



**RFP NO. 100412-FY19-18
AMERICAN SIGN LANGUAGE AND OTHER INTERPRETATION SERVICES FOR THE DEAF
AND HARD OF HEARING**

ADDENDUM NO. 2

DECEMBER 11, 2018

Please note the following responses to the questions received:

1. Question: In regards to the RFP above, are the VRI services on demand for Sign Language only, or does it include Foreign Language?

Response: VRI services are for Sign Language Only.

2. Question: Is it possible that I only provide ASL Interpreter services? Can CART be separate bid requestor by a different provider?

Response: Yes, you may submit a proposal for the services that you can provide.

3. Question: Would Leesburg consider adopting the industry-standard 48-hour cancelation policy, as opposed to the 24 hours noted in the solicitation?

Response: No, the Town will not consider a 48-hour cancelation policy.

4. Question: Would Leesburg consider the use of Remote CART, which is more efficient and cost-effective?

Response: Yes, we will consider Remote CART. Please use the attached revised Pricing Form to submit your pricing to the Town.

5. Question: **Page 4, III Scope of Work. A. Interpreter Requirements for All Assignments #5. Background checks.** Most contractors have already been background checked by the government. Will government background check be sufficient for this contract? Also, can you explain what the background check is for and how much does it cost per person? How long is this background check valid for?

Response: A national criminal background check is sufficient. If background checks are not performed or re-certified on a regular basis, the successful offeror or Contractor should have a policy in place requiring its employees to report convictions to their employer.

6. Question: **Page 5, III Scope of Work. A. Interpreter Requirements for All Assignments #7. One interpreter for sensitive assignments.** Industry standard is that 2 interpreters are provided for assignments lasting 90 minutes or longer and sometimes a team is provided less than 90 minutes, if the content and nature of the assignment is complex. Providing one interpreter regardless of the duration of an assignment is physically and mentally harmful to the interpreter as sign language interpreting is a taxing profession. Sensitive assignments potentially may be complex in nature and 2 interpreters may be assigned. Will the Town consider rephrasing the sentence to say, *“For situations that are deemed sensitive by the Town, the Town will work with the Contractor to determine the appropriate number of interpreters.”*?

Response: No. The referenced section states that the Town may request one interpreter. There are law enforcement situations that are not conducive to two interpreters.

7. Question: **Page 5, III Scope of Work. A. Interpreter Requirements for All Assignments #15.** There are conflicting sentences as to if an interpreter requires certification. Can the Town please clarify if all interpreters must be RID certified? Non-certified interpreters are not held to the same standard as certified interpreters and do not need to adhere to the RID CPC, including confidentiality. If all interpreter must be certified, can the Town remove the sentence, *“Contractor shall provide certified interpreters if requested.”* ?

Response: The Sign Language interpreters must meet the requirements listed on Page No. 6 of Section III (B) Sign Language Interpreter (In-person and VRI) requirements. This sentence will not be revised.

8. Question: **Page 6, III Scope of Work. B. Sign Language Interpreter (In-person and VRI) Requirements. #2 VQAS and #3 EIPA.** Even though VQAS is a screening held in the state of Virginia, it is not a certification. The EIPA is a RID recognized certification but it is only applicable in the educational setting (K-12) and does not encompass community interpreting. Can the Town remove the “shall meet one or more of the following criteria” so that RID is the only certified requirement with VQAS and EIPA being in addition to a RID certification?

Response: No.

9. Question: **Page 7, III Scope of work. D. In-Person Assignment Requirement. 1. b.** Services requested less than 24 hours before the start time of a scheduled assignment cannot be guaranteed. Will the Town add a statement to reflect, *“Contractors will inform the Town as soon as possible if they can or cannot confirm services with less than 24-business hour notice.”*?

Response: No.

10. Question: **Page 7, III Scope of work. D. In-Person Assignment Requirement. 1. b. and c.** Requests are handled on business days. Non-business days such as weekends and holidays, are not included when submitting or cancelling requests. Will the Town reflect this change by changing the language throughout the contract to say, *“business day notice(s).”*?

Response: As the Town operates 24/7/365, requests can sometimes be handled on non-business days. As such, the Town cannot remove this language. Any exceptions to the Town’s Scope of Work can be listed in Tab 5 of your proposal to the Town.

11. Question: **Page 7, III Scope of work 2. In-Person Assignment Cancellations and Inclement Weather. a.i. ii. iii. and iv.** Interpreters make a commitment when accepting work will work with Contractors who adhere to the industry standard of more than 48 business-hour notice for cancellations. Not following industry standard can impact their livelihood as they may not be able to find replacement work with such short notice. This may also deter them from making any future commitments with the Town. Will the Town change this section to state, *“If a cancellation request is submitted to the Contractor forty-eight (48) business hours or more prior to the start time of the scheduled assignment, the assignment will be canceled and no payment of any kind may be charged for that assignment. If assignment(s) are canceled with forty-eight (48) business hours or less, the Contractor will be entitled to receive a cancellation compensation agreed to on the Pricing Form of this RFP.”?*

Response: No. Any exceptions to the Town’s Scope of Work can be listed in Tab 5 of your proposal to the Town. Please see #56 of this addendum.

12. Question: **Page 8, III Scope of Work. 2. In-Person Assignment Cancellations and Inclement Weather. b.** The Contractor does not have the authority to cancel assignments, only the Town can cancel assignments. The Contractor can either confirm or not confirm services. Can the Town re-word this section to state, *“If the Contractor cannot confirm services for a previously scheduled assignment, the following will apply:”?*

Response: A previously scheduled assignment should be interpreted that the Contractor has confirmed the services. If the Contractor cannot confirm services, the Town will find another resources to obtain the services.

13. Question: **Page 8-9, III Scope of Work. 2. In-Person Assignment Cancellations and Inclement Weather. b. ii. iii. and iv.** This is a multi-award contract and with such type of contract, punitive measures for not being able to cover an assignment should be limited, if any is to occur. The ability for the Town to use multiple contractors should alleviate the need for any type of punitive measures. Punitive measures outlined in this section is harmful to Small Businesses and deter them from bidding on this type of work. No company can be at 100% fill rate. If a Contractor is filling 99% of the work, will punitive measures still be taken against them? Will the Town consider removing this language since the Town has the ability to select from various Contractors during this contract to fill the work?

Response: If the Contractor is filling the majority of the work, the Town will work with the Contractor for any cancellations after the services are confirmed. It is our hope that the Town does not have to seek reimbursement; however, the Town does reserve the right to seek reimbursement for any additional fees incurred due to the Contractor cancelling a previously confirmed assignment. While the Town understands your concerns from a small business perspective, the Town will not remove this language.

14. Question: **Page 9, III Scope of Work. 2. In-Person Assignment Cancellations and Inclement Weather. E.** Not all VRI requires a full set up or a separate phone number such as what is used with VRS (a FCC-funded program). For example, we use the latest secure software technology that is offered free of charge. The only requirements from the Town is a computer, webcam, and microphone. Will the Town remove specific requirements under VRI to simply encompass that

the Contractor will work with the Town to use software that best matches their need and the Contractor will work with the Town to ensure proper set-up and troubleshooting is available?

Response: No. The Contractors must provide training and a customer support number in the event the Town experiences technical difficulties in using the software.

15. Question: Are we required to bid on all requested ASL services? (on-site, CART, and VRI) Could we choose to only bid on one service?

Response: Please see #2 of this addendum.

16. Question: Is there an incumbent vendor for this bid? If so, please name the incumbent(s).

Response: There is no incumbent vendor.

17. Question: If there is an incumbent, at what rates are services being offered?

Response: Please see #16 of this addendum. There is no incumbent vendor, however, last year we used 25 hours of interpretation services at \$95 per hour.

18. Question: Was there a previous RFP for these services? If so, can we see that previous RFP document?

Response: This is a new requirement, there is no previous RFP.

19. Question: Is the Town of Leesburg (The Town) planning to award contracts to a single vendor or multiple vendors?

Response: It is the intent of the Town to award to multiple vendors. However, the Town reserves the right to accept or to reject any or all proposals, to accept or reject in whole or in part, or to make multiple awards.

20. Question: If the Town is planning to award contracts to multiple vendors, how will work be distributed?

Response: The Town will attempt to distribute the work fairly; however, assignments will be scheduled based on availability and the nature of the work.

21. Question: Can an offeror submit a proposal for just one of the services listed or must they submit for all services?

Response: Please see #2 of this addendum.

22. Question: We are asked to provide a Certificate of Good Standing. We have done one in the state of Maryland but not Virginia. Would our SCC Number suffice for that?

Response: Pursuant to Virginia Public Procurement Act § 2.2-4311.2, a contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 or as otherwise required by law. Any bidder or offeror that is not required to be authorized to

transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law shall include in its bid or proposal a statement describing why the bidder or offeror is not required to be so authorized. Please visit the Commonwealth of Virginia's State Corporation Commission Frequently Asked Questions:

<https://www.scc.virginia.gov/clk/befaq/forinva.aspx>

23. Question: Item one on the estimated pricing sheet has 300 hours, however, our pricing model does not have a flat rate. Instead, it varies based off time of day and how much notice we have. Is this something we should amend ourselves?

Response: The Town has provided estimated hours in the Pricing Form. All offerors should use this Pricing Form to submit their hourly rates to the Town.

24. Question: Who is your current provider(s) of ASL onsite services?

Response: Please see #16 of this addendum.

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

Response: Please see #17 of this addendum.

26. Question: How many ASL interpreting hours did you use last year?

Response: Approximately 25 hours.

27. Question: Do you require specialty ASL interpreting services for Legal, Medical, Tactile, CDI or any other interpreting type?

Response: There may be a need for legal interpreting. Please use the attached revised Pricing Form to submit your pricing to the Town.

28. Question: What percentage of your interpreting assignments are for last minute needs (less than 2 full business days' notice)?

Response: There were no "last minute needs" last year.

29. Question: What is the average length of an interpreting assignment?

Response: Approximately 1.5 hours.

30. Question: The RFP states that there is a need for legal interpreting but there is no line item in the pricing form for legal interpreting or any other type of specialty interpreting. Can you provide a line item for this service?

Response: Yes. Please use the attached revised Pricing Form to submit your pricing to the Town.

31. Question: Can the CART be provided using remote services?

Response: Please see #4 of this addendum.

32. Question: On Page 12 Section C2 requires a list of all clients beginning on 1/1/16. We have hundreds of clients since 2016. Can we submit our top ten clients?

Response: Please submit your listing of clients that are similar to the size and makeup of the Town of Leesburg.

33. Question: Is there an incumbent vendor for these services?

Response: Please see #16 of this addendum.

34. Question: If so, what rates do they provide?

Response: Please see #17 of this addendum.

35. Question: 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?

Response: As a new contract requirement, we anticipate minimal challenges. VRI training for the staff may be one challenge.

36. Question: Is there any historical data for ASL Interpreter Services?

Response: No, in the past we have hired adjunct service providers on an as-needed basis.

37. Question: Is this a multiple source award contract?

Response: Please see #19 of this addendum.

38. Question: What are the number of service hours that have been provided annually over the last two years?

Response: Please see #26 of this addendum.

39. Question: Can you breakdown the hours of services (onsite interpreting, CART, VRI) by month and even by department over the last two years?

Response: Onsite ASL-25 hours/year; CART – 0 hours/year; VRI – 0 hours/year

40. Question: Approximately how many Deaf or Hard of Hearing people are employed by the Town of Leesburg, Virginia?

Response: This is not known. As required by the ADA, the Town is required to provide these services to any staff, visitors, and/or residents of the Town.

41. Question: Is it anticipated that 450 hours is the expected amount of services needed under this contract?

Response: Yes.

42. Question: Do you anticipate a greater need for services going beyond the \$5,000 spent on this type of accommodation last year? If so, how much more demand are you projecting?

Response: As a new requirement for the Town, the Town cannot anticipate the demand. The interpretation services may be needed for a wide variety of programs and events or through a direct request for services in order to satisfy the ADA. The Town did utilize approximately 25 hours of ASL services last year.

43. Question: Will agencies/departments be required to use the contractor who is awarded the contract?

Response: Yes.

44. Question: What is the company name of the incumbent providing these services today?

Response: Please see #16 of this addendum.

45. Question: What criteria is expected to be included in background checks?

Response: The criteria included in a national criminal background check is sufficient.

46. Question: Are you willing to pay the cost of background checks?

Response: No, background checks are the responsibility of the Contractor. Please see Page No. 6 of RFP, Section III Scope of Work (A) (5).

47. Question: Does your organization perform background checks on all Town employees? If you are not willing to pay the cost of interpreter background checks under this contract, is there a group rate that you can pass on to the winning vendor? That way, the cost of these checks will have a minimal impact on overall pricing. If yes, what is the group rate per background check?

Response: The Town performs criminal background checks on all employees over the age of 18 years old. The Town also performs Department of Motor Vehicle and credit checks when the responsibilities of the job require them. The Town currently uses Screening One for criminal background check services. Criminal background checks are inexpensive. In the essence of time, the Town may consider having the background checks of the successful offeror's employees completed through Screening One; however, this will be at the successful offeror's own expense. If the successful offeror chooses to contract directly with Screening One for their background check services, please note that this contract will be between the successful offeror and Screening One, and not the Town.

48. Question: What is the current hourly rate you are paying for each of the services being requested (onsite interpreting, VRI, CART)?

Response: ASL onsite is approximately \$95/hour; there has been no CART or VRI services.

49. Question: Will you accept VRI if local interpreters are not available?

Response: Yes.

50. Question: What is an acceptable amount of notice and set up time allotted for VRI? (Best practice in our industry is 10-15 minutes or less in order to match the skill set of the interpreter to the situation.)

Response: Yes, 15 minutes or less is an acceptable response time.

51. Question: Are you willing to consider the VRI training to be provided remotely as an efficiency measure, rather than onsite?

Response: Yes

52. Question: Are you willing to approve travel costs when necessary should there be a need to expand the search to secure services?

Response: No. All labor, supervision, tools, equipment, and transportation should be included as an hourly rate on the Pricing Form submitted to the Town. At the sole discretion of the Town, the Town may consider to pay for travel costs for assignments where the search may be need to be expanded.

53. Question: Will invoicing be centralized or will it go to the requesting entity/department within your overall organization?

Response: Centralized invoicing will be used.

54. Question: Will this contract be a multiple award or single contract award?

Response: Please see #19 of this addendum.

55. Question: Will there be a kick-off conference call or meeting upon award?

Response: Yes.

Please note the following revisions to the specifications:

56. SECTION VI EVALUATION CRITERIA AND AWARD, Subsection A. Evaluation Criteria has been modified to the following:

Proposals will be evaluated on the following criteria and weighted accordingly:

1. Qualifications of Offeror - 30%
2. Experience of Similar Size and Scope - 30%
3. Understanding of Scope and Services & Exceptions to the RFP - 20%
4. Proposed Pricing - 20%

For the Town of Leesburg,

Kelly Neff

Buyer

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PRICING FORM
RFP NO. 100412-FY19-18
AMERICAN SIGN LANGUAGE AND OTHER INTERPRETATION SERVICES FOR THE DEAF AND HARD OF HEARING

Item No.	Description of Service	Estimated Quantity (annually)	Unit of Measure	Unit Price	Extended Price (Est. Quantity x Unit Price)
1	In Person Sign Language Interpretation	300	hours	\$ _____	\$ _____
2	One (1) person for two (2) person assignment	6	hours	\$ _____	\$ _____
3	Cancellation Fee for In-Person Assignments	1	each	\$ _____	\$ _____
4	CART Writing Services	62	hours	\$ _____	\$ _____
5	Remote CART Services	62	hours	\$ _____	\$ _____
6	Video Remote Sign Language Interpretation	1,500	minutes	\$ _____	\$ _____
7	Initial On-Site Implementation Training	4	hours	\$ _____	\$ _____
8	VRI Annual Software License Fees Charge/Training Fees	1	each	\$ _____	\$ _____
9	Legal Service Interpreting	4	hours	\$ _____	\$ _____
TOTAL PROPOSED PRICE					\$ _____
(SUM OF EXTENDED PRICES OF ITEMS 1 – 9)					_____

Instructions to Offerors:

Proposals must be sealed with appropriate markings on the outside of the envelope or container. Complete all items or your proposal may not be considered. Subject to terms and conditions contained in the Request for Proposal.

Offeror guarantees product or services offered will meet or exceed specifications identified in this Request for Proposal, subject to all conditions stated herein.

Proposed prices shall include all labor, supervision, tools, equipment, transportation (including fuel, tolls, etc.), permit and licenses, and management to perform the services as stated herein.

By: _____ **Title:** _____ **Date:** _____