

Solicitation Amendment No. 002

To: Prospective Bidder/Offeror:	Date:
Prospective Proposers	July 20, 2018
Project Title:	Project No.:
Sign Language Interpreter Services and Communication Access Real-Time Translation (C.A.R.T) Services	RFP 18-22

The Request for Proposals (Project RFP No. 18-22) is hereby amended as set forth below:

- The Proposal Submittal Due Date has been extended FROM Tuesday, July 24, 2018 by 2:00 PM (Local Time) TO Tuesday, July 31, 2018 by 2:00 PM (Local time).
- Section 1- Page No. 5 of 38 and Section 2- Page Nos. 6 & 7 of 38, have been replaced in its entirety, see the attached, revised pages.
- Questions & Answers No. 002 has been posted on the website.

Except as provided herein, all terms and conditions of the solicitation remain unchanged and in full force and effect.

Company Name (Bidder/Offeror):	
Signed by:	Date:
Name (Type or Print):	Title:

2.3 Work Hours and Locations:

The Interpreters or Captionists will generally be required to provide services between the hours of 8:00 am and 10:00 pm, Monday through Friday. Services will be provided throughout the HCC college system.

2.4 No Shows:

The Interpreters and Captionists are required to contact the Supervisor of Interpreting Services if a student is a no-show. The interpreter or Captionists may be reassigned without additional costs as long as it is at the same location. The interpreter is required to wait 15 minutes per hour of instruction for the instructor or deaf student before contacting to the Supervisor of Interpreting Services.

2.5 Selected Firm Absences

The Selected Firm is expected to provide the service regardless of employee absence or illness. In cases where the regular captionist will be unavailable and no adequate replacement can be provided, the company or individual will: a) make every effort to find a suitable substitute, and: b) inform HCC immediately of the substitute or in rare cases, the unavailability of service for a given assignment. HCC will not be billed for services not rendered. Excessive absences by captionists may result in termination or reduced use of the contract.

2.6 Campus Holidays and Emergency Closures

At the beginning of each academic year, contractor will be provided a list of campus holidays and known campus closures from the Coordinator when services will not be needed unless otherwise requested. This calendar shall serve as the notification that services will not be needed on these days.

If the College is closed for reasons due to weather or health/life safety reasons, notice of such closures will be posted on the College's home web page at <http://www.hccs.edu/> and through local media outlets. It is the contractor's responsibility to track these closures and the College will not be responsible for any expenses incurred or charges made by the vendor for the period while the College is closed.

2.7 Cancelled Classes:

If classes are cancelled, the Contractor may bill HCC for one week's schedule following the student's drop date.

2.8 Quality of Service:

HCC Ability Services Office will have final approval authority on the placement and level of certification of all interpreters and Captionists provided. Additionally, HCC will randomly monitor interpreter attendance.

2.9 Quality Controls

Three times per year (at least once per semester) an evaluation will be performed to assess the quality and satisfaction of services from the clients perspective (students or others regularly using the service). A complete report of findings will be provided to the college supervisor of interpreting Services in a timely fashion. HCC will have the opportunity to make adjustments based on the findings.

2.10 Certification:

The Contractor must provide a copy of Interpreter's current certification cards with proposal submission.

2.11 Replacement:

Interpreters and Captionists shall be replaced at the discretion and request of the HCC Supervisor of Interpreting Services.

2.12 Coordinator:

The Contractor shall identify a primary coordinator or contact person to handle assigning of Interpreters or Captionists and billing for services to collaborate with HCC Supervisor of Interpreting Services.

2.13 Costs and Billing Procedures

Any charges other than those associated with regular event schedules must be pre-authorized by HCC via email.

- All preparation and edit time must be approved via email by HCC
- The College acknowledges that preparation time may be necessary for some courses, material etc. The time and associated fees must be pre-authorized.
- Any indirect hours billed to the College must have a specific description included on the invoice indicating what the non-professional hours involved (ie prep time, wait time)

2.14 Invoicing:

Services provided for each student shall be invoiced monthly for the services provided.

Invoices must indicate the following at a minimum:

- Date of interpretation.
- Name of student or employee for whom services are performed.
- Amount of time spent interpreting (in 15-minute increments) must show start time and end time.
- HCC will not pay for time that is rounded upward to the nearest whole number.
- The name of the course (course # if available) or event where services are performed.
- Any setup charges or preparation charges.
- Travel and/or mileage charges.

Note: Any fees not explicitly stated in the price proposal shall not be charges to the College.

2.15 Parking Permits:

HCC Ability Services Office will provide parking permits as needed.

2.16 Mileage, travel and other related expenses:

In some cases, an interpreter will have to travel from one of HCC's campus to another. In these instances an interpreter, many want to claim travel to be reimbursed.

The college believes travel reimbursement occurs when an interpreted is asked to leave from one campus and go to another.

Therefore, the college may reimburse for travel at no more than 50% percent of the hourly service rate.

For any interpreters originating outside of the Houston metro area a fair travel rate will be negotiated prior to any engagement.

The college prefers to have an all inclusive services rate for all travel expenses as stated in section 2.2.

Setup charges shall not exceed 30 minutes for CART services.

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Section 2 – Price Proposal

1. Instructions

Proposer must complete this section in its entirety, and may supplement this section with additional pages as to provide HCC with a more detailed breakdown, backup and/or options of related cost associated with the services being solicited in this solicitation. The Total Cost for the solution provided must be a turnkey cost inclusive of all expenses.

2. Total Cost

Provide a Total Cost (to include all travel and living expenses) for the proposed solution. The Total proposed cost will be a firm fixed cost for the life of the contract.

Historical spend:

HCC annual historical spend for Interpreting services approximately 10,000 hours.

HCC annual historical spend for CART services approximately 4,100 hours.

a. Total Proposed Cost for Interpreter Services (initial 3-year contract term):

\$ _____.

b. Total Proposed Cost for C.A.R.T. Services/ Captionist (initial 3-year contract term):

\$ _____.

Note: respondent should use the regular day hourly rate while calculating the total cost.

3. Hourly Rate Schedule

Provide an hourly rate schedule by all service described below:

Interpreter Services:	
Regular Day (8 A.M.-5 P.M.) all Certifications:	\$ _____ Per/Hour
Emergency Day (less than 24-hour notice):	\$ _____ Per/Hour
Regular Evening (5 P.M.-10 P.M.):	\$ _____ Per/Hour
Regular Weekend (Friday, 5 P.M.-Monday, 8 A.M.):	\$ _____ Per/Hour
Emergency Evening/Weekend:	\$ _____ Per/Hour
Travel:	\$ _____ Fixed flat rate

C.A.R.T. Services/ Captionist	
Regular Time (Per Hour) for 1 Person:	\$ _____ Per/Hour
Regular Time (Per Hour) for 2 Person:	\$ _____ Per/Hour
Additional cost (Set-up Fee):	\$ _____ Per class
Emergency/Holiday Rate (Per Hour) for 1 Person:	\$ _____ Per/Hour
Emergency/Holiday Rate (Per Hour) for 2 Person:	\$ _____ Per/Hour
Additional cost (Set-up Fee):	\$ _____ Per/class

Video Remote Interpreting (Optional):	
Regular Day (8 A.M.-5 P.M.) all Certifications:	\$ _____ Per/Hour
Emergency Day (less than 24-hour notice):	\$ _____ Per/Hour
Regular Evening (5 P.M.-8 A.M.):	\$ _____ Per/Hour
Regular Weekend (Friday, 5 P.M.-Monday, 8 A.M.):	\$ _____ Per/Hour
Emergency Evening/Weekend:	\$ _____ Per/Hour

Note: Emergency means less than 24-hour notice. Holidays mean any HCC observed holiday. Hourly rate lump sum price including travel expenses is preferred.

The emergency evening / weekends Billing is in increments of 15 minutes.
All minute rates are equal to 1/60 the hourly rate for Video Remote Interpreting.

4. **Dedicated Staffing**

Provide a sample schedule. However, prior to the start of the contract, the successful contractor will prepare a more relative staffing schedule. The selected firm will provide a detailed schedule for the dedicated staffing commitment on a monthly basis and the hourly rate for each in excel format.

5. **Option To Renew (OTR) Terms (OPTIONAL)**

Provide a Total Cost to include all charges for the proposed services, for the following option to renew one-year terms:

For Interpreter Services

1) Total Proposed Cost OTR 1 (Year 4): _____

2) Total Proposed Cost OTR 2 (Year 5): _____

For C.A.R.T. Services/ Captionist

1) Total Proposed Cost OTR 1 (Year 4): _____

2) Total Proposed Cost OTR 2 (Year 5): _____

6. **Price Evaluation**

Price points shall be calculated based on the following formula:

$\text{Lowest Total Proposed Cost} / \text{Proposer's Total Proposed Cost} \times \text{Available Price Points} = \text{Price Score}$

7. **Price Proposal Signature**

The information in this RFP is to be utilized solely for preparing the proposal response to this RFP and does not constitute a commitment by HCC to procure any product or service in any volume.

Name:	
Title:	
Date:	
Signature:	

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