

**QUESTIONS AND ANSWERS
RFP #251606-Interpreting Services**

The following questions have been submitted concerning the RFP proposal shown above. All questions received by the posted deadline of 5:00 PM, CST, Friday, May 2, 2025 are provided verbatim from what was received and have been answered, which are highlighted.

No Amendment to the Proposal will be issued and the Opening Date remains unchanged.

Question #1:

Will you accept bid from companies that provide remote only ASL services?

Answer #1:

At this time our priority is In-Person Interpreting. The District is not able to utilize remote only ASL Services.

Question #2:

We typically do not hire interpreters as W-2 employees. However, we noticed that "Attachment B" and "Attachment C" reference interpreters as "employees." Does this solicitation require interpreters to be hired as employees?

Answer #2:

Per page 9, paragraph F, of the RFP document, it states "The Responder's relationship to the School District under this Agreement shall be that of an Independent Contractor. Neither the Responder, nor its subcontractors, will be considered a Specialist or employee of the School District for any purpose".

Question #3:

We noticed that this solicitation was re-issued. Could you please share the reason for the re-issuance?

Answer #3:

Due to a deficiency in the specifications, RFP #250806 was canceled.

Question #4:

Could you provide the current hourly rate range being paid to existing providers?

Answer #4:

The current vendor is Connect ASL, Inc. The rate of Level III (3) Interpreting Services is \$50.99/HR for Students with Disabilities. The rate of Level I (1) Interpreting Services is \$31.87/HR for Students with Disabilities.

Question #5:

Has the school district encountered any challenges or issues with the current interpretation service providers?

Answer #5:

There have been no challenges or issues with our current interpreting service.

Question #6:

Do you have data on the average number of interpretation requests made per month?

Answer #6:

The approximate number is 225/hours per week. The contract interpreters who work for the District full time currently provide services for approximately ten (10) students.

Question #7:

What is the approximate volume of the service hours for the school year 2025-2026?

Answer #7:

Please refer to the Answer for Question #6.

Question #8:

Could you provide historical service hours data for reference? For example, how many Deaf and Hard of Hearing students were provided interpreting services during the 2023-2024 school year?

Answer #8:

Please refer to the Answer for Question #6.

Question #9:

Is there an incumbent already providing ASL services? If so, who is it and what is the contract number?

Answer #9:

Please refer to the Answer for Question #4.

Question #10:

If there is an incumbent, what were the rates paid to the incumbent for in-person, virtual, trilingual, and emergency services?

Answer #10:

Please refer to the Answer for Question #4.

Question #11:

Has the incumbent met all performance expectations, including response times, quality of interpreters, and compliance with contract terms?

Answer #11:

Connect ASL has met all expectations, response time, and quality for all contract terms.

Question #12:

Were there any issues or disputes with the incumbent's performance? If so, what were they?

Answer #12:

Please refer to the Answer for Question #11.

Question #13:

Will VRI services be acceptable in case an interpreter is unable to go onsite?

Answer #13:

The appropriateness of VRI services would be dependent upon the needs of the request. Therefore, a definite answer can not be provided at this time.

Question #14:

Are there any specific platforms or technologies required for virtual interpreting (VRI) service?

Answer #14:

The District does not have a preferred platform at this time.

Question #15:

What is the estimated annual budget for ASL interpreting services under this contract?

Answer #15:

The approved estimated budget for the 2024-2025 school year is \$400,000.00.

Question #16:

If the student is out for more than 3 days, will our service cancellation fee for 2 business days still apply?

Answer #16:

When a student is out, our current procedure is to see if we can utilize the interpreter at a different site before canceling services altogether. If a student were to be out with advanced notice, then the cancellation fee would not be applicable. In the event that a student is out and we do not need the interpreter at a different location, the current policy is that the interpreter is sent home with a minimum two (2)-hour bill rate. If a student were to have an unplanned absent, the minimum bill rate would be applicable for each day the interpreter was scheduled.

Question #17:

If working hours are reduced for interpreters, will our service cancellation fee for 2 business days still apply?

Answer #17:

If the work hours were reduced, the interpreter would be reimbursed for the hours worked. The District will not pay a cancellation fee because services were canceled.

Question #18:

Section V.D.4 - Company Background response limits the narrative to two pages, should this narrative also include responses to the evaluation criteria in VI - Proposal Format and Evaluation Criteria? Or should the evaluation criteria (availability and flexibility, and qualifications of staff) be responded to separately within the proposal?

Answer #18:

Per Section V.D.4 on page 17 of the proposal, a brief company biography is requested. It should not exceed two (2) pages. Sections VI.B and VI.C on page 18 are separate from the company biography.