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RFP NO. 20-010RMS - ADDENDUM #2

Questions and Response

August 21, 2019

1. **Question:** On the cover page of the RFP, under USPS mailing address, it states, “allow 5 additional business days for APS internal delivery”. Does this mean that bids should be mailed so as to arrive 5 business days before the due date, 9/6/2019, to ensure bids are received on time?

**Response:** We want Offerors to be aware of the added time it may take to deliver their proposals. Any and all proposals not received by the proposal submission due date and time shall be rejected. No late bids will be accepted under any circumstances, not even if the delivery service is late or at fault. It is recommended to send your proposal early.
2. **Question:** Does APS anticipate staff will ever need the Contractor to dial-out to and connect a 3<sup>rd</sup> party such as a parent, clinician, etc.? If so, how often or on what percentage of calls does APS anticipate staff will need this additional service?

**Response:** Yes, but rarely. Most of the time the parent and staff will be in the same room.
3. **Question:** Can APS clarify that it would like telephonic interpretation services billed per minute and, accordingly, would like Contractors to propose per minute rates rather than hourly rates for the service?

**Response:** The quote should be per minute.
4. **Question:** On page 14 of the RFP, in the Scope of Work, it says, “The TIS office is the owner requiring the work. Therefore, the Vendor cannot accept assignments directly given by school staff without the approval of the TIS office.” Can APS clarify what it means by assignments directly given? Can APS clarify whether approved/authorized school staff or only TIS will contact the Contractor directly when calling to use telephonic interpretation services?

**Response:** Assignments given means prearranged meetings/conferences. Direction comes from TIS not individual school or departments. School Staff should only contact vendor after receiving code from the TIS staff.

**ACKNOWLEDGE ADDENDUM WITH SUBMITTED PROPOSAL:**

**Addenda not signed and returned may consider the RFP non-responsive and may be rejected.**

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**COMPANY/FIRM NAME**

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**SIGNATURE**

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**Date**