



DIVISION OF FINANCE – PURCHASING DEPARTMENT

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ADDENDUM #1 RFP #25-0032 ON-CALL SIGN LANGUAGE SERVICES

July 23, 2025

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

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

1. Is there an incumbent vendor for this bid? If so, please name the incumbent(s).

Please follow the link below for the previously awarded incumbent information:

<https://www.sedgwickcounty.org/media/60576/21-0064bt.pdf>

2. If there is an incumbent, at what rates are services being offered?

Please follow the link below for the previously awarded incumbent information:

<https://www.sedgwickcounty.org/media/60576/21-0064bt.pdf>

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

Please follow the link below for the previously awarded incumbent information:

<https://www.sedgwickcounty.org/media/59952/21-0064.pdf>

4. What is the volume of historical usage for interpreting? How often were emergency services needed?

That is unknown but the total spend over the previous three (3) year contract period for these services was \$13,362.10. There are several departments within Sedgwick County. For example, District Court estimates needing an on-site sign language interpreter 2-3 times per month and Emergency Services are rare. COMCARE has approximately 20 per year. Rarely are these services for an emergent need. There may be a handful or less per year that would not be for a scheduled appointment. This is not all inclusive and subject to change.

- 5. Can Sedgwick County provide a breakdown of what percentage of the usage was electronic and how much was on site? How often was a tactile interpreter needed?**

Unknown as there are various departments within Sedgwick County that utilize these services. There are several departments within Sedgwick County. For example, approximately 99% of 18th Judicial District Courts requests were for in-person interpreting. COMCARE is 100% on-site. The department of Aging & Disabilities typically utilizes tactile sign language averages a tactile interpreter for two (2) persons one (1) time per year. This is not all inclusive and subject to change.

- 6. Industry standard practice for on-site interpreting utilizes a minimum number of hours per assignment. Will the 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.**

Yes. This would be acceptable, just include it in your pricing.

- 7. Under “Minimum Firm Qualifications,” Sedgwick County asks for: “Ability [for interpreters] to pass a sign language and tactile sign language interpretation test.” As the county already requires interpreters to be certified through RID and KCDHH, can the County please provide more information about this test? Who is administering the test and at whose expense?**

Sedgwick County is no longer requiring this test. The certifications will suffice.

- 8. Can Sedgwick County clarify whether they require ProTactile Interpreting as well as Tactile Interpreting at this time?**

Sedgwick County does not require ProTactile at this time.

- 9. Can Sedgwick County provide guidance on how travel should be addressed in pricing? Should it be included in the overall price or can the county break out travel as an added expense in the pricing form?**

If there is an additional fee for travel, please break it out as to what that fee may be and add it to the price form.

- 10. Sedgwick County asks about the number of staff employed as interpreters for both ASL and Tactile Sign. Would the county accept independent contractors secured by companies in services of this contract?**

Yes, as long as they meet all the same requirements and qualifications.

- 11. Are there incumbent vendors providing these services currently? If so, what are their performance metrics (fulfillment rates, complaints)?**

The Fulfillment rates and performance metrics of the previous vendor are unknown. There were no known complaints.

Please see the refer to the answer in question 1 for the previously awarded vendors.

12. How will the 20-point "Cost" component be weighted against non-price factors?

Proposals are scored based on criteria set forth in the RFP. There are five (5) components to this RFP. As cost is one (1) of five (5) components worth 20 points each, it will be $\frac{1}{5}$ or 20 percent of the total score of the proposal.

Component	Points
A. Experience interpreting for the deaf and hard of hearing, deaf-blind, or speech-impaired individuals.	20
B. Primary Staff Qualifications	20
C. Firm Availability	20
D. References	20
E. Cost	20
Total Points	100

13. What percentage of requests historically require tactile sign language versus ASL? Are there seasonal spikes in demand?

The department of Aging & Disabilities typically utilizes tactile sign language averages a tactile interpreter for two (2) persons one (1) time per year. This is not all inclusive and subject to change.

14. For automated/video services, are there specific platforms or interoperability standards required?

Sedgwick County typically uses Zoom or Microsoft Teams.

15. Specifically, we would like to confirm whether it is permissible to submit a bid for remote interpretation services (VRI) only, excluding in-person interpretation. Additionally, we would appreciate knowing whether submitting a partial bid for these services would impact our eligibility for award consideration.

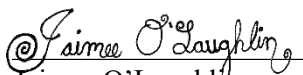
All proposals will be considered and excluding in-person from the proposal does not deem your firm ineligible.

16. If such a bid is acceptable, could you kindly provide an estimated annual budget or projected demand volume for those specific services under this RFP? This information will greatly assist us in preparing a tailored and competitive proposal.

That is unknown but the total spend over the previous three (3) year contract period for these services was \$13,362.10.

Firms interested in submitting a ***Request for Proposal***, must respond with complete information and **deliver on or before 1:45 pm CDT, TUESDAY, July 29, 2025**. Late responses will not be accepted and will not receive consideration for final award.

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


Jaimee O'Laughlin
Purchasing Agent

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