



RFP 3451-9 ADDENDUM #1 & ACKNOWLEDGMENT

Description: Sign Language Interpreter Services

RFP #: 3451-9 Addendum #1

Date: November 22, 2019

The following clarifications, changes, additions or deletions for this project shall be made to the above mentioned RFP; all other conditions shall remain unchanged. The Addendum supersedes current conditions shown in the RFP document. This Addendum forms a part of the Contract Documents and modifies them as follows:

CORRECTION: Scope of Work Section 3.1.1.1

NAD and BEI certifications added to the scope of work under the “Certification” definition in 3.1.1.1.

CORRECTION: Specific Requirements Section 4.2.2

NAD and BEI certifications added to the list of certifications in 4.2.2.

CORRECTION: Pricing Schedule Section 7

BEI to be added as a certification.

CORRECTION: Pricing Schedule Section 7.11

NAD III certification to be removed from section 7.11 for Sign Language Interpreter Hourly Rate for Legal Interpreter.

QUESTIONS AND ANSWERS

No further questions will be answered.

Below are responses to the questions that were received regarding this RFP. If your question(s) was not specifically answered it may be because it was not pertinent to your ability to respond to the RFP; did not address what was requested in the RFP; was similar to a question previously asked; was information that only the successful proposer will need and will be provided when they start working on the project; and/or the answer is already contained in the RFP package or available on our website.

Please note the questions are in black, with the response following in blue. When possible wording for each question was kept in the same format as received but may have been edited to provide clarity. Questions may be placed in a different order and renumbered. Responses to questions received are as follows:

- Q1. Must Bidders bid on all of the services requested to be considered responsive, or can we choose which services we wish to bid on?
- A1. You may bid on one, several, or all of the services. It is not an all or nothing proposal.
- Q2. Must Bidders have the insurance requirements upon submission of Response, or can we satisfy insurance requirements upon award?
- A2. No, you do not need to provide the insurance requirements with your proposal response. It can be submitted if an award is made to your organization.
- Q3. On page 38, it states, "MCCCD requires a minimum of three (3) current and local references for which you are providing same or similar products and services specified herein." Must Bidders be able to provide three references local to Maricopa County? Can you clarify this requirement?
- A3. Bidders may provide out-of-state references if the agency does not have references local to Maricopa County.
- Q4. We understand that on-site Interpreters are required to carry Arizona State License. Are Video Remote Interpreters also required to have an Arizona license, if they are located outside of Arizona?
- A4. <https://www.acdhh.org/interpreters/faq/#18> - Yes. The interpreter licensure law applies to all interpreters, including video remote interpreters, who provide interpreting services to consumers in Arizona regardless of where the interpreter resides.
- Q5. Please address whether Bidders need an Arizona Business License upon submission of bid, and if not, are Arizona companies favored over non-Arizona entities?
- A5. You do not need to provide an AZ business license, but you do need to show that you are able to do business in the State of Arizona. Proposals are evaluated based on the evaluation criteria in this RFP
- Q6. How many companies do you expect to Award as a result of this RFP?
- A6. This is a multiple source award contract.
- Q7. Will the college publish vendor's proposals on the college's website or on any location on the Internet?
- A7. Yes. Awarded vendor proposals may be published on MCCCD's procurement website.

- Q8. In Section 4.2.3, what constitutes an "approved" interpreter? Approved by the agency using qualifications?
- A8. Yes. The agency is required to "approve" the interpreter that is being sent.
- Q9. There is an explanation of a team CDI and ASL but there could be a team of 2 ASL interpreters as well. Could this be outlined for clarification?
- A9. Industry standard will be followed regarding team assignments for interpreters. The most common assignment is 2 ASL interpreters on a team
- Q10. How many staff interpreters does MCC District employ?
- A10. We have 3 colleges that have staff interpreters to support student needs. This RFP will support student and staff needs around MCCCCD
- Q11. Does the college employ any CDI staff interpreters? How many CDI interpreted requests were made for college events or coursework during the spring 2019 semester? What types of coursework or events are CDI interpreters typically used for?
- A11. We do not have any CDI interpreters on staff. MCCCCD does not keep a record of the number of interpreting events or hours contracted. Hours will vary each semester depending on MCCCCD's needs.
- Q12. What technical support does the college provide for students requesting VCRI services?
- A12. Computers are set up with equipment, and colleges provide IT support for students and staff.
- Q13. How many interpreted events and hours of interpreting were contracted to the current suppliers for sign language interpreting services during the spring 2019 semester?
- A13. MCCCCD does not keep a record of the number of interpreting events or hours contracted. Hours will vary each semester depending on MCCCCD's needs.
- Q14. How many interpreted events and hours of interpreter were contracted to the current supplier for VCRI during the spring 2019 semester?
- A14. See A13
- Q15. Who is the current vendor(s) for sign language interpreting services? Who is the current vendor of Cued Speech Transliteration? Who is the current vendor(s) for VCRI services?
- A15. The current vendors are Access Professional Interpreting, AZ Freelance Interpreting Services, and Deaf Services Unlimited.

- Q16. What are the current rates bid by each vendor for each service?
- A16. On average MCCCCD is paying \$65-80 per hour for on-site face-to-face ASL and \$115-140 per hour for on-site CART
- Q17. What are the current challenges experienced by the current contract?
- A17. There are no known challenges with the current contract at this time.
- Q18. Page 11, 4.2.4.1 & Attachment B – “in the event interpreting services are required for any legal settings...” and Attachment B explains interpreters working in prisons. Does MCC hold classes in a prison? If so, what is the name(s) addresses of those locations? Are class held onsite in a prison considered legal in nature? What are some examples of legal situations that come up at MCC?
- A18. Interpreting in the prison settings would be to support classes occurring in the prison. This would be on a case-by-case basis, but would likely be used for an instructor or staff member to instruct students rather than for legal issues or discussions relating to a student and their legal situation. The "legal settings" would be more for staff or students that are engaging with district legal and or the student conduct process.
- Q19. Attachment B – Assignment in Prison Environment - #5 prior to entering the prison, an interpreter shall attend a 2-4 hour training session conducts by the state. If the interpreter has already taken this training for another contract will this training have to be repeated for the MCC contract?
- A19. Any assignments to a site covered by a facility use agreement or partnership with MCCCCD training requirements will be evaluated on a case-by-case basis.
- Q20. Page 11 4.2.11 – Failure to appear...or “if the contractor furnishes an interpreter who fails to satisfy the qualification requirements of the identified assignment.” The RFP requires an Arizona licensed and RID/NAD certified interpreter. Other than for Performing Arts venues that require a .6CEU training in performing arts interpreting, are there other qualification requirements that an interpreter might fail to satisfy?
- A20. The intent of this section is to cover when an interpreter accepts a job/the agency says they can staff the job and the interpreter does not show up.
- Q21. Performing Arts CEU requirement is not a standard of practice or requirement of Arizona Licensure. What is the rational for this .6CEU training?
- A21. In the event that an employee in performing arts needs an interpreter, the training would provide content knowledge.

Q22. There are 10 colleges under the MCC District. How many off site campuses are there in total including prisons? Can you provide a resource (URL) to all the site addresses?

A22. We are unable to identify all potential locations and off site addresses due to the independent nature of the work done at each college. Assignments will primarily be in Maricopa County.

Q23. "Educational Interpreters" usually implies K-12. Is that the intent of this section? Are you saying "Educational Interpreters" can be used in post secondary settings?

A23. Phoenix Community College and Gateway Community College have charter/high schools. An Educational Interpreter may be used in this setting. It is not our intent to use Educational Interpreters in a post secondary setting.

Q24. Will this contract be offered to customers in the K-12 setting to piggyback off of?

A24. Prior to award, MCCCCD will work with vendors to determine the cooperative nature of the contract.

Q25. 7.2, Can this be revised to be listed individual stackable differentials which would apply to the base rate?

A25. You may submit a more detailed pricing sheet that includes stackable differentials.

Please fill in the requested information below as acknowledgment that you have received this addendum as noted above and include IN YOUR PROPOSAL when it is submitted.

Name of Firm: _____

Address: _____

Fax # : (_____) _____ Tel. #:() _____

Name:(Print) _____ Title: _____

Signature: _____ Date: _____

E-Mail: _____