



ADDENDUM 2 TO RFP 701-CM

SIGN LANGUAGE INTERPRETING SERVICES, CAPTIONING SERVICES, CART SERVICES, AND TYPEWELL

**University of Nevada, Las Vegas
Purchasing Department
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Date and Hour of RFP Opening: July 25th, 2017 @ 3:00 P.M. PDT

The following questions were raised and are answered below:

1. Will there be any preference given to any of the following: minority-owned vendors, small business, woman-owned vendors, veteran-owned vendors, or any other disadvantaged vendors?

Answer: UNLV supports and encourages MWDBE businesses to compete for UNLV contracts. However, there is no requirement for, or preference given, to certified diversity partners.

2. How many students per semester commonly prefer CART/TypeWell services over ASL Interpreters?

Answer: For fiscal year 2016-2017 the Disability Resource Center had thirteen (13) students register who were deaf or hard of hearing. Three (3) of these students utilized ASL and ten (10) utilized either CART or Typewell.

3. Are there any deaf-blind students/faculty?

Answer: There are currently none registered with the UNLV Disability Resource Center (DRC).

4. In what format will the assignments for Captioning be submitted? How soon are they due to you after submission?

Answer: UNLV is not requiring a specific format. In your response to Tab 2.3, letter a), please include information on the following:

What formats do you use and accept for captioning?

What are your standard and rush turnaround times?

5. Do you anticipate that the documents to be translated will contain graphics, figures, drawings, or other design elements that are not editable in Word, thereby creating a need for desktop publishing?

Answer: UNLV is referring to video files for captioning, CART, Sign Language/TypeWell services, and not translating a document into Word or PDF.

6. Are the insurance terms, specifically Cyber insurance policy limits, negotiable?

Answer: Please see Section C General Terms and Conditions, 3 g) and Section F RFP Response Form. Section 3 g) of the RFP reads as follows:

“If Proposer takes exception to the Minimum Contract Terms (including the insurance requirements), or any general terms or conditions set forth herein, Proposer must submit a specific list of the exceptions as part of its response to this RFP. Proposer’s exceptions will be reviewed by UNLV and may result in disqualification of Proposer’s offer as non-responsive to this RFP. If Proposer’s exceptions do not result in disqualification of Proposer’s response, then UNLV may consider Proposer’s exceptions when UNLV evaluates the Proposer’s response.”

7. Under the FOIA, who is providing the services currently?

Answer: UNLV is an entity of the State of Nevada, rather than a federal agency. As such, UNLV is not subject to FOIA, but is subject instead to the Nevada Public Records Act. The following are a list of current providers that are providing some services (or a portion thereof) similar to the ones requested in this RFP (Please note that the scope or requirements of a contract for a current provider may not be identical to the scope of this RFP):

Sign language interpreting services and TypeWell: American Sign Language Communications, LLC, spent approx. \$47,000 between July 1, 2016 and June 30, 2017

TypeWell: Intellitext LLC, spent approx. \$23,362 between July 1, 2016 and June 30, 2017

CART Services: Captions Unlimited, spent approx. \$25,000 between July 1, 2016 and June 30, 2017

Captioning Services: 3Play Media, Inc. spent approx. \$13,800 between July 1, 2016 and June 30, 2017: Automatic Sync Technologies, spent approx. \$24,500 between July 1, 2016 and June 30, 2017

8. Under the FOIA, how much are you currently paying for these services?
9. **Answer: UNLV is an entity of the State of Nevada, rather than a federal agency. As such, UNLV is not subject to FOIA, but is subject instead to the Nevada Public Records Act. See Question No. 7 for spend.**
10. Can you provide any other significant historical data? (ie. Issues with past services rendered)

Answer: UNLV does not maintain a record of issues with past services rendered for these services in its ordinary course of business.

10. Will you give the same consideration to out-of-state vendors and in-state vendors?

Answer: Some Services such as in-person ASL would be difficult for an out of state Company to provide. Remote Services could be managed by an out of state Contractor. Remember that the UNLV Disability Resource Center also has a need for in-person CART services as well. The Proposer's ability to adequately and efficiently perform the services as well as other factors may be considered in the evaluation of the submitted proposals.

11. If a multiple award, what criteria will you use to determine who is issued work and how much work will be issued?

Answer: Availability may be determined based on student schedules, costs, and the specific needs of a UNLV department.

12. Is it possible to bid on certain portions?

Answer: Please read Section A of the RFP and refer to the first paragraph. Companies are able to submit a Proposal for one, all, or a combination of these Services.

13. Is Video Remote Interpreting an option?

Answer: Yes, video remote interpreting is an option, but does not replace in-person/on-site ASL. It could be used as a separate Service from in-person ASL.

14. Is Remote CART an option?

Answer: This is determined on a case by case and course by course basis. For example, if a student were taking a course in a building with inconsistent connectivity or if the course was highly visual, UNLV would require an in-person provider. We ask the Proposers to identify both in-person and remote services.

15. I was wondering if there was a chance that the award would be split between companies and that I could submit a bid for the captioning services.

Answer: Please read Section A of the RFP and refer to the first paragraph. Proposers are able to submit a proposal for one, all, or a combination of these services.

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

Answer: Provided a Company is not from a country prohibited from doing business with the U.S. and/or the State of Nevada, there is no specific prohibition. However, see the response to Question 10 above.

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

Answer: No.

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

Answer: See the responses to Questions 16 and 10 above.

19. Can we submit the proposals via email?

Answer: Proposals that are submitted via email will not be accepted. Proposals must be sealed and either hand delivered or mailed to UNLV per the instructions on the first page of the Request for Proposal.

20. It is unclear if there is a requirement for the Typewell services to be available on-site. Is remote only Typewell services satisfactory?

Answer: UNLV would prefer to have both on-site and remote Typewell services available. Yes, a remote only Typewell service provider would be considered, and may submit a proposal.

21. Who is/are the current vendor(s) for Sign Language Interpreting Services?

Answer: American Sign Language Communication, LLC is the only vendor currently on Contract with UNLV to provide interpreting services.

22. How long have the current vendor(s) retained a contract with UNLV for Sign Language Interpreting Services?

Answer: The American Sign Language Communication, LLC Contract has been in effect since January 8, 2014.

23. Based on last year's history what is the usage of interpreting hours per semester? Do you have data that breaks out classroom hours from meetings/tutoring/extracurricular activities?

Answer: UNLV's usage varies widely based on student needs. For example, in fiscal year 2015-2016 there were 1,623 interpreting hours used. In fiscal year 2016-2017 there were 655 interpreting hours used by UNLV. A

breakdown of classroom hours from meetings/tutoring/extracurricular activities is not a record maintained by UNLV in its ordinary course of business.

24. How many deaf students were enrolled full and part-time last year?

Answer: Thirteen (13) UNLV students registered with the UNLV Disability Resource Center as deaf or hard of hearing for fiscal year 2016-2017.

25. How many deaf students are enrolled for the Fall 2017 semester who anticipate using sign language services. Are they undergraduate or graduate students or both?

Answer: There are currently two (2) undergraduate students and one (1) graduate student who anticipate using sign language services for the Fall 2017 semester.

26. On average how many interpreting hours are evenings after 5pm? How many interpreting hours occur on weekends?

Answer: UNLV does not maintain a record with this breakdown in its ordinary course of business. However, if a student is taking evening courses there will be some evening service hours requested.

27. What hourly dollar rate is the current vendor charging?

**Answer: The rates for UNLV's current contract with American Sign Language Communication, LLC can be found at:
<https://www.unlv.edu/purchasing/agreements6449>**

28. Is this a multiple agency award or a single agency award?

Answer: Please see Section C of the RFP and refer to "Award of Contract". UNLV reserves the right to award on a multi-year basis and, if in the best interest of UNLV to award to multiple Contractors.

29. Do you currently have any full or part-time staff interpreters (W-2 or 1099)? If yes, how many hours are they expected to work per week and what is the anticipated balance of hours for the contract to fulfill?

Answer: The UNLV Disability Resource Center uses one (1) interpreter as a 1000 hour casual labor employee. There is currently no schedule or estimated hours of services for that employee.

30. Is there an interpreter coordinator on-site at UNLV? If yes, how does this person's role fit with the contact work?

Answer: The Associate Director of the UNLV Disability Resource Center is assisted by a student worker who coordinates services with service providers.

31. Is UNLV planning on making a single or multiple awards per category of services?

Answer: Please see Section C of the RFP and refer to “Award of Contract”. UNLV reserves the right to award on a multi-year basis and, if in the best interest of UNLV to award to multiple contractors.

32. In each of the tab 2 sections, you request 'copies/proof of all required licenses and certifications held by Proposer.' Would you like the agency's certifications? Or certifications for individual interpreters, transcriptionists, etc? If for the individual professionals, how many would you like for each category?

Answer: At minimum, UNLV requires copies /proof of all required licenses and certifications held by Proposer. Proposer may also provide copies/proof of all required licenses and certifications of individuals likely to provide the specific Services to UNLV.

33. Is it acceptable for a proposer to obtain a Nevada business license upon award and before the start of the contract instead of before submitting a proposal?

Answer: Yes

34. Should the insurance certificate be included in the proposal or submitted upon award?

Answer: The insurance certificate may be submitted upon award.

35. Can you provide estimated annual hours for CART and Typewell services?

Answer: This is a campus wide Contract. UNLV does not have estimated amount of hours that will be requested. The amount of hours may also depend on whether or not there is a multi-award. Please see Section C of the RFP and refer to “Award of Contract”. UNLV reserves the right to award on a multi-year basis and, if in the best interest of UNLV to award to multiple Contractors.

36. Is the due date for the RFP on July 5th?

Answer: Per the most recent Addendum, the opening date for the RFP is July 25th, 2017 at 3:00 P.M. PDT. Sealed proposals must be received by 3:00 PM PDT on July 25, 2017. Proposals received after 3:00 PM will not be accepted.

37. How long will the contract be for if the bid is accepted?

Answer: Please see Section C of the RFP and refer to “Award of Contract”. Unless terminated earlier in accordance with the Contract, the Initial Term of the Contract will be one (1) year, and may be extended for up to four (4) additional years.

38. After the length of the contract has been satisfied, will there be an option for renewal of the contract?

Answer: Please see the response to Question 37 above.

39. Regarding the NV business license, do we need one for this contract? If so, is it possible to expedite an exemption?

Answer: Companies conducting business for profit in Nevada are required to have a current Nevada business license pursuant to NRS 76.100(1) unless the entity is either a) non-profit corporation or b) meets the requirements for an exemption and has filed the appropriate notice of exemption with the Nevada Secretary of State. Proposers should consult the Nevada Secretary of State's office for business license requirements and further information.

40. Is there an incumbent vendor for this bid?

Answer: Please see the response to Question 7 above.

41. Can the University of Nevada Las Vegas (UNLV) provide us with volume estimates for interpreting services that will be required as part of any contract resulting from this RFP? Approximately how many hours of interpreting will be required?

Answer: Please see the responses to Questions 35 and 23.

42. Can UNLV provide us with historical usage data for the interpreting services requested as part of this RFP?

Answer: Please see the response to Question 23.

43. On page 22, #11 lists requirements for equipment/wardrobe items. Please confirm that UNLV will reimburse reasonable wardrobe/equipment expenses necessary to comply with the requirements of the solicitation.

Answer: If specialty clothing was required, such as goggles or culinary jackets (excluding standard business dress) to provide the Services, and Contractor (or its employee or subcontractor) did not have such equipment/wardrobe items reasonably available, the applicable UNLV department, at its discretion, would either i) use another Contractor if there was a multi-award, ii) lend such items to Contractor "as is," iii) opt to reimburse Contractor up to a certain amount in writing (email acceptable), iv) waive such requirement, v) or decline to use the Service.

44. Please provide a list of the locations at which interpreting services will be required.

Answer: Most of the Services would be provided at the UNLV campuses located in Las Vegas, Nevada. However, if UNLV is responsible for an

event that is off campus, there may be an occasional variance in service location.

- 45.** The RFP states on page 18 that the vendor needs to have a Nevada business license. Can a proposer obtain the license after the award is granted?

Answer: Yes.

- 46.** What is the general volume of remote CART required each semester, in hours?

Answer: In fiscal year 2016-2017 there were 2,109 hours used for both in-person and remote CART and Typewell services combined.

- 47.** What is the general volume of on-site CART required each semester, in hours?

Answer: Please see response to Question 46 above.

- 48.** Who is the current UNLV CART provider?

Answer: See response to Question 7 above.

- 49.** What does UNLV currently pay for remote CART services?

Answer: The rate charged to UNLV for CART services last year was approximately \$100 per hour for services between 8:00 AM and 5:00 PM Monday through Friday and, for classes after 5:00 PM and on the weekends, approximately \$115 per hour.

- 50.** Does the sample contract have to be filled out at the end of the bid? Or is that just to show what a sample contract looks like?

Answer: The sample contract provides UNLV's standard minimum Contract terms and conditions which shall be included in the final and more extensive contract with Contractor. Any exceptions to UNLV's minimum Contract terms and conditions must be noted. See Section C General Terms and Conditions 3 g) and Section F RFP Response Form. A similar, but final Contract with Contractor's pricing will be provided to Contractor if an award to Contractor is anticipated so the one attached to the RFP does not need to be signed. Please note that no award is final until there is a signed Contract between the parties.

- 51.** Do you have a list of the requested subject matters for the upcoming year?

Answer: UNLV does not have this information because students have not finished selecting all of their courses for the upcoming semester.

- 52.** What is the current pricing for all services requested?

Answer: See the response to Question 49 for information on CART services. See Question 27 for information on UNLV's contract with American Sign Language Communications, LLC. The rate charged for Typewell services last year was approx. \$65.00 per hour. The rate charged for transcription and captioning services ranged between \$138 and \$150 per hour.

53. If additional materials are required, then will this be paid for by UNLV or is it expected to be paid by the vendor?

Answer: Please see response to Question 43 above.

ALL OTHER TERMS, CONDITIONS AND SPECIFICATIONS OF THIS REQUEST FOR PROPOSALS REMAIN THE SAME.