your own website, where was this bid posted?	This bid was posted on the following website: <a href="http://www.arkansas.gov/dfa/procurement/bids/index.php">http://www.arkansas.gov/dfa/procurement/bids/index.php</a>
5	Page 13, Section 2.4 #16 a&B	Possesses Current Certification by the RID or NAD. Possess current QAST certification.	Is it required for interpreters to hold certifications under both entities, or would either RID or QAST suffice?	Either RID or QAST would suffice.
6	Page 12, Section 2.4	Scope of Work	What is the expected LOE for this contract. Is there any historical LOE that can be shared from 2019 and 2020?	DCFS utilizes the current contract on a daily basis when providing services to children & families in the 75 counties in Arkansas.
7	Page 15, Section 2.6 F	Scheduling	In the event an interpreter cannot be secured for in-person interpreting, will remote services be amenable as an alternate?	This will be a case by case assessment. It is possible that platforms can be utilized. However, in person is preferred.
8	Page 3, Section 1.5 Written Question(s) and Answers	DHS may elect to conduct the bid opening entirely via video conference	Has it been decided if the Bid Opening will be held via Video Conference? If so, may we still attend?	Bid opening will be by way of Zoom. Access information will be posted to the DHS website before bid opening.

9	Page 4, Section 1.9	Prospective Bidders may elect to submit electronic bids via thumb drive.	May we submit our Proposal and Pricing on USB Thumb Drive as long as Conditions A through E are met?	Yes you may submit thumb drive only or, you may submit paper copy and a thumb drive. No other form of submission will be accepted.
10	Page 12, Section 2.3	The Contractor must be registered to do business in the State of Arkansas.	We are not an Arkansas-Based Business. Our Registration for Business in Arkansas is In-Process. May We still submit our Proposal and Pricing for this Opportunity?	You must submit paperwork from the Secretary of State's Office with your submission showing that you have started the process of becoming registered.
11	Bid Response Packet, Page 8	Court/Legal: All Hours	Can you define or explain what categories of services you mean by Court and Legal? Does this include services outside of the Courtroom?	Aside from providing testimony inside the courtroom, or virtually due to the pandemic, court services could include services outside the courtroom. For example, attending case plan staffings held by the Department and/or court preparation with the attorney prior to the scheduled hearing date. Legal services could also include translating legal documents (such as petitions, pleadings, or court orders) prior to or following a hearing.
12	General Question	Technology and Equipment	Would you like us to price the cost of any technology or equipment needed for Video Remote Interpreting including Tablets, Lap Tops, and Video Screens or will you be supplying these exclusively for your Staff and Clients?	DCFS staff have the necessary equipment available for clients and themselves. Your agency is responsible for ensuring that interpreters have the necessary equipment.