



Office of the Vice President
and Chief Financial Officer

Procurement Services

<http://procurement.ufl.edu/>

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March 25, 2021

ADDENDUM #1 to the University of Florida ITN21JL-134 Sign Language Interpreter Services scheduled to open **April 8, 2021 3:00 PM/ET** at the University of Florida, Elmore Hall Conference Room, Radio Road, Gainesville, Florida.

This addendum shall be considered part of the Contract Documents for the above mentioned **ITN21JL-134** as though it had been issued at the same time and incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original document, this addendum shall govern and take precedence. All other terms, conditions, and regulations will apply.

This addendum consists of :

- Responses to Vendor Questions that were due before March 22, 2021 at 5:00PM

Sincerely,

Jennifer Leckerling, Procurement Agent III
Procurement Services

Please acknowledge receipt of Addendum #1 by signing below, and returning this addendum with your proposal. Failure to include addendum with your proposal may result in rejection.

Signature

Company Name

Company Address

City/State/Zip

Q1. Can companies outside the USA apply for this?

A1. This solicitation is open to any company to respond that can provide the services UF is requesting.

Q2. Can companies perform the tasks related to this RFP outside USA?

A2. Yes, for virtual assignments.

Q3. Is this ITN open to out of State Vendors?

A3. Yes.

Q4. Do you give preference to company's location in the State of Florida?

A4. Florida preference is only given when UF is purchasing goods not services.

Q5. Is this bid open to individuals/single member LLC interpreters? (Interpreters who have incorporated themselves but do not have staff or roster for multiple interpreters?)

A5. Yes.

Q6. Do Vendors need to come to UF for meetings?

A6. There are currently no scheduled on-site meetings for this ITN. Vendors that submit proposals with on-site service pricing will need to come to campus if scheduled by the Disability Resource Office (DRC).

Q7. Can proposals be submitted via email?

A7. No, UF will not accept proposals if emailed or faxed. Vendor proposals should be submitted per section 4.0 Proposal Response and Preparation Instructions.

Q8. Does UF plan to award to one vendor or multiple?

A8. UF's goal for this solicitation is to award to a pool of qualified vendors. Please see section 1.1 Summary.

Q9. Is there a minimum/maximum number of vendors the agency is anticipating on awarding?

A9. No.

Q10. If this bid is awarded to multiple vendors, how will the work be distributed amongst awarded vendors? Will there be a rotation system to assign work between different vendors?

A10. When the DRC receives new requests for interpreting services, vendors will be contracted in alphabetic order and repeated once the list is processed through. The DRC reserves the right to select any vendor on the list based on a specific request, in which case the DRC would contract based on specific interpreting needs.

Q11. The solicitation anticipates multiple awards. Since splitting the work lessens the volume of work for winning vendors, thus not allowing vendors to offer volume pricing, will UF choose one primary vendor and two alternate vendors and allow each vendor to offer their most competitive rates if selected as primary, and alternate rates if selected as one of the alternate vendors?

A11. For new request, the DRC will contract with vendors on a rotating basis for those who are approved, and/or based on specific interpreting request needs.

Q12. If you have a primary and secondary vendor, do you plan on utilizing both in tandem, and only utilizing the secondary if the primary is unable to provide coverage?

A12. For new request, interpreters will be contracted on a rotating basis and based on specific interpreting needs.

Q13. How many ASL interpreters does the University have on-staff?

A13. UF does not currently have ASL interpreters on staff. UF is in the process of hiring up to 4 full time ASL Interpreter positions.

Q14. What does it mean that this Contract will augment full time UF staff?

A14. UF is in the process of hiring up to 4 full time employees. UF's sign language interpreting service needs may increase outside the full-time positions and vendors that are awarded this contract will be scheduled on an as needed basis.

Q15. Must vendors bid on both remote and on-site services or may we bid on one or the other?

A15. Vendors can bid on both or one or the other. Please include this information on Attachment A, Price Sheet in Tab 5 of the vendor response.

Q16. Can a vendor add content to their response in the pricing table in order to include all relevant terms, such as minimums?

A16. Yes.

Q17. Is there an incumbent vendor to this contract and if so can you provide their name and rates?

A17. UF has not had a contract for sign language interpreting services. Various providers have been used on an as needed basis. Hourly rates range from \$70-\$85 per hour.

Q18. What volume of interpreting was done over the course of the previous contract?

A18. There is not a previous contract.

Q19. How long has the incumbent vendor work with UF?

A19. There is not an incumbent vendor.

Q20. Is UF aware if the incumbent is going to re-compete?

A20. There is not an incumbent vendor, but the solicitation is open for any qualified vendor to respond.

Q21. What is the contract number for the current incumbent(s)?

A21. There is not a current contract.

Q22. Can you please provide the total number of agency/vendors that actually received assignments under the previous contract for these types of services?

A22. There is not a previous or current contract.

Q23. How much is UF currently paying for onsite and remote ASL interpreting services?

A23. UF currently pays \$70-\$85 per hour for onsite and remote ASL interpreting services.

Q24. The ITN mentions a "no-show" charge. How much is this charge?

A24. A no show charge would be incurred if the student did not attend class or if the faculty canceled class with short notice. If the class is being facilitated with the faculty present, the interpreter should

stay (or wait in an online setting) for 30 minutes before declaring the request a no show. The “no show” charge would be the cost of the request submitted by the DRC.

Q25. Is there any estimate or set volume for this requirement?

A25. The DRC requests interpreting services contingent on students who need interpreting services; therefore, volume will fluctuate depending on current enrollment metrics.

Q26. What is the current budget for this contract?

A26. The DRC budget for interpreting services is upon accommodation needs.

Q27. How many students are anticipated to need services?

A27. Currently UF anticipates 2-3 students will need interpreting services.

Q28. What is the estimated volume of request for onsite interpreting in the coming year?

A28. UF anticipates an increase in onsite interpreting services in the coming year due to returning to more in-person classes and events.

Q29. What is the estimated volume for Video Remote Interpreting (VRI) in the coming year?

A29. VRI is only utilized if the class or event is facilitated online. At this time, we are unable to make an estimate into that specific need.

Q30. What is the average length of interpreting request?

A30. Class sessions are typically 1-3 hours per session. Events are typically 1-2 hours.

Q31. As I read it, the penalty for failing to provide an interpreter triggers if the vendor notifies the University within less than 3 business of the assignment? If not, could you clarify this matter? What is the no show charge the UF will assess?

A31. In the event the vendor is unable to secure an alternate certified interpreter within 3 business days of the assignment, the interpreting agency would be assessed the total fees UF incurs for rush scheduling an interpreter.

Q32. Why is UF considering changing vendors?

A32. UF is not changing vendors. There is not a current contract in place.

Q33. What is UF looking to improve in language access services moving forward?

A33. UF would like to streamline its interpreter contracting procedures while providing other UF entities a list of vendors that the DRC utilizes so that they can coordinate interpreting services for their events.

Q34. What are the challenges you would like this new pool of interpreters to address?

A34. UF would like the new pool of interpreters to allow for the DRC a diverse group of agencies to provide interpreting services for our students and to provide campus partners and colleges a list of vendors to contract with if they should need an interpreter.

Q35. What is the University’s previous experience using VRI?

A35. Currently Video Remote Interpreting is provided on an as needed basis on the platform that is determined by the event host (Zoom, Microsoft Teams, etc.).

Q36. Does the University intend to use a vendor platform for VRI?

A36. UF would like to utilize the video conferencing platform (Zoom or TEAMS) that our students are currently utilizing to access their classes.

Q37. What equipment does the University currently use or plan to use for VRI (Chromebooks, MacBooks, iPads, etc.)?

A37. The students utilize their own personal equipment for remote interpreting services, which could be laptops (Windows and/or Macs), iPads/tablets, etc.

Q38. Does the University currently utilize an online platform/portal for interpreter requests and scheduling? If so, is the University paying an additional monthly fee outside of the interpreting rates?

A38. Students submit requests for interpreters through a form on the DRC website. DRC will continue to utilize this process. Once the DRC receives the request, they will utilize the request procedures outlined by the contracting agency.

Q39. Will on-site interpreters be required to purchase a parking pass? What are the parking fees, if any?

A39. The Disability Resource Center will provide Vendors with an Official UF Parking Pass during the scheduled service time. Please see section 1.2 Scope of Work.

Q40. Attachment A asks "Are you registered as a small diverse business?" Can out-of- state MWBE certifications be accepted for this?

A40. Yes.

Q41. Attachment A lists a "Late Cancellation Charge" and "Rush Scheduling Fee." What does the University consider to be a "Late Cancellation Charge" and "Rush Scheduling"?

A41. A late cancellation charge would be a fee that the University would pay due to canceling within 48 hours from the request date and time. The cancellation fee would be equivalent to a "no show" charge. A "Rush Scheduling" fee would be if the agency charges a fee for a request made within 24 hours of the date/time of the request.

Q42. Attachment A lists a "no show charge." Does this apply to student no-show, professor no-show or both? How long are interpreters to wait for a student/ professor before declaring a no-show?

A42. A no show charge would be incurred if the student did not attend class or if the faculty canceled class with short notice. If the class is being facilitated with the faculty present, the interpreter should stay (or wait in an online setting) for 30 minutes before declaring the request a no show.

Q43. If a student is a no-show, we will typically have the interpreter wait up to 30 minutes before releasing them and then bill for the entire time requested. Would UF honor that policy?

A43. Yes, this is the current policy.

Q44. What is the current compensation that UF approved under the previous contract for cancellations less than 24 and 48 hours?

A44. UF has paid the entire amount of the request that was canceled with less than 48 hours noticed.

Q45. Under the current contract, when an interpreter is scheduled for an entire day but he/she is not used at any of the locations within the campus, is the interpreter compensated for the entire time he/she was reserved?

A45. The interpreting agency can charge the “break” period between two class sessions as preparation time but should not add additional time for preparation for those specific classes. UF does not pay for break times that are not being utilized to facilitate interpreting services or to prepare for the next class.

Q46. It is industry standard for ASL interpreters to be secured on a 2 hour minimum for each assignment. I do not see any mention of this in the ITN, would UF consider adding it?

A46. Yes, The Disability Resource Center will add a 2 hour minimum for each assignment as this is the policy that is currently followed.

Q47. It is industry standard that assignments longer than 1.5 hours of non-stop ASL discourse require a team of interpreters. I do not see this in the ITN, would UF consider adding it?

A47. Yes, The Disability Resource Center will add that assignments longer than 1.5 hours of non-stop ASL discourse will require two interpreters to team interpret for the assignment. The DRC considers the nature of the assignment and length of the assignment to determine the number of interpreters that meet the access needs of the request.

Q48. What is the average length of an interpreting assignment?

A48. Class sessions are typically 1-3 hours per session. Events are typically 1-2 hours.

Q49. What are some of the issues with the current vendors in providing coverage?

A49. UF cannot identify issues. There is not a current contract in place.

Q50. How soon does the Disabilities Resource Center send out schedules prior to the semester so that vendors can begin scheduling interpreters for the upcoming semester?

A50. Students are encouraged to request interpreting services upon registering for their courses. Depending on when the DRC receives the request is when they can request interpreting services. The goal is for semester long interpreter requests to be submitted 2-4 weeks prior to the start of the semester.

Q51. Will the DRC provide literature on the specific courses deaf/hard of hearing students are enrolled in?

A51. The DRC will provide materials for the interpreters to review based on the information provided from faculty and the student, which could include syllabi, texts, articles, etc.

Q52. What are the policies and procedures in the event both the student and interpreter have arrived, but the professor is either late or does not show up to class?

A52. If the student is aware that the faculty is running late via class announcement and/or email, then the student and interpreter should wait for the faculty to arrive. If the faculty has not arrived (in-person or online) for 30 minutes, then the student and interpreter can leave and label this request a no-show.

Q53. What are the policies and procedures in the event a student drops or withdraws a course at any time before or during the semester?

A53. The interpreting agency would be notified immediately. If a class session was within 48 hours of the cancelation, UF could incur those costs. For requests outside of 48 hours, just like all other requests, UF would not incur a late cancelation fee.

Q54. Are there satellite campuses included in this contract? If so, at what locations?

A54. At this time interpreting services have not been needed for UF's sites outside of Gainesville, FL but should a request be made, an awarded vendor may be asked to cover those locations. A listing of locations can be found here: [Find Your Local Office - UF/IFAS Extension \(ufl.edu\)](#)

Q55. Is invoicing monthly, bi-monthly or other?

A55. UF would prefer bi-monthly, meaning every other week depending on how often the agency is working with UF students. Otherwise, monthly is the standard.

Q56. Does UF require specialty ASL interpreting services for Trilingual, Tactile, CDI or any other interpreting type? If so, can you provide any data from 2019/2020?

A56. UF has not required Trilingual, Tactile, CDI or another interpreting type in 2019-2020.

Q57. UF request that vendors must be able to provide certified interpreters for all request on page 5 of the ITN document. If a certified interpreter is not available, can a highly qualified interpreter be used instead?

A57. UF requires certified interpreters.

Q58. On page 6, under Coverage and Participation it says "The University reserves the right to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability of any kind or amount." Can you provide an example of the "elements" that you are referring to? Did you have to do something like this under the previous contract? Please explain

A58. This allows UF the flexibility to change the services during the term of the contract if needed. An example of an element was the use of virtual interpretation services during COVID-19.

Q59. **Section 1.4, Coverage and Participation**, page 6, it states "The University reserves the right to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability of any kind or amount." Because interpreters make commitments to clients and then decline other work, and it is extremely difficult to find replacement work at the last minute, the industry standard is any cancellation with less than 2 full business days' notice is billed for the full, originally assigned time. Will UF agree with industry standards and change the wording from "without prior notification" to "*with a two (2) business days' notice.*"

A59. Please include any requirements in Tab 6 of your proposal.

Q60. On Page 9, Schedule of Events, do you have a date yet for the proposal evaluation? Is this going to be open to the public? In case that the bid opening date is moved. Is the evaluation going to be the next day?

A60. Proposal evaluations have not been scheduled but will begin after the ITN opening and conducted in accordance with Florida Statue 286.0113.

Q61. On page 10, Proposal Response and Preparation Instructions it says "The University will allow interested parties to attend such opening for purposes of identifying which vendors have responded." Will vendors have an option to participate telephonically? Do we need to let you know in advance if we are interested in assisting in-person?

A61. The ITN opening scheduled for April 8, 2021 at 3:00PM ET will be a public opening held remotely on Zoom. A link to the Zoom meeting will be posted on the Schedule of Bids page of the Procurement

website at: <https://procurement.ufl.edu/vendors/schedule-of-bids/>. Vendors do not need to notify Procurement in advance if attending.

Q62. For vendor proposals, is it ok to send them on a binder, a spiral bound carpet or are loose pages acceptable? Please clarify UF's preference

A62. UF does not have a preference of how the proposals are held together. Please see section 4.1 Proposal Format Organization.

Q63. Due to COVID-19 many clients have moved to remote interpretation. Does UF expect the existing remote interpreting assignments to go back to in-person?

A63. UF anticipates that there will be more in-person interpreting services in the future.

Q64. Is it anticipated that UF's Interpreting needs will grow, shrink, or stay the same in the upcoming year?

A64. The need for interpreters is contingent on current enrollment of students who need to utilize interpreting services; therefore, a projection cannot be accurately made at this point.

Q65. Does UF have any deaf employees that require services? How often?

A65. The DRC does not have this information, as employee accommodations would be managed through Human Resources and the ADA Office.

Q66. Do you have any Deaf-Blind needs that need to be covered by Tactile Interpreter? If so, please provide the details on that?

A66. No, UF currently does have any Deaf-Blind needs that are covered by a tactile interpreter.

Q67. Can the vendor bill for the time that was originally requested as we guaranteed those hours to the interpreter when the assignment was confirmed? The cancellation terms will help us to retain our interpreters since that is a consideration for them at the time of signing up with an agency.

A67. The DRC will follow the 48 hour late cancelation policy. If a cancelation is made outside of 48 hours then the DRC would not incur the cost, however, cancelations made within 48 hours the DRC would incur the cost of the request.

Q68. What is the fulfillment expectation for assignments requested less than 24 hours notice?

A68. UF would expect a response for a request made with less than 24 hours notice to be given within 4 hours, so that if the agency is unable to fulfil the request another agency could be contacted.

Q69. Historically, what has been UF's biggest challenge in covering assignments?

A69. The biggest challenge that UF has with covering assignments is an interpreter shortage in the local area and finding interpreters that meet the certification requirements with the background in content area that is needed.

Q70. Can UF provide historical usage, broken down by on site and VRI services for 2019 and/or 2020?

A70. UF did not utilize video remote interpreting prior to 2020 and COVID-19

Q71. What was the volume of the VRI services over the course of the previous contract? Specially during the COVID-19 crisis?

A71. When UF moved to an online learning environment in 2020 due to COVID-19, then all interpreting services were facilitated in an online manner.

Q72. Before COVID-19, how many hours of VRI services were requested in 2018?

A72. Zero

Q73. What was the monthly average amount of ASL interpretation services requested in hours for 2019?

A73. The following are estimates: Fall 2019 – 75-80 hours per month; Spring 2020 – 25-30 hours per month.

Q74. How many assignments were ongoing and how many were emergency request in 2019/2020?

A74. The DRC does not track how many requests are ongoing versus emergency. Typical requests are for courses that are made prior to the start of the semester. Other requests are for events that are typically made 1-2 weeks prior to the date of the event.

Q75. How many late cancellations were made by the University in 2019 and/or 2020?

A75. The DRC does not track how many late cancellations are made during a year.

Q76. How many rush schedules were made in 2019 and/or 2020?

A76. The DRC does not track how many rush schedules were made during a year.

Q77. What percentage of UF's interpreting assignments are for last minute needs (less than 2 full business days' notice)?

A77. The DRC does not track how many assignments were made within 2 full business days' notice.

Q78. How many requests were made for after hours in 2019 and/or 2020?

A78. The following are approximate requests made for after hours: Fall 2019: 10, Spring 2020: 3, Fall 2020: 3.

Q79. In 2019/2020 did UF use CDI interpreters?

A79. Yes, it is the agencies responsibility to assign interpreters with appropriate certifications and keep the certification information of their staff. The DRC requires that only certified interpreters be assigned for requests. See Tab 2 in section 4.1.1 Response format for when certifications need to be submitted to the DRC.

Q80. Is the interpreting credential of EIPA 4.0 and greater acceptable?

A80. No, EIPA 4.0 is more relevant for K-12. Vendors are required to have the following certifications: Registry of Interpreters for the Deaf, Inc (RID), National Association of the Deaf (NAD), The National Board of Certification for Medical Interpreters (NBCMI) and/or National Interpreter Certification (NIC). Please see section 1.2 Scope of Work.

Q81. Can UF provide historical data from the past year on:

- a. The number of all- day on-call assignments (interpreters scheduled 7 or more hours per day on the same days each week)- *The DRC does not submit all-day on-call assignments. Assignments are submitted based on a specific interpreting need.*
- b. The number of assignments that were 3 hours or less on average- *Approximately 2-3 requests per month were 3 hours or less, which fluctuates depending on semesterly needs.*
- c. The number of non-on call assignments that were 7 hours or more - *Approximately 5-10 requests per month were 7 hours or more.*

- d. The number of hours of evening/weekend work - *Approximately 5-10 hours per month are evening and/or weekend assignments.*
- e. The number of short-notice assignments (less than 5 business day notice)- *The DRC does not track how many assignments were made with less than 5 business days' notice.*
- f. The number of short notice assignments (less than 1 business day notice)- *The DRC does not track how many assignments were made with less than 1 business day notice.*
- g. How many requests were outside of the main location? - *The requests are made for remote interpreting services or on-site.*