

<b>ATTACHMENT D: BIDDER RESPONSE FORM</b> This form is broken into Seven sections: Section 1. Administrative Response; Section 2. EO 18-03 Response; Section 3. Washington Small Business; Section 4. Certified Washington Veteran-owned Business; Section 5. Management Response; Section 6. Technical Response; and Section 7. Quotation/Cost Proposal. Bidders must respond to all questions in the order and in the expandable space provided. If a question requires Bidder to submit additional documents, please attach them to this document and label them clearly as part of your response to this Attachment D.		
<b>1</b>	<b>BIDDER INFORMATION (ADMINISTRATIVE RESPONSE)</b> Bidder’s response to the questions in this Section 1, combined with the information provided in Bidder’s Submittal Letter and Certifications and Assurances, comprise Bidder’s Administrative Response to this Solicitation. While the Administrative Response is not given a number score, the information provided as part of Bidder’s Administrative Response may cause the Bid to be disqualified and may be considered in evaluating Bidder’s qualifications and experience.	<b>MAXIMUM TOTAL POINTS</b>
a	Please indicate whether you employ or Contract with current or former state employees. If the answer is yes, provide the following information with respect to each individual: 1. name of employee or contractor; 2. the individual’s employment history with the State of Washington; 3. a description of the Individual’s involvement with the response to this Solicitation; and 4. the Individual’s proposed role in providing the services under this any Contract that may be awarded.	NOT SCORED
	ANSWER: To our knowledge, A2Z does not contract or employ any former state employees.	
b	Please list the names and contact information of three individuals you agree may serve as Bidder references and may freely provide information to DSHS regarding the reference’s experience and impressions of Bidder. In providing these names, Bidder represents that it shall hold both DSHS and the organizations and individuals providing a reference harmless from and against any and all liability for seeking and providing such reference.	NOT SCORED
	ANSWER: Donna Walker 509-999-5326 <a href="mailto:donnainterpreter@gmail.com">donnainterpreter@gmail.com</a> Valerie Davis 509-808-0539 <a href="mailto:earthdaycoffee@gmail.com">earthdaycoffee@gmail.com</a> Jeanelle Davis 509-533-8184 <a href="mailto:Jeanelle.davis@scc.spokane.edu">Jeanelle.davis@scc.spokane.edu</a>	
c	Please indicate whether your Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation.	NOT SCORED
	ANSWER: None	
d	Please indicate whether you are requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A. If so, state the page of Attachment A on which the text you request to change is found,	NOT SCORED

	and state the specific changes you are requesting. DSHS shall be under no obligation to agree to any requested changes, and will not consider changes to contract language or negotiate any new language not identified in response to this question.	
	ANSWER: None	
e	If Bidder considers any information that is submitted as part of its Response to be proprietary, please identify the numbered pages of Bidder’s Response containing such information and place the word “Proprietary” in the lower right-hand corner of each of these identified pages.	NOT SCORED
	ANSWER: Sections 5D and 5E are proprietary. I was unable to add it to the bottom right of the page without changing the formatting of the entire document or having it apply on all pages instead of just the applicable one.	
f	Please indicate whether you have had a contract terminated for cause or default within the past five (5) years. If so, please provide the terminating party’s name, address and telephone number and provide a summary describing the alleged deficiencies in Bidder’s performance, whether and how these alleged deficiencies were remedied and any other information pertinent to Bidder’s position on the matter. “Termination for Cause” refers to any notice to Bidder to stop performance due to Bidder’s asserted nonperformance or poor performance and the issue was either (a) not litigated; (b) litigated with a resulting determination in favor of the other party; or (c) is the subject of pending litigation.	NOT SCORED
	ANSWER: A2Z has never had a contract terminated for cause or default.	
g	Please identify any prior contracts Bidder has entered into with the State of Washington within the past ten (10) years and identify the dates and nature of the contract and primary agency contact for each.	NOT SCORED
	ANSWER: Statewide Contract 02120 June 2020 – Present. Berle Ross <a href="mailto:berle.ross@dshs.wa.gov">berle.ross@dshs.wa.gov</a> , <a href="mailto:DESLanguageAccess@des.wa.gov">DESLanguageAccess@des.wa.gov</a>	
h	Please indicate whether Bidder has been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation. If the answer is yes, please list the nature of the allegations, docket number, disposition and date (if applicable) and Bidder’s explanation of how it has changed its practices or operations relative to any alleged deficiencies since that proceeding was filed.	NOT SCORED
	ANSWER: A2Z has never been involved in a law suit.	
i	Please describe your proposed plans for the use of Subcontractors in performing this Contract, listing each Subcontractor, its proposed role, and the estimated percentage of the Contract that will be performed by each Subcontractor. Please indicate whether each Subcontractor self-identifies or is certified as a Washington small business, a minority-owned business, a woman-owned business, a disadvantaged business enterprise, or a veteran-owned business. If the answer is yes, please identify the type of organization(s) and provide details of any certifications. Note that all Subcontractors must be approved by DSHS.	NOT SCORED

	ANSWER: A2Z has two on-site staff interpreters in Spokane and one virtual staff interpreter. All requests A2Z receives are covered by those 3 employees and then the remaining requests are offered to independent contractors. All independent contractors have been approved by ODHH. The majority of ASL interpreters are female and identify as women-owned businesses. Currently, A2Z contracts with 43 interpreters to cover our requests. Since each interpreter is an independent contractor who owns their own businesses, they are able to accept or decline any job offers from A2Z, therefore we are unable to estimate a percentage of interpreting time they will provide.	
J	Please describe any programs, policies or activities of your organization that support human health and environmental sustainability in your business practices. If a program, policy or activity is specifically applicable to this Contract, please indicate so.	NOT SCORED
	ANSWER: A2Z strives to be a paperless company and are almost completely digital.	
k	Please write the region or regions your firm can provide services, and if necessary, please list any counties where your firm is unable to provide coverage.  Region 1 – <i>Counties</i> : Klickitat, Yakima, Kittitas, Chelan, Okanogan, Douglas, Grant, Benton, Franklin, Walla Walla, Columbia, Garfield, Asotin, Adams, Whitman, Spokane, Lincoln, Ferry, Stevens, Pend Oreille  Region 2 – <i>Counties</i> : Whatcom, Skagit, Snohomish, King  Region 3 – <i>Counties</i> : Clallam, Jefferson, Grays Harbor, Mason, Kitsap, Pierce, Thurston, Pacific, Lewis, Wahkiakum, Cowlitz, Clark, Skamania	NOT SCORED
	ANSWER: Region 1	
j	As a separate attachment, please provide your firm’s internal protocol for investigating and reporting an alleged violation by an Interpreter of RID’s Code of Professional Conduct.	NOT SCORED
	<i>PROVIDED AS SEPARATE ATTACHMENT</i>	
<b>2</b>	<b>BIDDER EO 18-03 CERTIFICATION</b>	MAXIMUM TOTAL POINTS
EO	Are your employees required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver?  <b>Please Note:</b> Points for this question will be awarded to bidders who respond that they do not require these clauses and waivers. If you certify here that your employees are NOT required to sign these clauses and waivers as a condition of employment, and you are the successful Bidder, a term will be added to your Contract certifying this response and requiring	<b>5</b>

	notification to DSHS if you later require your employees to agree to these clauses or waivers during the term of the Contract.	
	ANSWER: No	
<b>3</b>	<b>BIDDER CERTIFICATION – WASHINGTON SMALL BUSINESS</b>	<b>MAXIMUM TOTAL POINTS</b>
	<p>Are you a Washington Small Business as defined under <b>RCW 39.26.010</b>?</p> <p>According to <b>Chapter 39.26.010 RCW</b>, to qualify as a Washington Small Business, Bidder must meet three requirements:</p> <ul style="list-style-type: none"> <li>a. <i>Location.</i> Bidder’s principal office/place of business must be located in and identified as being in the State of Washington. A principal office or principal place of business is a firm’s headquarters where business decisions are made and the location for the firm’s books and records as well as the firm’s senior management personnel.</li> <li>b. <i>Size.</i> Bidder must be owned and operated independently from all other businesses and have either: (a) fifty (50) or fewer employees; or (b) gross revenue of less than seven million dollars (\$7,000,000) annually as reported on Bidder’s federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years.</li> <li>c. <i>WEBS Certification.</i> Bidder must have certified its Washington Small Business status in Washington’s Electronic Business Solution (<a href="#">WEBS</a>).</li> </ul>	<b>5</b>
	ANSWER: Yes	
<b>4</b>	<b>BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS</b>	<b>MAXIMUM TOTAL POINTS</b>
	<p>Are you a Certified Washington Veteran-Owned Business as defined under <b>RCW 43.60A.190</b>?</p> <p>According to <b>Chapter 43.60A.190 RCW</b>, to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet four requirements:</p> <ul style="list-style-type: none"> <li>a. <i>51% Ownership. Bidder must be at least fifty-one percent (51%) owned and controlled by:</i> <ul style="list-style-type: none"> <li>1. <i>A veteran is defined as every person who at the time he or she seeks certification has received a discharge with an honorable characterization or received a discharge for medical reasons with an honorable record, where applicable, and who has served in at least one of the capacities listed in RCW 41.04.007;</i></li> </ul> </li> </ul>	<b>5</b>

	<p>2. A person who is in receipt of disability compensation or pension from the Department of Veteran’s Affairs; or</p> <p>3. An active or reserve member in any branch of the armed forces of the United States, including the national guard, coast guard, and armed forces reserves.</p> <p>b. Washington Incorporation/Location. Bidder must be <u>either</u> an entity that is incorporated in the state of Washington as a Washington domestic corporation <u>or, if not incorporated,</u> an entity whose principal place of business is located within the State of Washington.</p> <p>c. WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington’s Electronic Business Solution (<a href="#">WEBS</a>).</p> <p>d. WDVA Certification. Bidder must have provided certification documentation to the Washington Department of Veterans’ Affairs (WDVA) and be certified by WDVA and listed as such on WDVA’s website (<a href="#">WDVA – Veteran-Owned Businesses</a>).</p>	
	ANSWER: No	

5	BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)	MAXIMUM TOTAL POINTS
<b>MANDATORY EXPERIENCE AND QUALIFICATIONS</b>		<b>Pass/Fail</b>
A	Does your firm possess a Washington State business license; or able to obtain one within 30 calendar days of being awarded a new contract?	PASS/FAIL
	ANSWER: Yes	
B	Does your firm subcontract with an existing pool of qualified ASL interpreters registered with ODHH?	PASS/FAIL
	ANSWER: Yes	
C	Is your firm headquartered in the State of Washington?	PASS/FAIL
	ANSWER: Yes	
<b>DESIRED EXPERIENCE AND QUALIFICATIONS</b>		MAXIMUM TOTAL POINTS
A	Please describe your experience, skills, and qualifications that demonstrate your ability to satisfy this solicitation’s Contract. Please include any relevant experience coordinating ASL interpreters that makes your business uniquely qualified for the Contract.	<b>15</b>
	ANSWER: A2Z is owned and operated by a nationally certified ASL interpreter. All of A2Z’s scheduling is done by nationally certified interpreters with years of experience in the interpreting industry. A2Z provides interpreters in all settings in Eastern WA, including medical, places of employment, colleges, K12, performance venues, state agencies, etc. We have been a vendor with the State of WA since 2020 when we were awarded Statewide Contract 02120. We have a nearly 100% fill rate for requests submitted 1+ week in advance and do our best to cover last minute requests based on interpreter availability. We are confident we have the experience, skills, and qualifications to satisfy this contract to provide ASL interpreting services in Region 1.	
B	Please provide the number of ASL interpreters registered with ODHH who you currently subcontract with; and, if you are a successful Bidder, will use to provide services under the Contract.  (NOTE: The Bidder with the highest number of interpreters will receive the maximum allowable points. Bidders with a lower number of interpreters will receive proportionately fewer points based on the highest number as follows: lower number/higher number * available points = total points awarded).	<b>20</b>
	ANSWER: A2Z currently contracts with 43 independent contractors on the ODHH approved interpreter list and also has 3 staff interpreters also on the ODHH approved interpreter list.	
C	Please describe how you determine interpreters’ skills for various kinds of appointments, so the interpreters meet the clients’ communication style to promote effective communication in critical situations.	<b>30</b>

	<p>ANSWER: A2Z is owned and operated by a nationally certified interpreter and all our scheduling is done by certified interpreters. When an interpreter is interested in contracting with A2Z, we schedule an interview with them to ask their preferences, experience, typical scheduling availability, etc. We also schedule ourselves to team with the interpreter so we can see them interpret and observe their strengths and areas of improvement. Internally, we share information about the interpreters to help each other schedule most appropriately. We also like to schedule ourselves as the interpreters for Deaf consumers we haven't served before so we get an idea of their language and cultural needs. If we are unable to interpret for them, we reach out to the interpreters who have recently interpreted for them to gather feedback and helpful info to aid us in future scheduling. Of course, we also depend on the interpreters' certifications to tell us about their skills and strive to utilize interpreters with special trainings in specialized areas when possible. In critical situations, we often also schedule a Deaf Interpreter to ensure effective communication is occurring.</p>	
D	<p>Please describe how you will consistently acquire updated interpreter schedules. Include and describe in detail your scheduling and booking process or system that enables you to respond to and book interpretation services, and how you will maintain uninterrupted service.</p>	30
	<p>ANSWER: <b>Proprietary</b> A2Z utilizes a cloud based scheduling software called Gridcheck that is designed specifically for ASL Interpreting agencies by nationally certified ASL interpreters. When we receive a request, either through our website or through the ODHH request portal, we enter it into Gridcheck. Then, we add additional details to the job notes and then offer the work to interpreters. Our standard business practice is to offer the work to specific interpreters rather than as mass emails to groups of interpreters. Interpreters enter their unavailability in Gridcheck and if they are listed as available, we offer them work. Some interpreters are more diligent about updating their availability than others, and since they are independent contractors we can't force them to keep it updated. Once an interpreter has accepted a job the system notifies us and we immediately book the interpreter and send the confirmation to the requester. Often we get requests covered the same business day or following business day of receiving the request.</p> <p>Gridcheck has some beneficial features specific to ASL interpreting. We are able to add notes to customer profiles as well as Deaf consumers' profiles, so the info remains static in all job details we send interpreters for all requests for that customer/consumer. We are also able to mark interpreters as preferred or non-preferred on both the customer and Deaf consumers' profiles to aid us in scheduling their requests. There are many features of the software that enable us to book interpreters efficiently with the best fitting interpreters.</p> <p>We enter requests as soon as we receive them and process them quickly. How quickly we are able to fill jobs is dependent on the interpreters accepting or declining the job offers. Our standard is to give interpreters two hours to reply before offering the job to the next interpreter. We process requests during typical business hours. We do not currently offer after hours services, but we do sporadically check emails during non-business hours and if there is an urgent request we will begin working on it after hours.</p>	
E	<p>Please describe your process for booking appointments in which there are more than one Deaf, DeafBlind, hard of hearing, late deafened, or Deaf Disabled person.</p>	20

	<p>ANSWER: <b>Proprietary</b> A2Z utilizes a cloud based scheduling software called Gridcheck that is designed specifically for ASL Interpreting agencies by nationally certified ASL interpreters. When we receive a request, either through our website or through the ODHH request portal, we enter it into Gridcheck. Then, we add additional details to the job notes and assess how many interpreters are needed for the job. If there is more than one known Deaf consumer, we schedule at least two interpreters. Depending on the setting and number of consumers, we may schedule more than two interpreters. We also may schedule Deaf interpreters depending on the linguistic needs of the consumers and the setting. In Gridcheck, we are easily able to add or remove the number of interpreters needed for a job. If we set the job to need 6 interpreters and offer the job to 12 interpreters, the first 6 interpreters to click “accept” in the offer email will be automatically assigned to the job. Our standard business practice is to offer the work to specific interpreters rather than as mass emails to groups of interpreters. Interpreters enter their unavailability in Gridcheck and if they are listed as available, we offer them work. Some interpreters are more diligent about updating their availability than others, and since they are independent contractors, we can’t force them to keep it updated. Once an interpreter has accepted a job the system notifies us and we immediately book the interpreter and send the confirmation to the requester. Often we get requests covered the same business day or following business day of receiving the request. We strive to learn the customers and consumers in Eastern WA so that when we receive a request for them, we are already aware of their preferences. If we are scheduling for more than one Deaf consumer, we ensure we are meeting the needs of all consumers and schedule the number of interpreters needed for that to happen most effectively.</p>	
F	<p>Please describe how you will handle a situation where the interpreter(s) arrive and are unable to provide effective communication access.</p>	<p><b>20</b></p>
	<p>ANSWER: Deaf Interpreters are scarce in Eastern WA. We schedule them when a situation necessitates it, but there are not enough Deaf Interpreters for us to schedule one as often as we would like. We rely on the hearing interpreters to assess if communication is effectively happening and if not, to pause the assignment and suggest it be rescheduled with a Deaf Interpreter or a hearing interpreter that is a better linguistic or cultural match. We advise the interpreters it is better to pause the assignment than to proceed with ineffective communication that could have serious consequences.</p>	
G	<p>Please describe your method for ensuring an Interpreters safety during unscheduled home visits where the client is unknown.</p>	<p><b>15</b></p>
	<p>ANSWER: We schedule interpreters upon request and it is the on-site personnel’s responsibility to ensure safety protocol is being followed for home visits and appropriate responses to potential threats. The requester/state employee has taken trainings on how to best respond in those situations and has internal policies at their agency they must follow, but the interpreters have not received the same training or information. The interpreters are working professionals who are independent contractors and responsible for their own safety trainings and continuing education. If they have hesitations or concerns about a request, we address them with the requester. We provide the interpreters with the name and contact</p>	



	info of the requester so they can reach out to them directly before a home visit to discuss the potential risks, the reason for the visit, and establish a game plan for meeting outside the home and entering the home together.	
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6	BIDDER'S SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)	MAXIMUM TOTAL POINTS
A	For each category below, please state the time needed by your firm to confirm receipt of a sign language interpreter request received during non-standard business hours (Monday-Thursday; 5:00pm – 8:00am Pacific Time/Friday 5:00pm – Monday 8:00am Pacific Time, including holidays).	<b>15</b>
	ANSWER:  <p style="text-align: center;"><b><u>Non-Standard Business Hours</u></b></p> Less than 12-hour notice: 12 hours 12–24-hour notice: 16 hours 24-48-hour notice: 16 hours 48-72-hour notice: 16 hours 72–120-hour notice: 16 hours 120 hours' + notice: 16 hours	
B	For each category below, please state the time needed by your firm to confirm receipt of a sign language interpreter request received during standard business hours (Monday – Friday; 8:00am -5:00pm Pacific Time, not including holidays).	<b>Not Scored</b>
	ANSWER:  <p style="text-align: center;"><b><u>Standard Business Hours</u></b></p> Less than 12-hour notice: 1 business hour 12–24-hour notice: 1 business hour 24-48-hour notice: 1 business hour 48-72-hour notice: 1 business hour	

	72–120-hour notice: 1 business hour 120 hours’ + notice: 1 business hour	
C	For each category below, please state the time needed by your firm to accept or deny an interpreter request received during non-standard business hours (Monday-Thursday; 5:00pm – 8:00am Pacific Time/Friday 5:00pm – Monday 8:00am Pacific Time, including holidays).	<b>15</b>
	ANSWER:  <p style="text-align: center;"><b><u>Non-Standard Business Hours</u></b></p> Less than 12-hour notice: 12 hours 12–24-hour notice: 16 hours 24-48-hour notice: 16 hours 48-72-hour notice: 16 hours 72–120-hour notice: 16 hours 120 hours’ + notice: 16 hours	
D	For each category below, please state the time needed by your firm to accept or deny an interpreter request received during standard business hours (Monday – Friday; 8:00am -5:00pm Pacific Time, not including holidays)	<b>Not Scored</b>
	ANSWER:  <p style="text-align: center;"><b><u>Standard Business Hours</u></b></p> Less than 12-hour notices: 8 business hours 12–24-hour notice: 8 business hours 24-48-hour notice: 8 business hours 48-72-hour notice: 8 business hours 72–120-hour notice: 8 business hours 120 hours’ + notice: 8 business hours	

<b>7</b>	<b>BIDDER’S PROPOSED PRICING (QUOTATION OR COST RESPONSE)</b>	<b>MAXIMUM TOTAL POINTS</b>
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A	Please provide the booking fees your firm will charge for services rendered and the service category corresponding to those charges.	<b>20</b>
	ANSWER: 72+ hours in advance- \$60 booking fee, per interpreter 48-72 hours in advance- \$65 booking fee, per interpreter 24-48 hours in advance- \$70 booking fee, per interpreter 24 hours or less in advance- \$75 booking fee, per interpreter	
B	Please fully describe any assumptions Bidder has made that affect its proposed total charges, if those assumptions are not explicitly addressed in Attachment A, Sample Contract.	<b>Not Scored</b>
	ANSWER: n/a	

**j As a separate attachment, please provide your firm's internal protocol for investigating and reporting an alleged violation by an Interpreter of RID's Code of Professional Conduct.**

**A2Z Interpreting's response:**

A2Z Interpreting ensures our interpreters are providing effective language access, complying with confidentiality rules, and following the RID Code of Professional Conduct (CPC) by screening all its interpreters before entering into a contractor relationship. Interpreters are asked to explain their history with sign language, education, interpreting experience, preferred interpreting settings, certifications, any areas of specialization, etc. Once approved as a contractor the interpreter is sent a service agreement, which is our second method of assurance. Issues such as effective language access, confidentiality, and adhering to the CPC is so vital that we include it in all our service agreements. Our interpreter service agreement states the following:

- Independent Contractor agrees to provide proof of the necessary licenses, skills, education, experience, or training.
- A2Z Interpreting, LLC. reserves the right to request and receive adequate assurances of the above at any time during the duration of this Agreement, and Independent Contractor agrees to provide said assurances promptly.
- Independent Contractor agrees to abide by the RID Code of Professional Conduct at all times and use the ethics within to make sound decisions in all areas of their business.
- The Independent Contractor's skills and professional conduct may be evaluated at any time without notification.

Additionally, our contract with businesses states the following:

- The provision of Services by A2Z Interpreting, LLC. under this Agreement is premised on A2Z Interpreting, LLC.'s assurance of the necessary licenses, skills, education, experience, or training. A2Z Interpreting, LLC. and its interpreters agree to provide proof of certification required by the state in order to interpret in the appropriate settings.
- Company reserves the right to request and receive adequate assurances of the above at any time during the duration of this Agreement, and A2Z Interpreting, LLC. agrees to provide said assurances promptly.
- All interpreters are required to keep all assignment related information confidential and abide by the RID Code of Professional Conduct.

A2Z Interpreting requires its interpreters to provide updated proof of certification and retains the right to evaluate skills and conduct at any time, which may include unannounced and announced site visits, light mentoring, etc. The owner also has an open-door policy with all interpreters and

encourages them to reach out after challenging assignments to debrief and discuss any linguistic or ethical concerns that arose. Most interpreters utilize this option which keeps A2Z Interpreting abreast of any situations that might need to be addressed. We also often ask clients and consumers if they are satisfied with the quality of interpreting services, providing a confidential way to share feedback. The owner follows up with any suggestions and makes adjustments or advises as needed.

A2Z Interpreting has never had a grievance with its interpreters or staff. In the event of a grievance, A2Z Interpreting will first consult with all participants in an interpreting situation and seek to gather information. The owner will meet with the interpreter to discuss the complaint and follow up on the results and any plan for future actions with all participants. Depending on the severity of the situation, further plans of actions may include: identifying methods to rebuild trust and confidence in the interpreter, mediating a discussion between the consumer and the interpreter, requesting the interpreter increase their knowledge and strengthen skills through a training opportunity specifically related to the issues in the grievance (Tenet 7.1), and, as a last resort, A2Z Interpreting will file a grievance with the appropriate agencies, such as RID. A2Z Interpreting agrees to cooperate fully with any grievance investigations.