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Contra Costa Community College District Bid No. 4CD-79

Districtwide Interpreting/Translation Services

REQUEST FOR PROPOSALS

ADDENDUM No. 1

Question and Answer:

1. **Question:** Will the Contra Costa Community College District accept a bid from a vendor that offers sign language interpretation and CART services exclusively through virtual/remote technologies?

Answer: Yes.

2. **Question:** Is the Contra Costa Community College District open to a vendor only bidding on the remote service portion and not the onsite?

Answer: Yes.

3. **Question:** How much is Contra Costa Community College District currently paying per hour for interpreting services?

Answer: \$75/hour/interpreter

4. **Question:** How much is Contra Costa Community College District currently paying per hour for CART services?

Answer: varies based on vendor and service

5. **Question:** Which companies does Contra Costa Community College District currently use to provide these services?

Answer: a variety of local vendors

6. **Question:** (Section III, Qualification Requirements, Page 10, #7 and #8 for both ASL and CART) – Both #7 and #8 violate the interpreter and captioner codes of professional conduct concerning confidentiality. Can these two requirements be eliminated from the RFP or amended to exclude the student from the requirements?

Answer: No. Vendors work for CCCCD not the student and thus must report to DSPS managers about their work.

7. **Question:** Due to State directives concerning the Covid-19 pandemic in regards to the physical handling of objects that may transport the virus, plus the travel and human interaction exposure of printing and shipping, will CCCCD amend the requirement for proposals to be a hardcopy to allow for submission instead by either email or by upload onto a CCCCD online link?

Answer: No.

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

Answer: Local vendors.

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

Answer: \$75/hour/interpreter

10. **Question:** Who is your current provider(s) of CART services?

Answer: Local vendors.

11. **Question:** What are the current CART rates?

Answer: varies based on vendor and service

12. **Question:** Do you require specialty ASL interpreting services for Tactile, CDI or any other interpreting type?

Answer: Not currently.

13. **Question:** What percentage of your interpreting assignments are for last minute needs (less than 2 full business days' notice)?
- Answer:** 5% at most
14. **Question:** What is the average length of an ASL interpreting assignment?
- Answer:** 2-3 hours
15. **Question:** Will you accept a bid for on demand or scheduled ASL video remote interpreting services?
- Answer:** yes
16. **Question:** Will you accept a bid for remote and onsite CART services?
- Answer:** yes
17. **Question:** Does the two hour minimum per day apply to each interpreter?
- Answer:** yes
18. **Question:** What are the quantities for the pricing schedule?
- Answer:** This question is unclear.
19. **Question:** You say you prefer NCRA certified CART providers. Are there any equivalent certifications that you consider acceptable? For example, the CCRA certifications? (California CRA) How about the NVRA certifications (National Verbatim Reporters Association)? Finally, do you consider the CSR to be equivalent?
- Answer:** We will consider any and all professional certifications.
20. **Question:** In Qualification Requirements - Personnel -- It looks like you want resumes, references and certification numbers for individuals? First of all, at this point in time there is no way to know in advance which service providers will be available for your specific jobs. Considering we don't know your 'as needed' schedule yet, nor any of our other clients. So do you

recognize that any info we send you now is really a representative sample of providers we work with and not necessarily those that will work with you? You want references for individual service providers? This is the first time I've ever seen this request in my years in the industry. Typically references are just requested for the firm/agency. Finally, NCRA does not number their certifications to my knowledge.

Answer: Please provide as much and as accurate information as possible.

21. **Question:** Double checking that captioning and interpreting are completely separable and no preference will be given for bidding on both rather than just one.

Answer: Either or both is acceptable with no preference for both.

22. **Question:** Are any points awarded for Small Business Certification, Women Business Enterprise or Minority Business Enterprise etc.?

Answer: No. All proposals are treated the same.

23. **Question:** Is there openly available information about the incumbent and the bid terms?

Answer: We use various local vendors. The bid terms are very similar to this bid.

24. **Question:** Are any other questions from bidders available to see? Where is that posted?

Answer: This document answers this question(s).

25. **Question:** Assuming you have to have received the mailed copy by the 22nd so the postmark is not relevant?

Answer: All requirements stated on the bid must be in the possession of the District before 2 PM (PST), on 7/22/20.

26. **Question:** Page 8: Late Cancellations: Can we just say late cancellations for time as booked? Not sure how long the various requests will be for.

Answer: We prefer a maximum charge as stated in the RFP.

27. **Question:** Regarding definition of Late Cancellation. Don't see it defined. We usually use "more than two business days". Some will use 48 hours, etc.

Answer: We prefer 24 hours but applicants may specify other terms.

28. **Question:** Page 10 #3: "Flat hourly fee for same class.. semester long assignment" Not sure I understand. Can you expand on this? Normally 2 hour minimum for a one hour job, but one hour min if semester long?

Answer: That charges for a class will not vary throughout the semester, e.g. a 1.5 hour class would be billed at 1.5 or 2.0 hours each session.

29. **Question:** Page 10 #5: Two-hour minimum based on "per day" not "per Class". Not seeing how we indicate when our 2 hour minimum applies in the first place. Can you expand on what you mean by this? So if we have a two hour minimum that might apply to a one hour class. But if two one hour classes are scheduled back to back, that would just be one 2 hour job billed and paid. Is that it?

Answer: Correct.

Please make sure to acknowledge receipt of this addendum by marking the addenda/amendments acknowledgment portion of the signature page on **page 12** of the RFP.

All other facts and specifications to this bid remain unchanged.

Rod Herrera

Contra Costa Community College District