



Procurement and Contracting Services

Request for Proposals Sign Language Interpreter Services

ADDENDUM #1

**Please mark all proposal submission
Envelopes with the following information**

**Sealed RFP # L192218
Due on April 11, 2022 no later than 2:00 PM, MST**

The following questions were received prior to the close of the Technical Question period on March 29 at 12:00 PM MST:

1. Limiting Criteria 3.9.8. The sentence includes RID and BEI certification but not NAD (National Association for the Deaf). NAD certification is an accepted certification nationwide. Could this be amended to include NAD along with BEI and RID certifications?

A: Yes, NAD is also an accepted certification.

2. Must Bidders bid on all of the services requested, or may we pick and choose which to bid on? For example, will Bids for only remote services be considered?

A: Please complete the RFP with the services you are willing and able to provide.

3. Is there an Incumbent(s) to the Contract, and if so, were there any challenges you faced? Are you able to provide their rate?

A: No.

4. Industry standard for Onsite Interpreting services is generally 2-hours. Is the University willing to consider a 2-hour minimum rather than a 30/minute minimum as stated in the RFP?

A: The University would prefer a 30-minute minimum, please indicate in your response if you can comply, if not please indicate your company's minimum in your response.

5. Are the comprehensive background requests required for Video Remote Interpreters as well as Onsite Interpreters?

A: No.

6. How many hours would the University need to use an agency for these services?

A: The number of hours will vary based upon user request for services. The University cannot guarantee any or any specific amount of business, as a result of award of this RFP.

7. Does the University have staff interpreters?

A: Yes.

8. Will the contract be awarded to a single agency or to multiple agencies?

A: Per beginning paragraph in RFP, "The award may be made to multiple vendors at the discretion of the University of Arizona. The University cannot guarantee any or any specific amount of business, as a result of award of this RFP."

9. What is the historical need for Sign Language Interpreter(s) throughout the University? That is, historically, how many hours per week (on average) has the University required ASL interpreting services?

A: It varies upon time of year, students enrolled, and services requested.

10. Historically, what are the University's requirements for in-person vs. remote interpreting? What percentage is in-person, and what percentage is video/remote?
A: It varies, however, the University is transitioning back to predominantly in-person courses and events beginning Fall 2022.
11. Would the University consider bids that include only remote or video ASL interpreting services? Or is the University considering only firms who can accommodate both in-person and remote/video interpreting?
A: Please complete the RFP with the services you are willing and able to provide.
12. Can the University of Arizona please share what you are currently paying for your Sign Language Interpreter Services?
A: No.
13. Who is the current provider(s) of ASL onsite interpreting and what are their rates?
A: We currently work with staff, freelance, and agencies for interpreting services. Rates will not be shared.
14. Who is your current provider(s) of ASL video remote interpreting services and what are their rates?
A: We currently work with staff, freelance, and agencies for interpreting services. Rates will not be shared.
15. How many ASL interpreting hours did you use last year?
A: 2021 request hours is approximately 1,500. This does not include re-occurring class requests for approximately 150 courses.
16. Please provide historical usage figures in hours or dollar amount or hours for the last 3 years.
A: Approximately 5,000 hours in the last 3 years. This does not include over 400 re-occurring class requests in the last 3 years.
17. How many students do you anticipate in the Fall/Spring?
A: It varies upon time of year, students enrolled, and services requested.
18. Historically, what percentage of your interpreting assignments are for last-minute needs (less than 2 full business days' notice)?
A: This data is not easily available, but last minute requests happen on a regular basis.
19. What are the improvements that you would like to see from your current provider?

A: In-person provision of services and ease of request process with streamlined communication of confirmation.

20. What is the average length of an interpreting assignment?

A: Most assignments average between 30 minutes to 3 hours.

21. Is the bidder required to submit RID certifications for all their interpreters, or will you accept representative group?

A: Successful RFP recipients will be required to submit certification proof for all interpreters who will be assigned to work with University of Arizona.

22. Is this a single agency award contract or are you awarding this contract to multiple agencies and if so, how are you determining the distribution of work amongst selected agencies.

A: Per beginning paragraph in RFP, "The award may be made to multiple vendors at the discretion of the University of Arizona. The University cannot guarantee any or any specific amount of business, as a result of award of this RFP."

23. Do you have your own staff interpreters? If so, is this contract intended to cover the overflow or back up of your staff?

A: Yes, we have staff interpreters. Contracted interpreters will serve as both overflow and backup.

End of addendum, all else remains the same.