

## **ADDENDUM**

### **IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE ADDENDUM**

ITN NUMBER: 2023-05NCSA    OPENING DATE & TIME: March 21, 2024 2:00 PM

ITN TITLE: ACCESSIBILITY SERVICES – AMERICAN SIGN LANGUAGE INTERPRETATION SERVICES

ADDENDUM NUMBER: 1                      ADDENDUM DATE: MARCH 12, 2024

The purpose of this addendum is to:

- Answer questions asked during the open q/a period.

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH YOUR SUBMITTAL. FAILURE TO SIGN AND RETURN WITH YOUR SUBMITTAL COULD RESULT IN REJECTION OF YOUR BID.

\_\_\_\_\_  
PROPOSERS SIGNATURE

\_\_\_\_\_  
PRINT OR TYPE PROPOSER'S NAME

\_\_\_\_\_  
COMPANY NAME

\_\_\_\_\_  
EMAIL ADDRESS

**1. How many ASL interpreters are required on campus per day?**

This varies widely depending on the student population we have any given semester. We may need anywhere from 0 to 6 interpreters concurrently. On average, we may need 2-4 agency interpreters to supplement what our staff interpreters can cover. For instance, we may have four class meetings happening concurrently and need four agency interpreters to team with our staff interpreters.

**2. How many days per week are they needed for?**

This varies. Historically, we have worked with interpreting agencies by submitting a request for the recurring class meetings for the semester or individual dates as needed (e.g., substitute interpreter for a day). For example, a course might meet Tuesday and Thursdays 12:00 – 1:20 PM. We would provide the semester start date, end date and UCF holidays when we submit the interpreting request to the agency.

**3. Are ASL interpreters required during weekends?**

Occasionally. Most requests are for Monday through Friday.

**4. Will the interpreters be accompanying the students or campus personnel?**

Most assignments at UCF are class meeting or assignment specific. Most interpreting requests coming from Student Accessibility Services, the deaf client is a student. This contract can also be utilized for other departments. For example, the deaf client could be a job applicant. Other times, interpreters are requested for UCF tours or events open to the public.

**5. Are there any specific language mixtures required?**

English/ASL and English/Signed English. Recently, we have not had any requests for tactile. Clients are typically anywhere from ASL to signed English.

**6. How many hours per day are the ASL interpreters needed to be on campus?**

This varies widely. Assignments could be anywhere from 50 minutes to 8 hours. Be sure to see answers above for questions 1 and 2 as well.

**7. Who are the incumbent vendors and what are their rates for in-person sign language services as well as for VRI?**

Communication Services, Inc. dba Interprettek, Purple Communications, Inc., LanguageLine Solutions

**8. How much work in hours and dollars did each vendor do – for the term of the contract and per semester?**

2023 (Spring, Summer, Fall) Totals:  
Communication Services, Inc. dba Interprettek \$120,265.00

LanguageLine Solutions \$15,808.61  
Purple Communications, Inc. \$3,683.50

Term information and hours are not readily available.

**9. What is the anticipated budget for this contract?**

Spending is directly tied to student and deaf consumer interpreting requests received and varies widely over time.

**10. What is the expected volume of this contract?**

The number of students and other deaf consumers on campus varies over time. The number of courses taken requiring interpreting services varies by student as well. UCF students are not required to take a certain number of classes. See Question #8 for historical data.

**11. How much was expended in the last contract period to date?**

See #8.

**12. How much was expended in each semester of the contract?**

See #8

**13. Do you have sign language interpreters on staff? If so, how many?**

Yes. We have eight staff interpreters currently.

**14. If there are multiple vendors, will there be a primary vendor?**

No, we do not plan to have a primary vendor.

**15. Will parking passes be provided for the interpreters?**

No.

**16. Are you able to provide an estimate on historical utilization from the prior contract term?**

See #8

**17. Can you provide a weekly or monthly history breakdown of hourly volume for onsite and virtual interpreting hours?**

Majority of the hours are onsite. Students typically prefer interpreting on site, and we work to ensure that happens to the best of our ability. During the semester\*, one agency utilizing several interpreters may vary anywhere from 3 to 42 hours per week.

\*Fall and Spring semesters run for 15 weeks. Summer: 6, 9 or 12 week sessions.

**18. Can you provide a projected volume for future or anticipated onsite/remote interpreting hours?**

Interpreting is based on student need, no way to anticipate onsite/remote interpreting hours but can look at the historical records for hours.

**19. Are agencies based outside of FI State eligible? Does the agency need to have FI State business license prior to the award or can be obtained if an award is made?**

Yes. Refer to Section 2.15 of the ITN.

**20. Can a standard price sheet be provided for agencies to fill in?**

Appendix A of the iTN is the standard price sheet.

**21. Price sample sheet is not very clear, there is a difference in pricing for VRI vs. Remote, Typically remote is referred to virtual pre-scheduled request and VRI is more of last-minute needed requests.**

Additional fees or service can be listed on the price sheet, as needed.

**22. Do you want pricing per hour or based on a certain amount of hours?**

Per hour. State on the price sheet if there is a minimum number of hours needed per assignment.

**23. How is this award being made? LPTA?**

See Section 2.8 of the ITN document.

**24. As we review the insurance requirements, it is evident that Workers Comp and Auto Insurance are not applicable to our Sign Language Interpreting services given our interpreters are contractors, not employees. Regarding General Liability Insurance, given that our services do not include physical products or direct physical contact, and the fact that Independent Contracted Interpreters are responsible for their own actions, can you clarify whether general liability insurance, either for the agency or each individual contractor, would still be mandated or would this not apply?**

If services are provided virtually only, then the insurance requirements could be waived.

If services are provided in person, then insurance requirements are applicable.

If Worker's Compensation is not applicable, please note in your submittal the mechanism that is used as evidence that those injured during the course and scope of their work (negligence aside) will be responsible for and have the means to cover their own injuries.

## 25. Section 3.2: Subdivision A – Subdivisions 2 and 3

- a. Due to the confidential nature of our field (per the Registry of Interpreters for the Deaf's "Code of Professional Conduct", Tenet #1: Confidentiality), any disclosure of client names and detailed client information could be deemed a breach of confidentiality. How have other agencies handled this portion in the past without breaching confidentiality? Does not providing this information affect our chances of being awarded a bid? Inasmuch as anything we submit can be published publicly, we want to ensure the protection of our clients' and consumers' services.

Client information is used to determine breadth of experience and qualifications. It will affect scoring if this information is not provided, as the evaluators will not be able to determine the level of experience and qualifications of the proposer.

Reference Section 2.11 for public records.

## 26. Section 2.1

- b. Will we be given direct notice via phone or email for any public meetings regarding this ITN (if any), or will it be our responsibility to check the UCF procurement services website for updates regarding potential public meetings?

Monitor the website for updates.

27. From our understanding, there seems to be an inconsistency between two clauses: (1) Appendix A: "Contractor may not charge mileage or parking, meals or lodging expenses." And (2) 2.42 Travel Expenses: "The Respondent shall not under this ITN or any resulting contract charge UCF for any travel expenses, meals, and lodging without UCF's prior written approval. Upon obtaining UCF's prior written approval, the Respondent may be authorized to incur travel expenses payable by UCF to the extent and means provided by Section 112.061, Florida Statutes and applicable UCF policies. Any expenses in excess of the prescribed amounts shall be borne by the Respondent." 2.42 Travel Expenses expresses that travel expenses may be paid with UCF's written approval while Appendix A expresses that travel expenses (mileage or parking) may not be charged. Can you please clarify which is correct? Are mileage, parking, tolls, travel time (portal-to-portal) able to be charged?

In general, the Contractor may not charge mileage, parking, meals or lodging expenses. However, UCF will allow a flat fee of **\$35 per day** to be charged when an interpreter is traveling **more than 30 miles one-way** to UCF Main Campus or site of assignment. Documentation of interpreter's starting point to UCF Main Campus or site of assignment, as applicable, should be submitted with the invoice.

28. Listed in the terms and conditions is a section requiring "e-verify" for the purpose of verifying employment/employees - does this apply to agencies and independent contractors (i.e., non-employees) as well?

FL Statute states this is required of all new employees of the contractor or subcontractor.

**29. What were the last contract period's accepted hourly rate ranges?**

See #8

**30. What were the last contract period's accepted minimum service times?**

Varies by awarded contractor.

**31. Are we able to submit our own rates and terms sheet to be attached to the ITN in place of the Appendix A price sheet, or are we required to only fill out Appendix A as is included in the ITN with no additional documents?**

Please complete Appendix A. You may add any other pertinent information or documents needed to be considered with your submittal.

**32. Will multiple agencies be approved? If so, will there be a priority structure to sending out assignment requests? If yes, what is the deciding factor of the priority structure?**

UCF reserves the right to award to multiple suppliers, per Section 2.8. We do not intend to designate a primary supplier. Availability to meet our needs determines which supplier(s) are used throughout the contract term.

**33. What is your timeline for approving bids and beginning services?**

We anticipate making an award in late April. Services would begin July 1, 2024.

**34. Are we able to see prior years' Q&As for further guidance?**

Yes, included as an attachment.

**Communication Services, Inc. dba Interpretek**

Standard Rate:	\$80/hr <ul style="list-style-type: none"><li>• 3-hour minimum for onsite request/course</li><li>• 2-hour minimum for virtual/remote services,</li><li>• Monday – Friday between 7:00 am and 7:00 pm</li></ul>
Nights/Weekends/Federal Holidays:	Rate+\$10/hr (Monday – Friday between 7:00 pm and 7:00 am; weekends and Federal holidays)
Trilingual (ASL-English-Spanish):	Rate+\$10/hr
Legal/Presentation-Style:	Rate+\$10/hr
Late Requests:	Rate+20% (requests submitted less than 48 business hours in advance of the assignment)
Rush Requests:	Rate+25% (requests submitted less than 2 hours in advance of the assignment)

- **Prep Time:** If UCF and Interpretek designees mutually agree that the course subject matter requires considerable prep time, UCF will pay \$50 for a one-time initial preparation fee for a course when it is the interpreters first time preparing for the course. Class shall be 2 hrs and 45 minutes in length or longer.

### STANDARD HOURLY RATES

Standard rates will apply to assignments that occur during regular business hours (8:00a-5:00p) Monday to Friday and requested with greater than two full business days' notice.

- **IN-PERSON ASL INTERPRETING** **\$75/hour**
- **ASL SCHEDULED VIRTUAL INTERPRETING (SVI)** **\$94.50/hour**
- **VIRTUAL CART/CAPTIONING** **\$173/hour**

**DIFFERENTIALS:** In addition to the standard rates above, the following per hour differentials will apply:

- A **\$15/hour** specialty differential will be charged for assignments that require specific practitioner knowledge, training, or experience.
- A **\$20/hour** after-hours differential will be charged for assignments that occur outside of regular business hours or on a holiday.
- A **\$30/hour** emergency differential will be charged for assignments requested with less than two full business days' notice.

### IN-PERSON ASSIGNMENT CHARGES

- A \$50 fee, per practitioner, will be charged for all in-person assignments.
- Reasonable parking, public transportation, mileage (current federal government rate) and other fees incurred during service provision will be charged.

### BILLING INCREMENTS

- All assignments are charged per practitioner.
- In-person interpreting assignments are billed a two-hour minimum and thereafter billed in 30-minute increments.
- Scheduled Virtual Interpreting (SVI) assignments are billed a one-hour minimum and thereafter billed in 15-minute increments.
- Virtual CART/Captioning assignments are billed a one-hour minimum and thereafter billed in 15-minute increments.

### CANCELLATIONS

- In-person interpreting assignments will be charged in full unless cancelled with two full business days' notice.
- Scheduled Virtual Interpreting (SVI) assignments will be charged in full unless cancelled with one full business days' notice.
- Virtual CART/Captioning assignments will be charged in full unless cancelled with one full business days' notice.



## **NUMBER OF PRACTITIONERS**

To protect the occupational safety of our practitioners and to assure the highest quality communication, assignments may require a team of two or more practitioners. A Purple representative will work with you to determine the appropriate number of practitioners needed for your assignment. In the case that you are unavailable to discuss the number of practitioners required, Purple will make the necessary determinations.

## **ADDITIONAL SERVICES**

- **Video Remote Interpreting (VRI)** provides a virtual interpreter on-demand and is available 24/7 with no pre-scheduling required. VRI sessions are billed at \$3.00/minute with a 5-minute minimum per assignment.
- Pricing quotes are available upon request for In-person CART/Captioning services.
- Pricing quotes are available upon request for Post-Production Captioning services for a variety of media.

## LanguageLine Solutions

### Onsite Interpreting Pricing

Tiers	Spanish	American Sign Language (ASL)	Other Spoken Languages
Standard Hourly Rate	\$125	\$125	\$125
Non-Standard Hourly Rate	\$187.50	\$187.50	\$187.50
Emergency/Holiday Hourly Rate	\$250	\$250	\$250

- Standard Hourly Rate: 8:00 a.m. – 5:00 p.m. local time Monday through Friday with more than one full business days' notice
- Non – Standard Hourly Rate: Before 8:00 a.m. or after 5:00 p.m. local time Monday through Friday, Saturday/Sunday or assignments with less than one full business days' notice
- Emergency/Holiday Rate: Assignments with less than one hour's notice or assignments on federally recognized holidays
- Cancellation: Assignments canceled with less than one full business days' notice or assignments on federally recognized holidays
- Minimum Appointment Time: **Two Hours.** Time beyond Minimum Appointment Time will be billed in 15-minute increments
- Billed for the greater of time reserved or actual time, subject to the minimum
- Mileage Reimbursement: Mileage reimbursement charged at prevailing IRS rate, currently \$0.535 per mile. If the one-way travel exceeds 60 miles, travel time may be charged

### LanguageLine Testing and Training Pricing

## RESPONSE TO QUESTION #34

### ADDENDUM

#### IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE ADDENDUM

ITN NUMBER: 1929NCSA      OPENING DATE & TIME: June 22, 2020 @ 3:00 PM

ITN TITLE: ACCESSIBILITY SERVICES: INTERPRETATION, CAPTIONING AND VIDEO SERVICES

ADDENDUM NUMBER: 1      ADDENDUM DATE: JUNE 11, 2020

The purpose of this addendum is to:

- Answer questions asked during the open q/a period.

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH YOUR SUBMITTAL. FAILURE TO SIGN AND RETURN WITH YOUR SUBMITTAL COULD RESULT IN REJECTION OF YOUR BID.

\_\_\_\_\_  
PROPOSERS SIGNATURE

\_\_\_\_\_  
PRINT OR TYPE PROPOSER'S NAME

\_\_\_\_\_  
COMPANY NAME

\_\_\_\_\_  
EMAIL ADDRESS

1. Is there a vendor who has completed this type of work for UCF within the last 18 months that is allowed to bid on this RFP?

**Yes**

2. Will there be a debriefing session option with a vendor who does not win the bid?

**Yes, if requested by the vendor.**

3. Does UCF have its own vendor procurement portal?

**No**

May all video accessibility services be performed remotely or are some services required to be performed on-site?

**Video accessibility services are not needed on-site at this time.**

4. Are the video and audio files currently available online or will they be sent in offline file format? If so, which file types are will be used?

**Video and audio files are typically shared online. File types are usually MP4, .MKV, .WMV, AVI, .WEBM, .OGV, .OGG.**

5. What are your preferred closed caption and audio description file types that would be considered suitable for embedding?

**Most frequently we request .vtt, or .srt for closed captions. On rare occasion, UCF will need audio descriptions for blind individuals. There are likely several viable options for creating audio descriptions, which may include providing MP3, MP4, OGG, or WAV audio tracks or WebVTT description tracks.**

6. On page 13 2.10 Offer Validity Period: offer shall remain valid for 120 days after submission, does this mean that they may choose to take us up on our offer in addition to or instead of other offers they deemed to fit their needs better?

**This means your offer has to be valid for at least 120 days from submission. We anticipate being able to make an award prior to the expiration of the 120 days.**

7. On page 14 2.15 State Licensing Requirements as applicable we shall have the appropriate licenses to conduct business in Florida and Orange County. Is a Florida state license a mandatory requirement to win this RFP?

**As per 2.15, please contact Florida Secretary of State's Office for additional information regarding business license requirements.**

8. Of your annual 1,200 + video and related audio content that needs captioning and transcripts what percent requires knowledge of subject matter specific words or phrases?

**We do not have a specific percentage. Many videos come from YouTube. Some are professor created videos specific for courses.**

9. What are the average run times of your video and related audio content that needs captioning and transcripts?

**Approximately 10 minutes but it varies. Many videos are 3 – 10 minutes long. Other videos, especially ones created by the professor are 45 – 60 minutes. But most are shorter in length.**

10. Terms and Conditions:

Regarding the terms and conditions in the RFP document, there is one potential issue with our participation as we cannot agree to section 2.20 A as it is currently written. It is one of your non-negotiable sections. We cannot limit our liability in any way so this section would need to be removed. Can you confirm if this means that we can't participate in the RFP?

**To be considered for evaluation, you would need to comply with all non-negotiable terms and conditions.**

11. Regarding Video accessibility services (closed captioning, subtitles, transcripts, and audio descriptions) for video/audio:

24-hour timeline on captioning requests – what would the nature of these requests be?

- a. Full classroom lectures? Informational videos? Is it possible to obtain a sample video to determine duration?

**A strict 24-hour turn around is not needed frequently. When it is necessary, it could be for any content selected by UCF faculty or staff.**

12. What deliverables are required for captioning of video/audio?
- Would the preference be captioning files, or videos with embedded captions in them?

**Captioning files are appropriate for UCF to embed in our video players.**

13. Audio description – will this be required for the approximately 1,200 videos as well, or are the requirements and requests separate for audio description?

**Audio description requests are rare at this time and would be a separate request.**

14. What communication platform should we expect to receive requests through?
- Our firm can provide a proposal in our RFP for a request/communication platform but is there already an existing one in use at UCF?

**We will work with the vendor to use the platform that is most efficient for the vendor to complete the requests.**

15. Are there any needs for translating captions into other languages for ESL students that are deaf/hard of hearing?

**We only need video services for other languages if the class uses a video in that language for all students in the course. In the past, this has been rare.**

16. Regarding American Sign Language (ASL) Interpretation:
- How many agencies will be awarded this contract?

**No specific number has been determined**

- Out of the estimated 125-175 student courses, how many would your internal student services typically cover?

**It varies by semester based on student schedules and interpreter schedules. 50% is a rough estimate.**

- What is the typical volume of non- classroom request?

**It varies by semester based on student involvement. This amount is generally low overall compared to classroom requests.**

- Are you able to share information on the current rate for ASL Services?

**See #20**

- e. Are there any challenges/ concerns with your current ASL service provider? Is there a particular reason for you are looking for a new provider?

**Given the volume of work we now have in this area, UCF is going through this public process.**

17. Regarding Captioning and CART Services:

- a. What platforms will be used? Is it always Zoom or could there be other platforms in play?

**Zoom presently**

- b. Is there an accuracy requirement for captions? CART will give us 80 - 85% accuracy, but there are sometimes legal requirements for higher than that. We can pull in human captioners as needed so we just want to confirm.

**We use human c-print and CART writers to caption live classes in the classroom, remotely, and through Zoom when classes that normally occur in the classroom are delivered online.**

- c. How will the captions be delivered? I.e. Embedded within the video player, as a separate feed, or burned in like you'd see on TV?

**Currently, captions, as part of video accessibility services, are most often embedded using a video player.**

18. Would the University be able to provide an average value for this contract for the past 3 year? If possible broken down to how much went to:

- a. Sign Language Interpreting
- b. Cart
- c. Video Accessibility Services

**These numbers have fluctuated greatly each year based on student access needs and our approach to services. C-Print is currently the greatest vendor need. Sign Language Interpreting and CART is used but not with the same frequency. Our video captioning needs are increasing exponentially.**

19. Would you be able to share how much is charging the incumbent provider(s)?

- **Central Florida Captioning and CART Services -\$90 per hour for CART with 2 hour minimum**

- **Alternative Communication Services -\$60 per hour for remote C-Print with a 1 hour minimum**
- **Alternative Communication Services -\$115 per hour for remote CART with a 1 hour minimum**
- **CSI Southeast (known as Interpretek): \$60.00 per hour per on-campus interpreting service provider with a 3.5 hour minimum**
- **Sorenson Communications LLC: \$70.00 per hour per on-campus interpreting service provider with a 3.5 hour minimum**
- **J. A. Interpreting Services: \$50.00 per hour per on-campus interpreting service provider with a 3.5 hour minimum**
- **Rev provides video captioning accessibility at a rate of \$1.25 per minute.**

20. Regarding - 1.3 UCF Environment: Approximately 5 – 10 students utilize ASL interpreting and 20-30 students use captioning and CART services in the classroom and remotely or online (such as through Zoom). The collective number of in-person and online (such as through Zoom) courses across all students currently ranges from 125 to 175 courses each fall and spring semester with notably fewer courses in summer."

How many of these services are provided by In-house staff and how many do you foresee going to the agencies?

**This varies semester to semester.**

21. Regarding- 2.16. Parking: Respondent/Supplier(s) shall ensure that all vehicles parked on campus for purposes relating to work resulting from an agreement shall have proper parking permits. "

- a. Does the Vendor need to purchase parking permits for the entire semester or simply paying for parking when on campus will suffice?

**Parking can be paid for daily, by semester, or by year.**

**This is a business decision; either is fine. Awarded contractor(s) are responsible for ensuring their vehicles are properly permitted when on campus.**

22. Regarding "2.20 " I am well aware that this is marked as non-negotiable. However, requirements 2 and 3 may not be applicable to most vendors. In our industry, the prevalent business model is based on having a



flexible team of subcontractors/freelancers. Taking this into consideration: "2. Auto Liability: If Supplier operates a vehicle on campus for commercial use in the performance of this Contract (i.e. deliveries, transport of employees, etc.)" and "3: Worker's Compensation" Would not necessarily apply. Would the University be open to review or revisit these items?

**This requirement applies to all subcontractors and independent contractors as well.**

23. Is the contract for classroom interpreting only, or does it include non-academic interpreting needs, i.e. presentations, tours, practicum, field trips, staff meetings for deaf staff, etc.?

**It includes non-classroom but the number of events vary by semester.**

24. Do you have an estimated number of classes with deaf students per semester? Estimated number of hours per class? Per semester?

**125 to 175 courses per semester. Classes range from 60 – 180 minutes per session.**

25. The Invitation to Negotiate states that travel and parking will not be reimbursed. Is the cost of parking per interpreter permitted to be included in the proposal? Are parking permits required for all interpreters on campus, or are they optional and provide an assigned parking space, thus reducing the amount of time needed to find parking?

**Per the invitation process and payment requirements, UCF will not pay separately for parking. Assigned spaces are not available. Interpreters would need to find a place to park in general parking areas and pay a daily fee or obtain a semester pass. It is a business decision whether you want to build in the cost of parking into your hourly rates.**

26. How many vendors does the University expect to award a contract to for the services requested in this invitation?

**The number of awarded vendors cannot be determined at this time. It will vary based on various factors.**

27. Will these services be held at the main campus only or main and the UCF connect satellite locations?

**Services are provided at all campus locations as necessary/needed.**

28. Can the University please provide incumbent information and current bill rates for contracts in place for similar services?

**See #20**

29. 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?

**No major challenges. Student Accessibility Services is committed to timely and user-friendly communication to the greatest extent possible.**

30. What percentage of the services (ASL Interpreting) will be done in a physical classroom setting versus a virtual classroom setting?

**ASL has typically been provided in the classroom. We are not sure how practices will change in light of COVID-19.**

31. Is UCF able to provide a breakdown or analysis regarding usage per agency on the current contract, such as a percentage or # of hours billed by each agency?

**While we receive this information in our individual invoices from vendors, we have not collectively tracked this information in such a way that it can be quickly gathered and easily shared.**

32. How many staff interpreters do you already have?

**Currently, we have eight part time staff interpreters on pay roll.**

33. How many full-time / part-time slots will you require?

**We will not be hiring full or part time individuals as part of this process. As to how many staff hours we may require of a vendor, it is difficult to estimate. It has ranged from part-time to full-time equivalent or more depending on the specific service and the semester.**

34. Does your FT coverage include lunch time for billing, or would we be required to remove that time from **the billing**?

**Lunch is unpaid.**

35. What is the anticipated budget for each component of this contract?

**Captioning via c-print or CART in the classroom and remotely vary semester to semester. The university will meet the required access and accommodation needs.**

36. How many jobs were ongoing and how many were emergency requests?

**When we use vendors, many of the jobs are ongoing but some emergency requests do occur.**

37. Is your need anticipated to grow, shrink or stay the same in the upcoming year?

**We do not yet know how the next year will change, if at all, based on COVID-19.**

38. Are you awarding this contract to multiple vendors? If so, how are you going to go about scheduling? Are you going to give the same opportunity to all vendors or are you going to have a 1st, 2nd or 3rd choice? Please explain.

**The number of awarded vendors cannot be determined at this time. It will vary based on various factors. We do not generally give the same opportunity to all vendors but offer targeted opportunities based on specific need or in such a way that every vendor has some opportunity. Some decisions will be made based on vendor response time.**

39. Does UCF require specific badging? Or is state badging/fingerprinting acceptable for Interpreters on campus?

**UCF does not require badging for interpreters. However, if an interpreter is assigned to a hospital clinical or other business location, additional badging may be required.**

40. Do you require Trilingual Services (ASL/English/Spanish)?

**UCF courses are offered in English with exception of language courses.**

41. Do you require sign-in sheets/mechanisms?

**C-Print or CART writers who perform in classroom are required to complete timesheets and additional documentation each established pay period.**

42. If we are selected as a provider, will you conduct a meeting prior to the start of the contract for us to meet those we will be working with throughout the coming school year and address any open items, questions or concerns?

**Yes**

43. Are the background check requirements required by UCF paid for by the agency? If so, what is the turnaround time, cost per person and is there a specific fingerprinting site you require us to utilize?

**Awarded contractor(s) are responsible for this cost.**

44. In the case the agency has qualified Interpreter available who does not have time to complete the required screening prior to the assignment, would you prefer we do not fulfill the request?

**Correct, cannot fulfill the request**

45. Do you prefer one file upload separately per each service IE; ASL, CART, etc?

**It doesn't matter, as long as the submittal is clearly marked.**

46. Will there be one point of contact for the scheduling or needs?

**One primary and one back-up.**

47. Will you need coverage for programs, ceremonies, sporting events, graduations, concerts, or conferences?

**Yes, it is possible additional needs will arise.**

What percentage of CART/Captioning services are currently done in a physical classroom setting versus a virtual setting?

**Approximately 50% but varies semester to semester. We anticipate a larger virtual percentage during the COVID-19 period.**

48. Do the Onsite Interpreters and CART Service providers require parking permits? Is there a fee for parking on campus?

**See #22**

49. Is it possible to get prep information or materials from the professors in order to be best prepared (PowerPoints, website links, etc.)?

**Varies**

50. Will you honor the industry standard 2-hour minimum if the scheduled class is less than 2 hours?

**For C-Print or CART writing in-class, remotely, and through Zoom this will vary. You may list your minimum hours in your submission for all services sought.**

51. What is the anticipated budget for this contract?

**The university provides the appropriate resources to meet accommodation needs. Budget varies by year based on a variety of factors.**

52. Who are the current vendors and what are their rates for each category of services?

**See #20**

53. How many hours per semester were filled by **agency personnel** for the following:

- a. On campus ASL Interpreting? And how many students received services?
- b. Remote interpreting?
- c. In person captioning or CART?
- d. Remote Captioning and CART?

**We do not historically track these hours specifically. It varies by semester based on a variety of factors.**

54. What were some of the issues with the current vendors in providing coverage?

**No specific issues. Response times from vendors may be the biggest concern on occasion.**

55. Will there be a single vendor or multiple vendors awarded for each category?

**This cannot be determined at this time.**

56. The pricing sheet requests per Hour and per Minute prices. We assume that we can enter prices for per Hour or per Minute as applicable to the type of service and do not have to provide both hourly and per minute prices for each service. Is our assumption correct? Please confirm.

**Correct. C-Print Captioning and CART services in the classroom and remotely are typically charged by the hour and in quarter hour or half-hour increments.**

57. Who are the current incumbents? What are their rates?

**See #20**

58. Is this bid open to individuals?

**Yes.**

59. It is industry standard for on-site interpreters and captioners to be secured a 2 hour minimum for each assignment, and for remote captioners to be secured a 1 hour minimum. I do not see this language in the ITN, would you consider adding it?

**Yes**

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

**We did not track this level of information.**

61. What was the monthly average amount of service requested for CART services?

**We have not tracked this specific information historically.**

62. We currently have multiple agreements with individual offices/departments within UCF. Would this contract supersede all of these existing agreements?

**Yes**

63. For payment terms, we usually require Net 30. Is this acceptable?

**Yes**

64. We do not expect this to arise often, but should we require travel expense reimbursement, can you please clarify the process for approval of expenses.

**At this time, we are not sure travel expenses would need to be reimbursed for vendors. Should they be required, UCF's travel policy will prevail.**

65. Pg. 27-28, Item 2.57-With regards to the background checks, will any interpreter/independent contractor we assign need to have a background check, or just those employed with us?

**Yes, interpreters/independent contractors are required to have background checks. As per 2.57 The Contractor shall provide background checks for all of the contractor's non-temporary employees, agents, or independent contractors working at UCF and shall ensure that all hires have been cleared before placement at the University.**

66. Pg. 32-"Vendors must understand that UCF is no under obligation to pay for contracted time if the approved and assigned staff for any area does not show for an assignment." Who is "assigned staff" referring to? Is this the interpreter or a UCF employee?

**Assigned staff is whoever is assigned to cover a class or event by the vendor.**

67. Item 1.1 – “Interested suppliers will bid on any or all of the following service areas” – Is UCF going to give preference to companies that can provide coverage for all service areas?

**Each service will be evaluated individually.**

68. “...on-campus provision being the primary means of service delivery” – Before COVID-19, how many hours of virtual interpretation were requested in 2018?  
How many hours in 2019

**Virtual interpretation was never used prior to COVID-19.**

69. “Pre-certified interpreters will be accepted based on skill and experience” – What do you mean by “pre-certified interpreters”?

**The term pre-certified interpreters refers to any interpreter who is not yet nationally certified but is in the process of certification.**

70. Should we add a list of the certified interpreters that we are planning to use under this contract?

**Not necessary at this time.**

71. In response to solicitations, some unscrupulous companies use resumes of interpreters from other states and/or resumes of interpreters that are no longer with them. Do you have a process in place to verify this information?

**When submitting a proposal, vendors are certifying the information provided is correct and representative of the abilities to perform and carryout the requirements of the ITN.**

72. Item 1.2 – UCF reserves the right to make multiple awards ~ After contract has been awarded to several vendors, do you have a process in place to assign the jobs?

**Decisions are made on a case-by-case basis among the team with targeted opportunities offered to vendors, based on availability and response time of vendors.**

73. Is there a rotation system to assign work between different vendors? Can you explain?

**See #74 for C-Print and CART services.**

74. Item 1.3 – In order to adequately prepare for the work load described in this section, can you share historic data for 2019? E.g. Number of hours of in-person interpreting, minutes of VRI usage, etc.

**It varies by semester. We have not tracked this data specifically.**

75. “Currently, over 1,200 videos and related audio content must be sent to vendors annually” – What’s the average length of the videos?

**See #10**

76. Item 2.2 – June 22 at 3:00 PM ITN Opening – Is this open to the public?

**Yes. The ITN opening is conducted via Bonfire and only respondent names are read. The list of respondents will be posted to the UCF Procurement Services website. A link will be posted on the website.**

77. In light of current events, is there a possibility of doing this remotely?

**Yes, however, only the list of respondent names are read. The list of respondents will be posted to the UCF Procurement Services website. A link will be posted on the website.**

78. Table A – Do you have a date for the proposals evaluation? Is it open to the public?

**Not at this time. No.**

79. Item 2.57 – Employee Background Checks ~ Does UCF need to receive all background checks of the contractors prior to assign them to a job?

**The contractor should be prepared to provide a certification of a cleared background check investigation upon request from UCF.**

80. Do you allow 1 hour of prep time for captioning assignments? As you know, captionists need to set up their equipment prior to each assignment and at the end of the class, they need to finalize the material prior to final submission.

**UCF captionists are allotted prep and edit time in the amount of one half of classroom time. Non-UCF captionists and CART writers are**



**not provided prep time above classroom time. Remote c-print and CART writers are not provided prep time above class time.**

81. For in-person interpreting assignments, is there a 2 hr min allowed?

**See #52**

82. What was the volume of trilingual interpreting assignments for 2019?

**We have not had a need for trilingual interpreting yet.**

83. As industry standard, assignments of 2 hours or more require team interpreting. For your scheduled classes, do you typically use 2 interpreters?

**Yes.**

84. For captioning assignments, is there a 2 hr min allowed plus 1 hour of prep time?

**See #82 regarding prep time. For captioning assignments minimums are based on varying factors.**

85. How many videos and audio segments will require close caption editing per year?

**The volume can vary greatly depending on media selected by faculty and number of students needing captioning in addition to other variables. In the past, we've seen over 1200 videos in a year from SAS alone. Other UCF departments would be using the selected vendor(s) as well so that number is expected to grow.**

86. What are the average length of time for the videos and audio segments?

**See answer to #10.**

87. How many languages will the videos and audio segments need to be interpreted into?

**Typically, SAS does not need video subtitles in other languages. However, other departments on campus may have this need.**

88. Will insurance be required for creating the close captions for the audio and video segments?

**No but not sure of the intent of the question. We have not done insurance previously to date.**

89. Will the company have to provide the file storage unit (Dropbox, etc) for the audio and video segments?

**Yes.**

90. Is there a particular font and font size preferred for the captioning?

**Most important is that the font is WCAG 2.1 compliant. Preference would be:**

- **Align text left**
- **Use Sans Serif fonts (Arial, Helvetica, or Verdana)**
- **22 pt font**
- **No more than 32 characters per line**
- **Font color and background must pass AA Color Contrast Ratio (large text=14pt and larger)**
- **Do not use color as the only way to convey meaning**

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

**See # 20**

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

**See #20**

93. How many ASL interpreting hours did you use last year?

**We have not historically tracked this information.**

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

**We have multiple locations but approximately 95% of our work occurs on our main UCF campus.**

95. Do you currently use Video Remote Interpreting (VRI) for ASL?

**We have not prior to COVID-19 but may consider in light of current realities.**

96. If so, who is your current VRI provider and what is the rate?

**See #96**

97. For VRI service, can we submit an offer for both on-demand and pre-scheduled service?

**Yes**

98. Do you require specialty ASL interpreting services for Legal, Tactile, CDI or any other interpreting type?

**We have not had a need for these services yet.**

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

**We have not tracked this previously but it is a small percentage.  
Perhaps 15%.**

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

**Most assignments are for the duration of the semester or until the student drops the course or cites that need is no longer necessary. Some assignments are last minute fill-ins or for one-time on-campus activities.**

101. Will you accept a bid that includes reimbursement for campus parking fees?

**No**

102. The document mentions background checks are required of all staff that would be working on this contracted work. Are background checks still required even if our company is only submitting a proposal to do remote work, and won't be doing any work on campus?

**Yes, all individuals working on behalf of the university, must have a cleared background check.**

103. For the Video Accessibility Services, it mentions closed captioning, subtitles, transcripts, and audio description. Does a vendor need to be able to provide all of those services in order to bid on the Video Accessibility Services? For example, if we provide closed captioning and transcripts, but not audio description, can we still submit a proposal for just the Video accessibility portion of this ITN?

**Yes**

104. Are the state, federal and local background checks as described in the RFP only pertinent to interpreters, CART Providers or agents of our firm who are physically on campus or in physical contact with students or staff?

**Background checks should be completed for anyone working on behalf of the university, be it physical or virtual.**

105. Our firm currently conducts monthly background checks for our linguists with the OIG's List of Excluded Individuals/Entities (LEIE), GSA's System for Award Management (SAM) database, and the Office of Foreign Asset Control (OFAC) database. Are these background check procedures sufficient for the intents and purposes of this RFP?

**No background checks must be as specified in 2.57**

106. How many hours are anticipated in terms of interpreter and resource support for this contract? Can we get historical usage and previous annual spend, or the number of hours per semester?

**This amount truly varies by semester and is especially uncertain in response to COVID-19.**

107. Due to the Coronavirus, is University of Central Florida encouraging students to take classes online? Is the University expecting an increase in online studies, and if so, is there any idea of how much course work will be transferred to online classes from classroom sessions?

**The final plans are not yet decided. Things will shift as the virus shifts. UCF currently anticipates a large percentage of classes online for the fall semester.**

108. Who are your current vendors for on-site ASL Interpreting Services?

**See #20**

109. What are your vendors' current hourly rates for on-site ASL Interpreting Services?

**See #20**

110. Do you allow differentials for nights, weekends and holidays?

**You may submit a differential if desired.**

111. Is there a cost for securing parking permits, and is that cost reimbursable to our agency for our interpreters?

**Yes, there is a cost. See Parking website for additional information: <https://secure.parking.ucf.edu/parkingportal/>**

**No, UCF will not reimburse for parking costs.**

112. If/When awarded, will our agency's POC be able to meet with your SAS Contract Liaison/POC?

**Yes. We desire a highly collaborative relationship.**

113. Are our agency interpreter badges sufficient for identification while on campus, or will you require our interpreters to obtain UCF-issued badges?

**Agency badges will suffice.**

114. Will you be making multiple agency awards? If so, how many?

**We have not determined a final number. We seek a balanced team of vendors to address varying semester needs.**

115. If you have multiple awardees, how does UCF plan on scheduling fairly between providers?

**Decisions will be made among the Student Accessibility Services team with targeted opportunities based on need and with an intent to offer reasonable balance of opportunities.**

116. Who are your current providers of Remote ASL Interpreting?

**See #20**

117. What are the current rates you pay for Remote ASL Interpreting?

**See #20**

118. Who are your current In-Person Captioning and CART providers?

**See #20**

119. What are the current rates you pay for In-Person Captioning and CART providers?

**See #20**

120. Who are your current providers of Remote Captioning and CART providers?

**See #20**

121. What are the current rates you pay for Remote Captioning and CART providers?

**See #20**

122. Who are your current Video Accessibility Services providers?

**See #20**

123. What are the current rates you pay for Video Accessibility Services providers?

**See #20**

124. I read in Appendix A that UCF has a 48-hour cancellation period with payment in full. I wanted to confirm that this is correct?

**Yes**

125. Would you honor discounted payment terms of 1%, 10, Net 30?

**Yes**

126. Do you plan on going live with on-site/in-person interpreting services at the beginning of the school semester?

**For those classes that are on-campus, this option will be considered.**

127. For Video Remote Interpreting Services, who are your current providers?

**See # 20**

128. For Video Remote Interpreting Services, what are your current rates?

**See #20**

129. What current platform(s) does UCF utilize for Video Remote Interpreting (VRI) services?

**We do not currently use VRI services.**

130. Does UCF ever require Trilingual Interpreting Services (ASL/ENG/SPA)? If so, what is the need?

**We interpret in English as this is the required language used in the classroom with the exception of foreign language courses.**

131. Does UCF ever require Tactile Interpreting Services (for Deaf-Blind/Plus, Low-Vision Deaf Individuals)? If so, what is the need?

**We have not had a need for these services yet.**

132. Does UCF have Deaf instructors or Deaf employees that require interpreting services for meetings, etc.? If so, what is the need?

**This is a very small need at this time. It is believed to be less than three people based on our knowledge.**

133. If a class is 60 minutes or more, do you allow a teamed approach of two interpreters?

**Yes.**

134. How soon do you send out schedules prior to the semester so that we can begin scheduling interpreters for the upcoming semester?

**Our goal is at least 1 week prior to semester. This will vary depending on when students submit requests.**

135. Is preference given to woman-owned organizations here in the State of Florida?

**No, UCF does not have a preference policy.**

136. Is preference given to organizations located in the Orlando area?

**No, UCF does not have a preference policy.**

137. Does UCF have any interpreters that are hired staff of UCF? If so, how many?

**Yes, we have eight part time staff interpreters on pay roll.**

138. Are UCF staff ASL interpreters nationally certified?

**All staff interpreters are nationally certified except one.**

139. How many hours of on-site ASL interpreting are provided by contracting agency interpreters during the fall 2019 semester?

**We did not track data in this manner.**

140. How many contracted agencies are providing ASL interpreting to UCF at present?

### Three

141. Other than Zoom what platform is used for UCF's virtual classroom?

### Canvas Conferencing with BigBlueButton

142. USF's statement of work requested nationally certified interpreters but would accept non-certified interpreters based on skill and experience. How will UCF evaluate a respondent's ability to determine a non-certified interpreter does possess the appropriate skills to meet the requirement that they can effectively interpret college level material?

**Pre-certified interpreters will not be placed in advanced classes. SAS may consider starting a pre-certified interpreter as a substitute or at a student meeting or event. We will consider background information from the agency, history/experience with UCF students and classwork, student and professor feedback, or may evaluate the interpreter in class.**

143. Can vendors offer to provide remote CART but not on-site CART?

### Yes

144. We reviewed the "Contractual Agreement" – should we also review the "Standard Consulting Services Agreement"?

### Not necessary.

145. There are some additional provisions that we would like to include in the agreement. How should we submit these additional clauses?

**Please include them in your submittal and clearly mark them as additional clauses for consideration.**

146. In clause 4A, is it possible to add a definitive time period to the first sentence (for example 15 days)?

### No

147. We use subcontractors, and in particular, independent contractors (individuals who receive 1099s and are not w-2 employees) in our service. Is it possible to adjust the first sentence of Section 7 to account for this?



**It is not necessary to adjust the clause for this. The intent of this clause is for the awarded firm. An awarded firm cannot assign this contract to another firm, without written consent from the University.**

148. We'd like to make clause 15 mutual. Is this acceptable?

**Yes, as the corresponding clause in the ITN (2.19) is mutual – meaning UCF or Respondent.**

149. We would like to adjust clause 18 so that both indemnification obligations are limited to third party claims, and so that the general indemnity is limited to “negligent or willful acts or omissions”. We'd also like to add some standard exclusions to the IP indemnity obligation, as well as some remedy language. Is this acceptable?

**This is a non-negotiable clause, as per ITN 2.20.**

150. We would like to add clarifying language to Section 26 to make it clear that while the University owns the deliverables that are provided (transcripts, captioning, etc.) Our firm maintains ownership of the IP and materials it uses to provide the deliverables. Also, as the deliverables are derived from materials provided by the University, our firm is not in a position to represent the rights with respect to advertising, third party claims, etc. with respect to such deliverables, and cannot indemnify for these types of claims. Furthermore, our firm would like to include language that defines requirements/parameters regarding the quality of the source materials that must be provided.

**This would be negotiated at the time of award, if applicable.**

151. We would like to understand to what extent Section 37 applies to this project, and what if any additional terms are applicable.

**Vendor service providers will receive access to personal student information (such as student names, class schedules and sometimes phone numbers and email addresses among other details) when necessary for the vendor to provide equal access. This information is protected under the Family Education Rights and Privacy Act (FERPA) and is not to be shared with anyone beyond the vendor staff and specific service providers who need to have this information solely for the purposes of facilitating interpreting or captioning access.**

152. In the years I have worked with UCF providing CART/captioning services, I have always used trusted and qualified/certified independent contractors, whether in person or online. Regarding Section 2.20, am I reading

correctly that the independent contractors are required to have liability insurance? Regarding Section 2.57, will I be required to have background checks conducted on them? When providing remote CART/Captioning, it is likely that the ICs may not be located in the State of Florida, and 2.57 refers to State of Florida background check.

**Yes to both questions.**

153. The RFP document has a link to the University of Central Florida's procurement webpage for accessing the contract that goes with this RFP. That webpage has two contracts, one of which is titled "standard contractual agreement" and the other is titled "standard consulting services agreement template". The RFP says that the "standard contractual agreement" is required, but it seems that the consulting services template may be more appropriate. Can you confirm that the standard contract to use for this ITN is the Standard Consulting Services Agreement?

**The agreement that will be used is the Standard Contractual Agreement, as the terms and conditions therein, align with those in the ITN document and Appendix 1.**

154. Who is the incumbent on this contract, and what are their rates for each service?

**See #20**