



South Orange County Community College District

RFQ&P 370D: Sign Language Interpreting and Closed-Captioning Services

Addendum No. One (1)

August 8, 2019

Nick Newkirk

Purchasing and Contracts Manager

Note:

All documents remain unchanged except section or parts added to, revised, deleted and/or clarified by this Addendum.

1. The responses to the Request for Information submitted by the deadline of 5:00PM on August 2, 2019, as well as the responses to the questions asked during the mandatory pre-proposal meeting at 1:00 PM on August 7, 2019 are shown below:

Q1: SCOPE OF SERVICES Section 1. b. i. states: "Two (2) hour minimum will be based on "per day" assignment not "per class" assignment." We need clarification on what "per day" means. We also want to confirm that the two hour minimum is two consecutive hours. Does this mean a subcontracted interpreter could only be on a campus a total of two hours per day?

A1: The 2 hours minimum "per day" means that if the firm is called for service, the District will guarantee a minimum 2 consecutive hour assignment to the interpreter. All service engagements will stipulate the hours requested for that day's services.

Q2: SCOPE OF SERVICES Section 1. c. states: "The college will provide a minimum of 24-hour business or non-business hours' notice for cancellation or scheduling of service." We want to know if this is negotiable.

A2: This is not negotiable.

Q3: SCOPE OF SERVICES Section 1. f. states: "Firm shall not subcontract any portion of provided services to another entity." We want to confirm that we can utilize subcontracted interpreters operating as their own corporation.

A3: Firms will be allowed to subcontract provided services to another entity. However, the Agreement will be with the awarded firm and not the subcontractors. It is the awarded firm's responsibility to ensure that their subcontractors abide by the terms and conditions of the District's Agreement.

Q4: We have attachments we would like to add to better explain our services. Are attachments allowed?

A4: No.

Q5: APPENDIX D references “Task Orders” and we need clarification on exactly what that means. We believe it is synonymous with “Purchase Orders.” Could you please explain what “Task Orders” refers to?

A5: There will be one “Master Agreement” governing the terms and conditions for services. Each time services are required, a “Task Order” will be issued, which will be in lieu of a Purchase Order.

Q6: Who is your current provider(s) of ASL onsite services?

A6: The District reserves the right to not provide this information at this time.

Q7: What are the current ASL onsite interpreting rates for your onsite provider(s)?

A7: The District reserves the right to not provide this information at this time.

Q8: How many ASL interpreting hours did you use last year?

A8: For the 2018-2019 school year, 2,683 interpreting hours were assigned for Saddleback College and 5,500 interpreting hours were assigned for Irvine Valley College.

Q9: What is the average length of an interpreting assignment?

A9: Each assignment is contingent to student needs and may vary from a two hour minimum to potentially eight hours.

Q10: If you have multiple locations, what is the usage by location?

A10: For the 2018-2019 school year, 2,683 interpreting hours were assigned for Saddleback College and 5,500 interpreting hours were assigned for Irvine Valley College. For the 2018-2019 school year, 560 captioning hours were assigned for Saddleback College and 1,203 hours were assigned for Irvine Valley College.

Q11: Who is the current provider of closed captioning services and what are the rates?

A11: The District reserves the right to not provide this information at this time.

Q12: Does the captioning service need to be onsite or can we submit a proposal for remote captioning services?

A12: The preference and typical need is for onsite captioning, but occasionally remote captioning is needed. Please submit your proposal for the services your firm is able to provide.

Q13: Do you require specialty ASL interpreting services for Tactile, CDI or any other interpreting type?

A13: These services are occasionally required based on student needs.

Q14: What percentage of your interpreting assignments are for last minute needs (less than 24 hours notice)?

A14: The District cannot provide this information at this time.

Q15: What percentage of your interpreting assignments are cancelled with less than 48 hour notice?

A15: The District cannot provide this information at this time.

Q16: The proposal outline requires a list of individuals who would provide interpreting services for the district should we be awarded the contract. Our firm, however, does not employ sign language interpreters. Rather, we have a lengthy list of vetted independent contractors who pick up interpreting assignments at their own discretion as they become available. Because we do not employ these individuals, we do not share their information unless they have been confirmed for an interpreting assignment. How can I appropriately complete the proposal with this confidentiality in mind?

A16: Firms will be allowed to subcontract provided services to another entity. However, the Agreement will be with the awarded firm and not the subcontractors. It is the awarded firm's responsibility to ensure that their subcontractors abide by the terms and conditions of the District's Agreement.

Q17: Is it possible to only bid for the captioning portion of this contract?

A17: Yes.

Q18: Our firm offers an automated speech-recognition solution, negating the need for in-person captionists. Would the District be willing to consider a solution like this for the closed caption portion of the contract?

A18: The preference and typical need is for onsite captioning, but occasionally remote captioning is needed. Please submit your proposal for the services your firm is able to provide.

Q19: Is there an incumbent vendor for these services?

A19: Yes, the District currently contracts for these services with multiple firms.

Q20: If so, what rates do they provide?

A20: The District reserves the right to not provide this information at this time.

Q21: What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?

A21: Having enough interpreters available to fulfill the need.

Q22: What is the expected volume of this contract?

A22: For the 2018-2019 school year, 2,683 interpreting hours were assigned for Saddleback College and 5,500 interpreting hours were assigned for Irvine Valley College. For the 2018-2019 school year, 560 captioning hours were assigned for Saddleback College and 1,203 hours were assigned for Irvine Valley College.

Q23: Is there any historical data for Sign Language Interpreting Services?

A23: For the 2018-2019 school year, 2,683 interpreting hours were assigned for Saddleback College and 5,500 interpreting hours were assigned for Irvine Valley College. For the 2018-2019 school year, 560 captioning hours were assigned for Saddleback College and 1,203 hours were assigned for Irvine Valley College.

Q24: Are we able to bid solely on the Sign Language portion?

A24: Yes.

Q25: Will the District allow bidders to charge a 2 (consecutive) hour minimum?

A25: Yes, please refer to SCOPE OF SERVICES Section 1. b. I. in the RFQ&P.

Q26: To determine participation, please confirm if you are accepting proposals for remote captioning of live classroom and campus events or only onsite captioning services?

A26: The preference and typical need is for onsite captioning, but occasionally remote captioning is needed. Please submit your proposal for the services your firm is able to provide.

Q27: Will contracts be awarded to multiple firms?

A27: Yes, the District intends to award contracts to a pool of qualified firms.

Q28: Once awarded a contract, how will firms from the pool be chosen to provide services?

A28: The colleges will decide which firm best suits the needs of their students and the college.

Q29: If interpreting or captioning services are requested for a time period of less than 2 hours, will the college require the service interpreter/captionist to provide services for a 2 hour period since there is a 2 hour minimum? Will service providers be required to perform services outside of those directly assigned?

A29: No, service providers will only be required to perform the services specifically requested.

Q30: How many locations in the District require services?

A30: Services are primarily required at Saddleback College, Irvine Valley College, ATEP, and Silverado

High School, but the need for services at additional locations could arise over the course of the contract's terms.

Q31: What hours does the college anticipate the services will typically take place?

A31: Services will be primarily required from 8:00am to 5:00pm, but night classes are also offered at both colleges, which could necessitate services to be provided after 5:00pm.

Q32: If you have two interpreting service requests that line up back to back are they separate service requests?

A32: Each service request will be treated separately.

Q33: Does the District provide parking passes or reimburse for parking?

A33: Firms and subcontractors are required to pay for their own parking at all locations District-wide.

Q34: Do the colleges require the service providers to sign-out for their assignments?

A34: Yes, each college has a sign-out/verification of service requirement for service providers.

Q35: Are names required for on Proposal Form D Fee and Rate Proposal?

A35: No names are required. Only the title of the team member/type of service must be listed.

Q36: Are new resumes required each time a new employee/subcontractor begins working with the awarded firm?

A36: No.

Q37: Occasionally service assignments may be for a complex course or foreign language that may require additional preparation. Does the District pay for prep time?

A37: All prep work must be completed on the service provider's own time unless specified by the college. If your firm offers pricing for prep work, please submit the rates on Proposal Form D.