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Solicitation Addendum

Addendum No.: 2
Solicitation No.: 18-R068261AJ
Project No.: N/A
Solicitation Title: Emergency Management Sign Language Interpreting Consultant Services
Addendum Date: Tuesday, February 27, 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.08

Successful Offeror's professional staff assigned to work for the County shall possess professional certification and/or licensing as applicable to the provision of services from nationally recognized institutions such as:

1. National Association for the Deaf(NAD)
2. Registry of Interpreters for the Deaf (RID)

Change to:

SECTION C PROPOSAL RESPONSE C.02, PROPOSAL FORMAT, B, TAB 2. MINIMUM QUALIFICATION REQUIREMENTS, ITEM 2

2. Must have a minimum of two interpreters who possess a current, valid certification issued by the National Registry of Interpreters for the Deaf RID or the National Association for the Deaf (NAD) ~~or a current, valid certification issued by the Florida Registry of Interpreters for the Deaf.~~ **Provide a copy of the qualified interpreters' certification issued by the National Registry of Interpreters for the Deaf or the National Association for the Deaf (NAD) or by the Florida Registry of Interpreters for the Deaf.**

Change to:

B.06 RESPONSE TIME/QUALITY OF SERVICE

If the successful Offeror(s) indicates to the County their inability to provide a requested interpreter, or fails to provide name(s) of the assigned interpreter(s) at least ~~four~~ two hours prior to the scheduled start time, the County reserves the right to procure services from another source. Such failures may be grounds for termination of the Agreement.

QUESTIONS AND RESPONSES:

Q1. Are there any set-asides for this opportunity: minority-owned vendors, small business, woman owned vendors, veteran-owned vendors, or any other disadvantaged vendors?

R1. No, refer to the RFO Section A.22 for information concerning Minority and/or Disadvantaged Business Enterprises.

Q2. Does the County accept discounts if payments are made within fifteen (15) days of submitting invoice?

R2. No

Q3. Language companies often work with freelance translators. Do you consider freelance interpreters subcontractors?

R3. Yes, it is the Offeror's responsibility to ensure the assigned Interpreter meets the requirements as outlined in the Scope of Services as a contract employee or freelance subcontractor.

Q4. Is a local office in Manatee County required? While we have many offices across the nation, most relevantly in Broward and Polk counties, with a corporate office located in San Diego, CA from which our key personnel address main concerns and issues pertaining to our services.

R4. No, an office in Manatee County is not required as long as the requirements outlined in the Scope of Services are met.

Q5. Tab 7- Requirement 3: To whom does "key personnel and staffing resources" refer (i.e. corporate staff who handle the business, or individual interpreters)?

R5. The key personnel are the individuals who will be actively involved in the provision of services as well as the management team they report to. The organizational diagram should provide a flow of how each of your key personnel fit into the hierarchy of your organization, including the individual interpreters.

Q6. On the Section D, Evaluation of Offers, it states that interviews and presentations are worth 15 points. Can you elaborate on what is necessary for that process?

- R6. If conducted, the interviews will be evaluated on the knowledge and abilities demonstrated by Offeror's team, as well as the team's conceptual ideas for services. Evaluation will include the team's ability to provide clear, unqualified answers and comprehensive explanations of relevant, prior experience.
- Q7. Does the county have a cancellation policy for requested services? (Less than 24 hour notice, flat rates, etc.)**
- R7. Offerors may submit details regarding any cancellation fees in TAB 8 – APPROACH of their offer.
- Q8. Section B.07 if the interpreter is late due to act of God, flooding, tornado etc., is the penalty still applicable?**
- R8. As stated in B.07, the County will impose penalties for not adhering to the arrival times.
- Q9. Is the CART requirement for remote or onsite CART?**
- R9. Offerors may propose either or both options. Service must meet the definitions outlined in Section B.02(D) Auxiliary Aids and Services.
- Q10. Section B.04 (A) requires RID certified interpreters but (H) requires qualified interpreters as defined in B.02 (B) which do not have to be certified. Will you accept qualified interpreters that are not RID certified?**
- R10. Refer to "Addendum 1" Change to Section B.04(A) and B.04(H)
- Q11. B.03, page 14, Are providing services for the blind required to qualify for this bid?**
- R11. No.
- Q12. B.04.D: What is your definition of as-needed basis for non-emergency events?**
- R12. Requirements for 'as needed' services occur very infrequently. However, as part of normal business operations that are not connected to a specific emergency event, a situation may occur in which the County would require the services of an Interpreter.
- Q13. What are non-emergency events within an emergency event defined as?**
- R13. Non-emergency events are required as part of normal business operations and are not connected with a specific emergency event.
- Q14. B.04.E: Is using a team of interpreters acceptable for working eight or more hours?**
- R14. Yes
- Q15. Response Time/Quality of Service B.06, page 15: Is one hour before the start time of the requested job to receive the specific name of the interpreter within acceptable parameters?**
- R15. See this Addendum No. 2 for a revision to Item B.06. Offeror must provide the name(s) at least two hours prior to the scheduled start time.
- Q16. Page 14, D.: Interpreters needed on as-needed basis for routine requirements for services for non-emergency events. Could you please tell us the volume of work expected for non-emergency events? Where in the County (what agencies) would that work take place? Would that be in the County Court system? For County Public Schools? Many specialized interpreting venues require different training and certification for interpreters and is billed at a different rate.**
- R16. See response to Question 12.

Q17. Page 14, E.: "Interpreter(s) to provide ASL services working eight hour shifts, or shifts as otherwise directed by the County, during an emergency event that does not result in a lockdown of the EOC." Please detail what events might require an eight-hour shift that is not considered a lockdown.

R17. Not all emergency events require a lockdown of the EOC, but most require communication with the General Public for as long as the EOC is activated, for example prior to a hurricane making landfall.

Q18. Page 15, B.05: In the event an assignment is less than two hours it will be covered by a single interpreter. Since the primary scope of work focuses on in-person interpretation during emergency televised announcements it is highly anticipated by deaf viewing audiences to expect a highly qualified native interpreter working with a highly-qualified hearing interpreter team which would require a minimum of two interpreters. Will you consider a team of two interpreters for televised emergency announcements?

R18. Yes, the County will consider an offer of a team. Services must meet the requirements of the RFO.

Q19. Page 16, B.08 "Certifications" lists 8 possible certifications and/or licensing entities and asks that successful proposers submit evidence of such certification. #7 National Institute for the Deaf appears to be a school or service for the Deaf in South Africa. Did you mean to have this entity listed? Of the remaining entities listed that certify American Sign Language Interpreters in the United States only 2 and 3 apply. Could you please clarify why the remaining entities are listed since they do not test and certify ASL Interpreters? (again this list appears on page 20-21).

R19. This requirement has been revised per this Addendum 2.

Q20. Page 17, C.02, B, 2. Proposers "must have a minimum of two interpreters who possess a current, valid certification issued by the National Registry of Interpreters for the Deaf or a current, valid certification issued by the Florida Registry of Interpreters for the Deaf." Only the National Registry of Interpreters for the Deaf (RID) issue national certification. Florida RID is an affiliate chapter of RID to represent members on a local level. Florida RID issues membership cards and not certification cards. Please consider making this correction as non-certified individuals can become a member of FRID and membership does not reflect certification.

R20. This requirement has been revised per this Addendum 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 <solicitation type>.

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: 