



SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

ADDENDUM NO. 1

Informal Request for Proposal for As-Needed American Sign Language (ASL) Interpretation Services for the San Francisco Health Service System RFPQ#HSS2021.C7

October 19, 2021

REQUEST FOR PROPOSAL

Informal Request for Proposal for As-Needed American Sign Language (ASL) Interpretation Services for the San Francisco Health Service System RFPQ# HSS2021.C7

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This Addendum is being issued to modify the requirements in the above-referenced Request for Proposal (RFP).

Please review the terms of the RFP and this Addendum carefully. If there are any inconsistencies between the RFP and the terms of this Addendum, then the terms of this Addendum shall prevail.

A. Modifications to RFP:

No modifications.

B. Questions & Answers

- Q:** Industry standards for Sign Language Interpreters include a 2-hour minimum per interpreter per assignment, is this agreeable to San Francisco Health Service System (SFHSS)?

A: Yes, and please note that SFHSS will not reject proposals from Respondents which may have additional fees or minimum hourly requirements, and requests that all additional fees or minimum hourly requirements be disclosed within the submitted Proposal. Proposals will be evaluated in accordance with Bid Factor 1 (Proposal/Scope of Work) and Bid Factor 2 (Hourly Rate and Fees), which is located under Section VIII (Proposal Evaluation). Specifically, Bid Factor 2 requires the following:

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- *SFHSS requests that one hourly rate be developed for Scope of Work/Services section of this RFP. Additionally, Respondents shall provide all fees which may be applicable to these services including but not limited to: Fees for cancellation, Travel, and/or immediate ASL Translation requests, without the required advanced notice (as applicable).*

For the purpose of evaluating this Bid Factor 2 and the Section IV (Budget), please estimate that there will be one (1) All-Staff Meeting a month, and at least sixteen (16) hours attributed to As-Needed Meetings over any twelve (12) month period.

Any proposal that does not submit a complete response to this section shall be deemed non- responsive and rejected

2. **Q:** Industry standards for Sign Language Interpreters include a two (2) business days advanced notice for cancellations, is this agreeable to San Francisco Health Service System (SFHSS)?

A: Yes, Respondents are encouraged to submit their advance notice cancellation policies, and any other policies which have an impact to the fees and services contained within their submitted proposal.

3. **Q:** For in-person Sign Language Interpreter services, will there be a requirement for the Respondents' onsite staff to provide proof of their COVID-19 vaccination status?

A: Yes, the selected Respondent will be required to sign an attestation and confirm that all staff assigned to perform services onsite at 1145 Market Street (SFHSS Offices). The selected Respondent's onsite staff (ASL interpreters) must be fully vaccinated at least fourteen (14) days prior to the date of services.