



Board of Commissioners
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Executive Director/CEO
Robin Walls

TELEPHONIC, VIDEO REMOTE AND IN-PERSON INTERPRETATION, WRITTEN
TRANSLATION AND AMERICAN SIGN LANGUAGE (ASL) SERVICES RFP
ADDENDUM THREE, QUESTIONS AND ANSWERS
MONDAY, AUGUST 28, 2023

THIS ADDENDUM RESPONDS TO QUESTIONS THAT DIRECTLY RELATE TO THE RFP
AND ITS REQUIREMENTS. IF AN APPLICANT MOVES FORWARD TO AN INTERVIEW
PHASE, ADDITIONAL QUESTIONS MAY BE ASKED AT THAT TIME.

Please note, the deadline for the RFP remains the same: August 31, 2023 at 3:00 Pacific Standard Time (PST).

1. **Question:** We have not received the references from clients. Can you provide instead our past performance experiences with contact information?
Answer: Per Section E of the Request for Proposals paperwork, attaching reference letters is worth 10 points. Letters should be written by the two clients. As stated in Section D(2)e), "Letters should be on client's letterhead and signed by appropriate representative." KCHA reserves the right to make a final judgment whether the proposals are responsive or non-responsive after carefully evaluating the RFP results, and considering all of the factors.