



**SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE**

Purchasing Department

525 N. Main, Suite 823 ~ Wichita, KS 67203

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www.sedgwickcounty.org/finance/purchasing.asp

**ADDENDUM #1
RFB #21-0064
ON-CALL SIGN LANGUAGE SERVICES**

October 22, 2021

The following is to ensure that vendors have complete information prior to submitting a bid. Here are some clarifications regarding the bid for On-Call Sign Language Services.

Questions and/or statements of clarification are in **bold** font, and answers to specific questions are *italicized*.

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

Answer: There are no current incumbents.

2. What is the contract number of the current incumbent(s)?

Answer: There is no current contract for on-call sign language services.

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

Answer: It will be at the department's discretion as to which vendor is used based on the services being requested.

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

Answer: Unknown because the county has not had a contract for on-call sign language services since 2018.

5. Is this bid open to out of state vendors?

Answer: Yes.

6. Is a local/state business license or any other license required upon submission of bid?

Answer: All insurance must be with an insurance company with a minimum BEST rating of A-VIII and licensed to do business in the State of Kansas. Also, prior to entering into contract with the county, your firm must register with the Kansas Secretary of State to do business.

7. It is industry standard that sign language interpreters are secured with a two (2) hour minimum for each assignment. I do not see that in the RFP, would you consider adding it?

Answer: This is a proposal. If your firm has an hourly minimum, please include it with your pricing proposal.

8. It is industry standard that assignments longer than 1.5 hours of non-stop ASL discourse require a team of interpreters. This is to ensure ASL interpreters avoid a Repetitive Stress Injury (RSI). I do not see this language in the RFP, would you consider adding it?

Answer: This is a proposal. If your firm has an hourly maximum for a single interpreter with terms, please include it with your pricing proposal.

9. What is the cancellation policy in the event the county cancels a scheduled assignment with last minute notice? Industry standard is two (2) business days' notice to avoid any fees.

Answer: This is a proposal. If your firm has a cancellation policy, please include it with your pricing proposal.

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

Answer: Overnight availability has been an issue for our crisis services. Any other occasional issue experienced was typically addressed and resolved.

11. Was there a previous RFP for these services? If so, can we see that previous RFP document?

Answer: Please follow the link below for the previous bid completed in 2015.

<https://www.sedgwickcounty.org/media/35916/15-0064.pdf>

12. Is Sedgwick County planning to award contracts to a single vendor or multiple vendors?

Answer: The county reserves the right to select multiple vendors if necessary.

13. What is the volume of historical usage for interpreting, both on-site and VRI?

Answer: Unknown because the county has not had a contract for on-call sign language services since 2018.

14. Industry standard practice for on-site interpreting utilizes a minimum number of hours per assignment. Will Sedgwick County revise the Price Form to incorporate such a minimum per assignment for on-site interpreting? We propose a minimum of two (2) hours per assignment.

Answer: This is a proposal. If your firm has an hourly minimum, please include it with your pricing proposal.

15. Does the county plan on utilizing Video Remote Interpreting in lieu of onsite availability?

Answer: No. The county wishes to offer both in-person and Video Remote interpreting, especially because of the demand of Tactile Sign Language which must be done on-site.

16. If not, how has the county been able to fill these needs in the past without the use of staff interpreters? We have never seen onsite jobs filled at a consistent rate with less than two (2) hours' notice.

Answer: Departments have reached out to local vendors privately to fulfill sign language services. Also, services required within two (2) hours' notice are considered emergency services and not all on-call sign language services are emergency services.

17. Is there a travel allowance? How is travel generally billed?

Answer: This is a proposal. If your firm bills for mileage in addition to an hourly rate, please include with the pricing proposal.

18. Are there any parking permits, restrictions, or fees associated with performing this contract?

Answer: No.

19. What are the historical rates paid for this service?

Answer: Please follow the link below for the previous contracted hourly rates awarded in 2015.
<https://www.sedgwickcounty.org/media/39010/15-0064bt.pdf>

20. Have there been any issues in the past with consistency, quality, or availability of these services?

Answer: Overnight availability has been an issue for our crisis services. Any other occasional issue experienced was typically addressed and resolved.

21. Are you happy with the current incumbent?

Answer: There is not an incumbent currently.

22. Are there any special circumstances or "hot buttons" of which we should be aware?

Answer: No

23. If you are not able to provide any of the info above, would you consider extending the due date so that there is time to file a FOIA request?

Answer: There will be no extension of the due date.

24. **If the virtual interpreters are RID certified, they do not need to live in Kansas or possess state certification through the Kansas Commission for the Deaf and Hard of Hearing (KCDHH), correct?**

Answer: Correct.

25. **The RFP states that standard services are requested with advance notice from Monday-Friday, 8:00 am - 5:00 pm. The Emergency services state, “1. Meet all requirements listed above for Standard Services as well as those items listed below. 2. Ability to be available within two (2) hours of an on-call emergency notice.” Will the emergency services be requested from 8:00 am-5:00 pm or will there need to be a company representative available 24/7 to take emergency service requests?**

*Answer: As stated on page 4 of the RFP document, **Emergency Services:** Services that are required within two (2) hours’ notice or are needed during the evening, weekend, and possibly holiday, are considered emergency services. Therefore, emergency services may be requested at any time and not necessarily during business hours. In addition, there are county programs or services that operate 24/7 thus your firm would need to offer 24/7 availability.*

26. **Whether companies from outside USA can apply for this (like, from India or Canada)?**

Answer: No

27. **Whether we need to come over there for meetings?**

Answer: Any meetings could be done via Zoom. Your presence would be required for in-person translation.

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

Answer: No

29. **Can we submit the proposals via email?**

Answer: No, per the RFP document:

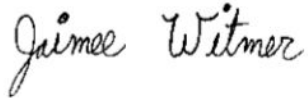
IV. [Submittals](#)

Should you elect to participate, submit one (1) original **AND** one (1) electronic copy (.PDF/Word supplied on a flash drive) of the entire document with any supplementary materials to:

Jaimee Witmer
Sedgwick County Purchasing Department
525 N. Main, Suite 823
Wichita, KS 67203

Firms interested in submitting a proposal *must* respond with complete information and **deliver on or before 1:45 pm CDT, Tuesday, November 2, 2021**. Late proposals will not be accepted and will not receive consideration for final award.

“PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE BID RESPONSE PAGE.”

A handwritten signature in cursive script that reads "Jaimee Witmer".

Jaimee Witmer
Purchasing Agent

JW/ch