

RFP Requirement / Question	Vendor Response Requirements	Vendor Response
1. Real-Time Onsite Issue Management and Response Approach	Describe your approach for managing onsite issues in real time to ensure a positive participant/guest experience and continuity of services. Provide details on your processes for identifying, escalating, communicating, and resolving unexpected issues, including: • Situation response management and escalation procedures • Event disruption management and contingency planning • Equipment loss, damage, or theft during transportation or onsite operations • Approach for minimizing service disruption during unexpected events	
2. Event Capacity and Service Delivery Experience	Describe the largest and most complex events your organization has supported. Include: • Total number of attendees supported • Number of venues utilized for a single event • Number of interpreters/resources deployed • Experience supporting large-scale and complex event environments Describe how your organization maintains service quality and continuity when: • Interpreters may become overwhelmed due to event size, complexity, or participant needs • Interpreters receive unexpected questions or requests outside their primary role • Transportation or venue logistics delays impact interpreter arrival times or service availability	

3. Overtime Rates and Conditions	Provide your overtime pricing structure and clearly define what constitutes overtime. Include: • Overtime hourly rate(s) • Conditions under which overtime charges apply • Minimum overtime increments, if applicable • Any additional fees associated with extended service hours, schedule changes, or event modifications	
4. Document Translation – Graphics and Images	Describe your organization’s capability to translate documents containing graphics, photos, charts, or embedded text (e.g., photos with captions). Include: • Whether graphic-based content translation is supported • Process for identifying and translating text embedded within images/graphics • Any limitations, additional requirements, or fees associated with graphic translation • Expected impact on turnaround times compared to standard document translation	