

**REQUEST FOR PROPOSAL**

**PROJECT NO. RFP 18-22**

**QUESTIONS AND ANSWERS No. 001**

Date: July 3, 2018

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

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Q1. Will you accept proposals for only sign language interpreting services?

**Response:** Yes.

Q2. Whether companies from Outside USA can apply for this?  
(like, from India or Canada)

**Response:** Yes, however these on-site interpreters are required. We are not interested in remote services as our sole source of providing interpreting services.

Q3. Who is your current provider(s) of ASL onsite services?

**Response:** Communication Access Ability Group.

Q4. How many ASL interpreting hours did you use last year?

**Response:** Approximately 7500.

Q5. Do you currently use Video Remote Interpreting (VRI) for ASL?

**Response:** No.

Q6. Are you seeking a VRI provider for scheduled services or on-demand services?

**Response:** We are seeking VRI as an option for on-demand services only.

Q7. Do you require specialty ASL interpreting services for Legal, Medical, Tactile, CDI or any other interpreting type?

**Response:** These specialty services have been requested in the past.

Q8. What percentage of your interpreting assignments are for last minute needs (less than 2 full business days' notice)?

**Response:** Less than five percent (5%).

Q9. Under scope of services section 2 (c) – (n) will the interpreter/Cart writer be paid for the time spent to meet these requirements?

**Response:** If requested in advance, HCC will pay for prep time.

Q10. There are many instances that refer to CART standards such as transcripts. To be clear, those references only apply to CART, not interpreting?

**Response:** Correct.

Q11. Are other Captioning options permissible? Such as C-Print , type well, etc.?

**Response:** Yes.

Q12. Is CART certification required?

**Response:** No

Q13. Is there an incumbent? If yes, who is the incumbent/s?

**Response:** Communication Access Ability Group.

Capture-It Unlimited Inc.

Q14. Will HCCS award separate contracts for ASL interpreting services and CART services?

**Response:** Refer to RFP Section# 5- Overview# 2 - Page # 15.

Q15. How many vendors were used to provide the 10,000 hours of interpreting services noted in Section 2.12?

**Response:** One vendor.

Q16. What is the current rate paid for VRI services?

**Response:** We do not currently have a VRI provider.

Q17. How are you handling request submission and tracking currently?

**Response:** The supervisor of interpreting services handles all requests and tracking.

Q18. Would you be open to using a cloud-based platform for submitting requests?

**Response:** We may possibly consider it. However, would need to understand all details.

Q19. Are interpreter request all handled through a centralized office or separately by school or campus?

**Response:** Centralized office.

Q20. What percentage of requests are “Emergency?”

**Response:** Less than five percent (5%).

Q21. What is the current workflow/process for requesting an interpreter?

**Response:** If a request for interpreter cannot be fulfilled in house, the Supervisor of Interpreting Services, emails the vendor coordinator with the request.

Q22. Is the only language required ASL? Any other languages?

**Response:** ASL is the only language required. Please note some students use variations of ASL.

Q23. For the purposes of calculating volume discounts, can HCC clarify if all service hours will be filled by the winning vendor, or will this be a multiple award?

**Response:** Refer to RFP Section# 5- Overview# 2 - page # 15.

Q24. Of the historical hours listed in the RFP, could HCC clarify how many of the assignments were:  
a. Short assignments (3 hours or less),  
b. Half-day assignments (4-6 hours)  
c. All-day work (7 or more hours)?

**Response:** This information is not available.

Q25. 2 Scope of Services (c) requires interpreters to do significant time in preparation for assignments. Is HCC willing to compensate the interpreters for this time?

**Response:** Yes, if requested in advance.

Q26. 2 Scope of Services e) & f) & k) seem to conflict with the writer's ethical requirement to keep the information confidential. Can these transcripts be provided directly to the consumers to avoid ethical conflict?

**Response:** Transcripts may be requested at any time by the Supervisor of Interpreting Services. Otherwise, transcripts should be emailed directly to the consumer.

Q27. 2.5 Campus Holidays and Emergency Closures: Industry standard is to pay interpreters for any cancellation received with less than two full business days' notice. Will HCC revise this clause to allow interpreters to be paid in accordance with industry standards?

**Response:** Currently, HCC pays for any cancellations with less than 24 hour notice.

Q28. Relating to Section 2, Question 4: Dedicated Staffing. Would the College like to see a staffing plan for interpreters only, or should the respondent include administrative support as well?

**Response:** Interpreters only.

Q29. What is the Interpreting Services Supervisor's preferred mode of submitting requests? (Email, phone, client portal log-in?)

**Response:** Currently, requests are sent via email.

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