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Solicitation Addendum

Addendum No.: 1
Solicitation No.: 18-R068261AJ
Project No.: N/A
Solicitation Title: Emergency Management Sign Language Interpreting Consultant
Addendum Date: Friday, February 23, 2018
Procurement Contact: Abigail Jenkins, abigail.jenkins@mymanatee.org

RFO 18-R068261AJ EMERGENCY MANAGEMENT SIGN LANGUAGE INTERPRETING CONSULTANT SERVICES IS AMENDED AS SET FORTH HEREIN. RESPONSES TO QUESTIONS POSED BY PROSPECTIVE OFFERORS ARE PROVIDED BELOW. THIS ADDENDUM IS HEREBY INCORPORATED IN AND MADE A PART OF RFO 18-R068261AJ EMERGENCY MANAGEMENT SIGN LANGUAGE INTERPRETING CONSULTANT SERVICES.

Change to:

SECTION B SCOPE OF SERVICES, ITEM B.04(A)

- A. On- Site Interpreters who are trained and experienced in sign language and certified by the National Registry of Interpreters for the Deaf or by the Florida Registry of Interpreters.

Change to:

SECTION B SCOPE OF SERVICES, ITEM B.04(C)

- C. At the County's request provide other auxiliary aids and additional services including but not limited to:
- (1) VRI
 - (2) Certified Communication Access Real-Time Translation (CART) providers,
 - (3) Closed-Captionists (C-Captionists)

Change to:

SECTION B SCOPE OF SERVICES, ITEM B.04(H)

- H. Interpreters who meet the DOJ's definition of Qualified Interpreters ~~as defined in Item B.02.~~
The term "qualified interpreter" means a person who is certified by the National Registry of Interpreters for the Deaf or the Florida Registry of Interpreters for the Deaf as proposed in Florida HB1109, amending s. 252.35, F.S.

Change to:

SECTION B SCOPE OF SERVICES, ITEM B.04(I)

- I. Qualified interpreters for television and public appearances must be certified by the National Registry of the Deaf or by the Florida Registry of Interpreters.

QUESTIONS AND RESPONSES:

Q1. Can we bid on some of the services listed in the RFP, instead of all of them?

R1. On-site ASL Interpretation is a requirement of the Scope of Services. (Refer to B.04, in the Scope of Services). The County requires that the successful Offeror has a risk mitigation plan (e.g., alternative staffing) to provide for on-site services in the event it does not have an Interpreter available.

Q2. Under the FOIA, is there an incumbent currently performing the duties? If yes, please identify the company or persons. How long have you been working with them?

R2. County Administration has not had a contract for Emergency Management Sign Language Interpretation Consultant Services in recent past.

Q3. Under the FOIA, how much are you currently paying for the services?

R3. See response to Question 2.

Q4. Why are you considering changing vendors?

R4. See response to Question 2.

Q5. What does the County consider as a Trade secret?

R5. Refer to the RFO Section A.24 and Florida Statute Chapter 119.

Q6. Which services, besides onsite ASL interpreting, does the County currently utilizes?

R6. County Administration has been soliciting for ASL services on an as needed basis and has not required any related services in the recent past.

Q7. Please provide any historical data regarding monthly or annual usage of ASL interpreting services for our review.

R7. See response to Question 2.

Q8. What type of VRI devices (tablets, laptops) does the County use? Are you happy with your current devices?

R8. See response to Question 2. The ASL services required by the County in the recent past has been on-site Interpreters.

Q9. Would the County be possibly interested in other languages, in addition to ASL?

R9. Yes. These services are included in the additional services shown in Section B.

Q10. Please provide information on the County's payment terms (i.e., in how many days can Offeror expect the payment following the submission of an invoice)?

R10. Invoice payment terms are within 45 calendar days from receipt of a correct invoice.

Q11. While we are happy to provide references from government agencies with which we have worked for many years, it would be a general reference about services, rather than a review of a specific interpretative event or a specific interpreter. We are not at liberty to disclose such information. Is it therefore acceptable to provide these institutional references without focusing on any particular individual?

R11. Yes

Q12. We contract with many interpreters, many of which are certified, and therefore it is not necessarily feasible to provide *every possible interpreter's* information. Will a sample of a few interpreters with certifications and resumes suffice, as they will illustrate the general caliber of our linguists?

R12. Yes, you may provide a sampling of 8-10 Interpreters who are qualified to provide services for the County and meet the certification and other requirements of the RFO.

Q13. What is the expected volume of this contract?

R13. The services outlined are for Emergency Management Services, so volume is an unknown factor, and contingent upon emergency situations.

Q14. What was the pricing of the previous incumbents of this position?

R14. See response to Question 2.

Q15. Must a company be able to provide all requested services, including CART and C-Captioning? Or is it sufficient to provide on-site ASL interpretation as well as VRI?

R15. On-site ASL Interpretations is a requirement of the Scope of Services (refer to B.04, in the Scope of service). CART and C-Captioning are considered additional services and are desirable but not mandatory in order to submit an offer.

Q16. For TAB 2 Question #3, just to confirm you would like us to provide clients who utilized our services since November 2013?

R16. Yes

Q17. Is the bidder required to provide all the services in G (9) to be eligible to bid?

R17. See response to Question 14.

Q18. Who is the current provider of the services in this RFO and what are the current rates for these services?

R18. See response to Question 2.

Q19. What was the usage in hours for the services in this RFO in 2017?

R19. See response to Question number 2. County Administration engaged an on-site interpreter during Hurricane Irma for a total of less than one hour.

Q20. Are there any criteria for the television/public appearance interpreters?

R20. Yes, refer to the RFO Section B. Interpreters must be Certified by the National Registry of Interpreters for the Deaf or the Florida Registry of Interpreters for the Deaf.

Q21. Travel (portal and/or mileage) compensation was not specified in this bid, is Manatee County prepared to compensate for travel time/costs for assigned interpreters if needed?

R21. Refer to the Tab 9, page 23, "Fee / Rates Proposal Form" item "B" Fee / Rates Proposal, to prepare your compensation estimate.

Q22. General Requirements B.04, page 14, B.04.C: Are providing CART services required to qualify for this bid?

R22. See response to Question 14.

Q23. Other: For Emergency Management press conferences (high profile events), we have typically recommend supplying a team of interpreters, including if possible a Certified Deaf Interpreter in order to provide the deaf population with the best possible interpretation due to the life and death importance of the message being interpreted. Is Manatee County willing to include this as an exception for such events?

R23. Yes, services for Emergency Management press conferences is a requirement of the Request for Offer.

Q24. Page 4, C.: The County lists other services (VRI, CART, Closed-Captionist, and other technologies that might meet the needs of the ADA) to satisfy the need for Emergency Management services. Would the County accept proposals for only in-person sign language interpreting services? CART and Closed-Captioning services are not sign language related. Closed-Captioning is regulated by the FCC for use and transmission on television. VRI interpreting requires specialized teleconferencing technology or software and is priced by the minute, usually not by the hour.

R24. See response to Question 14.

Q25. Page 15, B.05: "Two hours is considered a minimum time required for assignments." The remaining description of that paragraph assumes the interpreter might be the factor why the meeting length of time might be less than two hours. What will the County do if they have a meeting that only lasts 40 minutes? Will the County require the interpreter to sit in a waiting room until the 2-hour time limit expires? Will County representatives sign a confirmation sheet releasing the interpreter in the event the assignments last less than the expected 2-hours?

R25. The County will sign a release confirmation for the Interpreter in the event the assignments last less than 2-hours.

Q26. Do you have a current vendor providing Emergency Sign Language services to the County? If so, who is that vendor and what is their current rate/costs?

R26. See response to Question 2.

Q27. How long has the County had a contract with the current vendor?

R27. See response to Question 2.

Q28. What challenges does the County have with the current contract for Emergency Sign Language Interpreting Services?

R28. See response to Question 2.

NOTE: Items that are ~~struck through~~ are deleted. Items that are underlined have been added or changed. All other terms and conditions remain as stated in the RFO

End of Addendum

INSTRUCTIONS:

Receipt of this addendum must be acknowledged as instructed in the solicitation document. Failure to acknowledge receipt of this Addendum may result in the response being deemed non-responsive.

AUTHORIZED FOR RELEASE: DWW