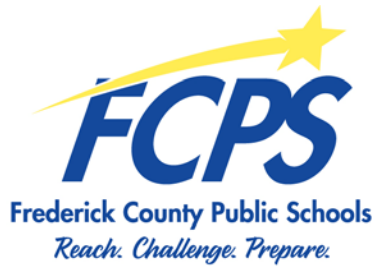


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Shane Ryberg, Purchasing Agent

## ADDENDUM

June 30, 2021

### ADDENDUM #1

#### 21MISC15 Sign Language Interpreting Agency Services

**DUE DATE:** ~~July 1, 2021~~ **July 6, 2021 prior to and no later than 2:00 P.M.** at  
<https://secure.procurenow.com/portal/fcps>

1. Please be advised that the Bid Due Date has been changed from Thursday, July 1, 2021 to **Tuesday, July 6, 2021 at 2:00 P.M.**
2. FCPS bid terms and conditions take precedence over any contradictory terms that an agency may have agreed to with their individual interpreters who are sub-contracted.
3. This Addendum includes the following attachments:
  - a. Questions Received with Responses
  - b. Revised Form of Proposal Part 2, Pricing revised 6.29.21

Thank you for your interest in bidding with Frederick County Public Schools.

Sincerely,

***Kim Miskell***

Kim Miskell, CSBO  
Assistant Purchasing Manager

KM/sg

cc: RFP File

### Questions with Responses:

1. Who are the current vendors providing services?

Please reference [www.fcps.org](http://www.fcps.org) and navigate to the Solicitations and Awards link → Awarded Solicitations → 18MISC1 → BOE Recommendation

2. Are your current vendors meeting your needs?

Yes. We are rebidding at this time because the current contract will expire on July 31, 2021.

3. What is the anticipated award date?

Reference the bid package cover sheet.

4. How will vendors be notified of award?

All vendors who submitted a proposal are notified of award or non-award status via email within 48 hours of the Board of Education meeting date at which the award is made.

5. What are the currently hourly bill rates by vendor?

See answer to #1 above.

6. How many billable hours are in a school day?

There are 7 hours in a school day; however, this does not include before or after school events.

7. What is the anticipated # of full-time or # of part-time positions?

This is a supplemental contract to support FCPS staff, based on the needs of the system.

8. Is the vendor expected to have a clinic or local office?

Yes, within a 75-mile radius of Frederick County.

9. Will assigned candidates have access to materials, supplies, equipment, evaluation kits, and protocols provided by your schools?

This varies based on the assignment.

10. Will assigned candidates have access to computers/laptops and printers provided by your schools?

No.

11. Can pricing increase during the term of the contract?

Reference the bid package, page 29, #4. Pricing.

12. Do you require resumes of potential contracted candidates to be included in our submission?

No. The awarded vendor is expected to vet all candidates in accordance with House Bill 486/MD Code, Educ. 6113.2

13. Do you require the candidate license verification to be included in our submission?

No.

14. How many candidates/resumes will you need per discipline?

Varies based on system's need.

15. Does the district reimburse for mileage for travel between schools?

See answer to #9 above.

16. Whether companies from Outside USA can apply for this? (like, from India or Canada).

A company based outside of the USA may apply so long as they have a local office located within a 75-mile radius of Frederick County.

17. Whether we need to come over there for meetings?

Yes. In-person meetings may be required.

18. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

No. The awarded vendor must provide in-person and virtual services.

19. Can we submit the proposals via email?

No. Proposals shall be submitted electronically through ProcureNow.

20. Who are the current vendors providing services?

See answer to #1 above.

21. What are the current hourly rates by service?

See answer to #1 above.

22. What is the expected number of full-time contracted ASLI providers this contract seeks to fill?

See answer to #7 above.

23. What is the anticipated date of the award?

See answer to #3 above.

24. Are resumes of potential contracted ASLI providers expected to be included in our bid submission?

See answer to #12 above.

25. Does the district currently have an agency/individual providing this service?

Yes.

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

This level of detail is not available.

27. Would the district consider remote or video Sign Language interpreting services? Or is all interpreting required to be onsite at a district facility/school?

Reference the bid package, page 28, #3. Contract Terms.

28. What is the district's budget for Sign Language interpreting covered by this RFP?

The budget for FY22 has not finalized; however, the average estimated annual spend for this contract is approximately \$250,000.

29. Would FCPS accept a solely remote ASL (VRI) bid from us with a no bid for the onsite portion? Would that be an acceptable proposal, deemed responsive?

No. See answer to #18 above.

30. Is there an incumbent vendor for these services? If so, what rates do they provide?

See answer to #1 and #5 above.

31. 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?

See answer to #2 above.

32. What is the expected volume of this contract?

See answer to #28 above.

33. Is there any historical data for Interpretation Services?

See answer to #26 above.

34. Who is your current provider(s) of ASL onsite services?

See answer to #1 above.

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

See answer to #5 above.

36. How many ASL interpreting hours did you use in 2019?

This level of detail is not available.

37. If you have multiple locations, what is the usage by location?

We have 67+ schools and satellite locations and this level of detail is not available.

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

This level of detail is not available

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

There is no average length.

40. Can the CART requirement be fulfilled remotely?

Yes.

41. Who are the current incumbents?

See answer to #1 above.

42. What are the current incumbents rates?

See answer to #5 above

43. What is the contract number of the current incumbents?

See answer to #1 above.

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

No.

45. Will this bid be awarded to multiple vendors? If so, how will the work be distributed?

Reference the bid package, page 28, #1, Scope.

46. Is there a minimum/maximum number of vendors FCPS is anticipating on awarding?

See answer to #45 above.

47. How does FCPS currently organize their requests – do they all go through one team or is it decentralized?

All requests go through the Office of Interpreting Services.

48. What was the monthly average amount of ASL interpretation services requested in hours for 2019 and/or 2020?

This level of detail is not available.

49. Can you provide an estimated breakdown of each service requested? (Example: 50% on-site ASL, 50% VRI)

This level of detail is not available as this is the first year for providing to separate learning programs.

50. On average, how many interpreters are needed on site per request?

Reference the bid package, page 31, #8.c.

51. How many last-minute assignment cancellations (less than 36 hours notice) were made by FCPS in 2019 and/or 2020?

This does not occur frequently; however, this level of detail is not available.

52. How many urgent/last minute requests (less than 36 hours notice) were made in 2019 and/or 2020?

This level of detail is not available.

53. What was the monthly average amount of CART services requested for 2019 and/or 2020?

We averaged 2 CART requests per month.

54. Can you please break down the frequency of each CART service requested for 2019 and/or 2020? (Example: 50% on-site CART, 50% remote CART)

No on-site CART requests; all were remote.

55. What is the cancellation policy in the event FCPS cancels a scheduled assignment with less than 36 hours notice?

Reference the bid package, page 32,#8.e.

56. May we bid for certain services in the RFP instead of all services requested?

No. See answer to #18.

57. Does FCPS have interpreters and/or translators on staff? If so, how many?

Yes, 35.

58. Will we be provided a debriefing in the event of a non-awarded contract? If so, will that debriefing information be confidential?

Yes.

59. Are there any challenges you would like this new contract to address?

See answer to #2 above.

60. Who is the Incumbent?

See answer to #1.

61. Can FCPS provide historical data from the past year on:

The total number of hours of services

- The number of all-day on-call assignments (interpreters scheduled 7 or more hours per day on the same days each week)
- The number of assignments that were 3 hours or less
- The number of assignments that were 7 hours or more
- The number of hours of evening/weekend work
- The number of short-notice assignments (less than 5 business days' notice)
- The number of short-notice assignments (less than 1 business days' notice)

This level of detail is not available.

62. Section 5. Performance Requirements, subsection e., page 29, it states: "FCPS recognizes that qualified interpreters may not hold a formal certification." Additionally, in Section 5. Performance Requirements, subsection j., page 30, it states: "Interpreters should adhere to the NAD-RID Code of Professional Conduct."

Interpreters who are not nationally certified have no obligation to adhere to the RID Code of Professional Conduct (CPC), therefore FCPS will experience more problems with services provided by these interpreters caused by lower skill levels and unprofessional behavior, leaving consumers struggling to understand and/or be understood by less qualified interpreters. Requiring only nationally certified interpreters will resolve most concerns in both areas. Will FCPS revise the requirements to state that interpreters must be nationally certified?

No.

63. Since FCPS does not require certified interpreters, we assume the biggest problems the school system faces with interpreting services are professionalism (timeliness, proper attire, appropriate behavior, etc.) and skill. Can FCPS verify if

this is accurate? We also assume since there is no honoring of industry standards per the solicitation, that filling the work, especially last-minute needs, is a challenge since professional interpreters will not accept this work. Also, are there other challenges the county struggles with related to these services?

**This is not accurate. This contract is being rebid at this time as the current contract expires this summer.**

64. Section 3. Contract Terms, subsection h. page 29, it states: "Interpreting assignments that are cancelled by FCPS within 36 hours of the assignment by email or phone notification will not be paid. If less than a 36-hour notice of cancellation is provided by FCPS, the agency may bill only a two hour minimum charge."

Because highly qualified and certified 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. The section regarding cancellations, in the solicitation, does not follow this standard. Will FCPS change the wording in the solicitation from, "36 hour notice of cancellation" to "two (2) business days' notice, or forty-eight (48) business hours' notice."

**No.**

65. Section 5. Performance Requirements, subsection c., page 29, it states: "If classes or assignments are cancelled due to weather, no compensation will be given. If there is a delay of start time, the agency may bill for the amount of time that the interpreter(s) worked, taking into consideration the two-hour minimum."

Industry standard is to pay interpreters for the full assigned time for all cancellations not received with at least 2 full business days' notice. The entire section on closings and delays in the solicitation does not follow this standard. Will FCPS change this section to state that cancellations provided to the vendor with at least 2 full business days' notice will incur no fees?

**This will not be changed. FCPS is working with limited funds to provide outsourcing of this service when our own in-house staff are unavailable to meet the needs.**

66. Section 8. Assignment, Billing and Payment, subsection d., page 31, it states: "All interpreter assignments will be paid per amount of actual time worked rounded up to the half hour unless the actual time worked is under two hours. In this case, an agency may bill for two hours."

Industry standards dictate that should an assignment end early, it is treated the same as an untimely cancellation and is still billable. We assume FCPS will follow Industry Standards for billable time. Can you confirm?

**This will not be changed. FCPS is working with limited funds to provide outsourcing of this service when our own in-house staff are unavailable to meet the needs.**

67. Section 4. Pricing, subsection a., page 29, it states: "FCPS does not pay mileage to or from or between contract assignments."

Industry standard is to pay interpreters for travel expenses when they are being sent between locations in the same day. Given the potential for extensive travel that may be required, will FCPS remove the requirement for unpaid travel?

**No.**

68. Section 4. Pricing, subsection a., page 29 seems to indicate there would be possible travel "between contract assignments" on any given day. And Section Preparation of Proposal, subsection Cost Proposal, ii., page 31, it states: No separate costs for travel, mileage, overhead or miscellaneous are acceptable. All costs are to be included in the hourly rates on the Form of Proposal.

Without very specific information on the trips that will be needed, vendors have no way to anticipate how much travel funding will be required. Will FCPS provide an amount to be put in a travel CLIN on the pricing table or allow vendors to bill travel as incurred?

FCPS declines to make this change.

69. Industry standard is that an interpreter's time is billed for the full amount of time, from start to finish of the assignment. Will FCPS remove the reference to unpaid time in Section 3. Contract Terms, subsection h. page 29, regarding the unpaid lunch per the FASSE Negotiated Agreement, of the Proposal Package?

No.

70. Page 31 Assignment billing and payment states that interpreters are paid the actual time worked. Industry standard is to pay the interpreters for the originally scheduled time since by the day of the assignment they will have declined extensive other opportunities to stay on their assignment with FCPS and at the last minute they are unlikely to be able to replace any hours they end up not being needed. Will FCPS change their requirements to state the vendors may bill for the originally scheduled time when assignments end early?

See answer to #66 above.

71. Can FCPS clarify what the FASSE Negotiated Agreement is and how it applies to contractor's resources?

The Negotiated Agreement between the Board of Education and FASSE recognize FASSE as the sole and exclusive representative of nonsupervisory educational support employees and memorialize the understandings of the parties with respect to salaries, wages, hours, and other working conditions. "Contractor's resources" is not a clearly defined term. Therefore, FCPS is unable to provide further clarification.

72. Can FCPS clarify how offers are to be "sealed" and labeled according to the instructions when they are submitted electronically?

The Questionnaire (Part 1) and the Cost Proposal (Part 2) are to be uploaded separately. TheProcureNow platform allows for a two-step process. Vendor's technical proposals will become viewable once the due date and time have past and the cost proposals will remain sealed until such time as the technical proposals are analyzed and scored. The cost proposals of the highest rank firms will then be unsealed.

73. In decades of providing these services we have not seen a requirement for liability insurance for "disease". Any additions to insurance requirements can have a significant impact on pricing. Since no other entities require this coverage, will FCPS remove that category from the insurance requirements.

Yes.

74. The commercial general liability insurance appears to include items that do not apply to this solicitation, specifically "Products-Completed Operations Aggregate" (this solicitation is not for a product) and "Fire Damage". Will FCPS remove these requirements as they do not apply?

Yes.

75. The insurance requirements include comprehensive automobile liability. Can FCPS clarify if interpreters under this contract would be using their vehicle to transport someone other than themselves?

Interpreters will not be transporting anyone other than themselves.



76. The questionnaire, # 5 states, "Acknowledge that FCPS will be provided 36 hours' advance notice if the assigned interpreter(s) is not available and a suitable substitute is unavailable for assignment. If a substitute is available for an assigned interpreter, confirmation must be provided to the Coordinator of Interpreting Services via emails as soon as the substitute is identified." Can FCPS clarify the expectation when an interpreter calls out the day of the assignment due to illness and a replacement cannot be found since vendors will not know about the call-out 36 hours in advance?

If the awarded vendor confirms acceptance of the assignment, the awarded vendor will need to fulfil the assignment.

77. CART is listed on the pricing section, but there is no separate line item for remote vs on-site CART. The pricing for these services is VERY different. Will FCPS please add line items for remote CART?

Yes. Revised Form of Proposal – Part 2, Pricing is attached.

Article III, Employment Conditions, 3.15 Work Schedule, C. Sign Language Interpreters

**RFP 21MISC15, SIGN LANGUAGE INTERPRETING AGENCY SERVICES**

**FORM OF PROPOSAL - PART 2, PRICING**

In compliance with the Invitation for Bids, the undersigned proposes to provide sign language interpreting services in accordance with the specifications contained in RFP 21MISC15, at the rates indicated below and inclusive of all fees, overhead and miscellaneous charges. If not bidding on the optional service type, indicate by Not Available.

<b>BASE BID:</b>			<b>RATE PER INTERPRETER:</b>	
	<b>Request Type</b>	<b>Notice Given</b>	<b>2 Hour Minimum Cost</b>	<b><u>Hourly Rate After 2 Hour Minimum</u></b>
<b>1A</b>	General (ASL, PSE, SEE, Cued Speech)	36 hrs. +	\$	\$
<b>1B</b>	General (ASL, PSE, SEE, Cued Speech)	Less than 36 hrs.	\$	\$
<b>2A</b>	Weekends and Holidays	36 hrs. +	\$	\$
<b>2B</b>	Weekends and Holidays	Less than 36 hrs.	\$	\$
<b>3A</b>	CART (In-Person)	36 hrs. +	\$	\$
<b>3B</b>	CART (In-Person)	Less than 36 hrs.	\$	\$
<b>4A</b>	CART (Remote)	36 hrs. +	\$	\$
<b>4B</b>	CART (Remote)	Less than 36 hrs.	\$	\$
<b>OPTIONAL SERVICES:</b>				
	<b>Request Type</b>	<b>Notice Given</b>	<b>2 Hour Minimum Cost</b>	<b><u>Hourly Rate After 2 Hour Minimum</u></b>
<b>4A</b>	Tactile	36 hrs. +	\$	\$
<b>4B</b>	Tactile	Less than 36 hrs.	\$	\$
<b>5A</b>	CDI	36 hrs. +	\$	\$
<b>5B</b>	CDI	Less than 36 hrs.	\$	\$

Please confirm that your agency is able to provide virtual and in-person interpreting services possibly on the same day/time      \_\_\_\_ yes      \_\_\_\_no