



THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA
 SCHOOL BOARD ADMINISTRATION BUILDING
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BID/RFP ADDENDUM

Date: 8/28/2019

Addendum No. 3

BID/RFP No. ITB-18-068-CM BID/RFP TITLE: Sign Language and Transliteration Services

This addendum modifies the conditions of the above-referenced BID/RFP as follows:

Please see attached answers to all submitted questions.

All other terms and conditions of the RFP applies.

All information, specifications terms, and conditions for the above-referenced BID/RFP, are included on the document posted on the Procurement Management website at <http://procurement.dadeschools.net>

The attached pages containing clarifications, additional information and requirements constitute an integral part of the referenced bid. If your bid/proposal has not been submitted, substitute the pages marked REVISED and mail your entire bid/proposal package.

I acknowledge receipt of Addendum Number 3

PLEASE NOTE: If your firm has forwarded a copy of this bid/proposal to another vendor, it is your responsibility to forward him/her a copy of this addendum.

(PLEASE TYPE OR PRINT BELOW)

LEGAL NAME OF BIDDER: _____

MAILING ADDRESS: _____

CITY, STATE ZIP CODE: _____

TELEPHONE NUMBER: _____ E-MAIL I.D. _____ FAX # _____

BY: SIGNATURE (Manual): _____
 OF AUTHORIZED REPRESENTATIVE

NAME (Typed): _____ TITLE: _____
 OF AUTHORIZED REPRESENTATIVE

ITB-18-068-CM

Sign Language and Transliteration Services

Questions

1. **Question:** What is the expected volume of this contract?
Answer: The number of students that need interpreting services varies by year. The anticipated number for the 2019-2020 school year is approximately 40 students. Several students in need of interpreting services do come in to out district on a week to week basis throughout the school year, therefore that number could increase slightly. The anticipated budget for this contract is \$1,850,000.00.
2. **Question:** Are we correct in our understanding that the only SB/MBE certification you will accept for the 5% preference is one done specifically through the certification program of the School Board? With an outside certification (such as from the National Minority Supplier Development Council) must we go directly to the Office of Equal Opportunity to have it validated or approved for bid submission?
Answer: For information regarding certification eligibility and reciprocal agreements, please reach out to the Office of Economic Opportunity at 305-995-1307.
3. **Question:** Are we eligible for both the MBE and the local business preference?
Answer: Please note Section 2 – Scope of Services on page 22, which states “The agreement between the successful proposer(s) and the Board will be non-exclusive. Furthermore, this ITB has a SBE/MBE/VBE goal of 5% or with a 5% local preference goal.”
4. **Question:** Can an “active corporation” status be proved by printed out documentation from SunBiz that shows our Entity Status and history?
Answer: Yes.
5. **Question:** Can you provide an example for potential internship opportunities for students? We would like to provide business mentorship for any student who is interested—what would be a good way to approach that in the bid?
Answer: Please provide your organizational capacity based on the specifications in the solicitation.
6. **Question:** As an incumbent, we have been operating under the District’s quarterly billing policy. That is, currently we are required to submit invoices every 90 days and receive payment after an additional 30 days. Will this continue for the next contract?
Answer: No. The billing under the new ITB will be monthly.

7. **Question:** We expect that the District will have multiple awards for this contract. Does this mean that we are eligible to bid on only on-site services and not CART, as well, or CART only and not on-site?
Answer: Currently, MDCPS does not have any students that receive CART services. Bidding can be awarded for either service and or both.
8. **Question:** Are we correct in understanding that there is a one-hour minimum for on-site interpretation? May we suggest a 2 hour minimum as per ASL interpreter/industry standards?
Answer: The standard for MDCPS is the one hour minimum per the ITB.
9. **Question:** May we respectfully request that each interpreter provide only one or two letters of reference rather than three?
Answer: Please provide the three letters of referenced requested in the bid.
10. **Question:** Could you tell us more about the requirement for “documentation and certification of participation in a program to ensure a drug and alcohol-free workplace”? What programs, in particular, are you looking for? We respectfully request that we be able to submit our own policies regarding this matter rather than a certification from an outside entity.
Answer: Your company is required to certify that staff has participated in a program that promotes a drug and alcohol free workplace. Any contractor that works with MDCPS must adhere to the fingerprinting and drug testing procedure established by school board policy.
11. **Question:** May we use the District itself as a reference?
Answer: The District may be used as a reference, however, the preference is to receive three external reference letters.
12. **Question:** The period of performance outlined in the RFP is inconsistent. On page 1, in the section Terms, it says the contract is for a "Three (3) year initial term with one (1), two (2) year options to renew"; then on page 3, section 1.2 it says the award will be "a three (3) year agreement, with two (2) one-year options"; and then on page 6, section 1.8 it says "The term of the resulting agreement shall be for a period of One (1) year with four (4) successive options to renew of one-year each". Can you please clarify the terms of the contract?
Answer: The term of this ITB is for a three (3) year initial term with one (1), two (2) year options to renew.
13. **Question:** Who are the incumbent vendors and what are their rates?
Answer:

The last ITB awarded the bid to the following vendors:

<u>Vendor</u>	<u>Rate</u>
IU Group	\$62.90
NIR	\$59.50 & \$63.50 (different certifications)
Trusted Translations	\$62.50 & \$63.25 (different certifications)

14. **Question:** What is the anticipated budget for this contract?
Answer: \$ 1,850,000.00
15. **Question:** How many students are anticipated to be serviced? The ITB states 200 students, however that was the same number that was listed in the previous ITB.
Answer: The number of students that need interpreting services varies by year. The anticipated number for the 2019-2020 school year is approximately 40 students. Several students in need of interpreting services do come in to out district on a week to week basis throughout the school year, therefore that number could increase slightly.
16. **Question:** Will there be a single vendor or multiple vendors awarded for ASL services? For CART services? If multiple vendors are awarded, will there be primary and secondary awards?
Answer: The award decision will be made in the best interest of the District.
17. **Question:** The ITB is numbered incorrectly and missing items. Attachments A,B, C are not included. Please provide. Additionally, the ITB document is 49 pages and throughout the document on the bottom of the page it states Page 2 of 47, Page 3 of 47, ... and after 38 of 47 switches to Page 32 of 38 through 42 of 38. The concern is not knowing what else is missing since this is clearly incorrect.
Answer: Attachments have been uploaded as Addendum 1 and have also been attached to this document. In addition, please review Exhibit 10 Submitted Bid Document Verification Form and use as a guide for all documents/items that need to be submitted.
18. **Question:** Regarding Term: Which statement is accurate?
1. Cover sheet, "TERMS" indicates the term is Three (3) year term with one (1), two (2) year options to renew;
 2. Page 3 of 47, Section 1.2 stated "The selected bidder(s) will be awarded a three (3) year agreement, with two (2) one-year options to renew at the District's sole discretion
 3. Page 6 of 47, Section 1.8 states "the term of the resulting agreement shall be for a period of one (1) year with four (4) successive options to renew of one-year each, all at the sole discretion of the District.
- Answer: Please see response to Question 12.**

19. **Question:** Page 27 of 47, Section 2.3 states “In no more than thirty (30) pages, the Bidder must include the following information within the submitted proposal.”
f) Submission of all documents/plans stated in Section 2, Section 4, such as Cover Page, Table of Contents, Executive Summary, adherence to the technical qualifications, Bidders Qualifications, including resumes, supplier4 diversity plan, price proposal and the required forms and attachments, as stated in Section 6 of this ITB.

Based on the requirements for Attachment C alone, the Provider Application Form and its attachments will exceed 30 pages on its own. Are these attachments exempt for the attachments referred to in Sect. 2.3,f. Are interpreters’ resumes and references to be submitted separately?

Answers: Please submit all requested documents within the 30 page maximum limitation, with the exception of the Exhibits sections and any applicable Appendixes. Resumes can be submitted as a part of the appendix.

20. **Question:** As the contract start date is in October, please clarify if and how students services will be transferred from the current provider who we assume will initiate services in August/September to the agency awarded under this ITB.

Answer: Upon release of bid outcomes, selected vendors will provide names of available Interpreters and they will be assigned to schools to provide services. Note – all staff must complete fingerprinting and drug testing before they can direct services to students.

21. **Question:** Please clarify the numbering/lettering for 2.3. In the section 5.4 Award it state: “All bids will be evaluated to determine if criteria “a” through “o”...” However section 2.3 shows lettering A – H and then a chart of a-g.

Answer: Please submit responses to all items as noted in Section 2.3.

22. **Question:** In 5.4, please define the term “highest annual rental amount”

Answer: Please disregard.

23. **Question:** Section 5 lists AWARD criteria twice, in 5.4 and 5.7. 5.4 includes the term “highest annual rental amount” whereas 5.7 does not. Please clarify what percentage will be allotted to hourly rate?

Answer: Please see response to question 22.

24. **Question:** How many staff Sign Language Interpreters are employed by Miami-Dade County Public Schools under The School Board of Miami-Dade County, Florida?

Answer: Currently there are 15 sign language interpreters employed as staff.

25. **Question:** How many Sign Language Interpreters does MDCPS anticipate will be needed for the 2019-2020, 2020-2021, 2021-2022, 2022-2023, 2023-2024 school years? Full-time? Part-time?

Answer: 15 full time MDCPS staff, 20-25 contracted interpreters through agencies. Approximately 35-40 total interpreters will be needed each year for the next 5 years.

26. **Question:** What was the total amount spent on Sign Language Interpreting services for the 2018-2019 school year?

Answer: Please see below spend for the Office of Exception Student Education.
IU Group = \$829,087.37
NIR = \$ 1,047,101.32

27. **Question:** Can MDCPS provide statistics on how many hours were requested from last school year and number of cancellations

Answer: Approximate number of requested hours:

IU Group 13,181
NIR 17,026

Approximate number of cancellations:

IU Group 15
NIR 23

28. **Question:** Will MDCPS accept as a certification, the Board for Evaluation of Interpreters (BEI) overseen by the Office of Deaf and Hard of Hearing Services (DHHS) for the State of Texas? (Note: The BEI evaluation is also utilized by the State of Arkansas, Illinois, and Michigan and accepted as a national certification by Vocational Rehabilitation in the State of Florida.)

Answer: No. The National Certification from RID as referred to in the Technical Assistance Paper for Interpreters (TAP) is what MDCPS uses as per the state of Florida requirements.

29. **Question:** Will preference be given by MD C PS to local vendors, as opposed to a vendor whose offices are greater than 50 miles away, or out of state, when evaluating the lowest bid?

Answer: No. Preference will be given to the lowest bid and refer to the ITB.

30. **Question:** Who is the incumbent vendor for Sign Language Interpreting services?

Answer: IU Group and NIR were the vendors used during the 2018-19 school year.

31. **Question:** What is the current policy on cancellation and/or minimum hours per request for Sign Language Interpreting services?

Answer: Within 24 hours there will be a one hour minimum pay as per the ITB.

32. **Question:** What is the current hourly rate for Sign Language Interpreting services?

Answer: The rates for the vendors used during the 2018-19 school year are:

IU Group \$62.90
NIR \$59.50 & 63.50

33. **Question:** How many deaf children are currently enrolled with MDCPS? Are the students spread out throughout the county or consolidated in one particular location?
Answer: There are currently 530 students who are deaf and hard of hearing in the district. They are located various schools throughout MDCPS.
34. **Question:** Certified Sign Language Interpreters have informed our firm that they will for the most part not accept assignments at MDCPS and schools whose minimum and cancellation policy does not reflect industry standards. (see Registry of Interpreters for the Deaf (RID), the certifying body for sign language interpreters, Standard Practice Paper (SPP), on Business Practices: Billing Considerations (2007) <https://drive.google.com/file/d/0B3DKvZMflFLdQVc0bmd1TGJPWEE/view>). Would MDCPS consider adopting the industry standard for sign language interpreters for its cancellation policy and/or the one hour minimum per request?
Answer: Please see response to Question 8.
35. **Question:** Would Miami-Dade County Public Schools consider allowing all firms to create a pricing structure so as to cover the initial call out fee of an interpreter? (*The sign language intel was also wondering about the page limit stated on page 27 of the RFP, section 2.3, Required Information To Be Submitted By The Proposer. It says 'no more than 30 pages', but if M-DCPS wants resumes for all interpreters and staff who will be working on the project, those resumes plus the list of required attachments to return (see: exhibits 1-10 and Attachment C) will be well over 30 pages without us submitting a word about our service. Does the 30 page limit exclude attachments/resumes?
Answer: The ITB stipulates one hour payment for student call out. The most pressing challenge is locating staff for emergency call outs/absences of staff, short turn around for requested services
36. **Question:** Interpreting industry has a standard practice to bill a two hour minimum (call-out fee) for all requests lasting 1-minute to two hours. Our firm would consider offering a volume discount so that this minimum fee (“call-out” fee; 2 hour minimum) would eventually be recouped by MDCPS for the cost associated with short length requests and would help to offset the cost to our firm by ensuring that any costs associated with having to pay a cancellation to a Sign Language Interpreter does not become a burden for our firm if we do not receive the bulk of the requests. What is the main challenge MDCPS faces when scheduling sign language interpreters for its students, staff, employees, parents and the general public
Answer: The ITB stipulates one hour payment for student call out. The most pressing challenge is locating staff for emergency call outs/absences of staff, short turn around for requested services
37. **Question:** Do we need to provide equipment if we were to submit a proposal for Video Remote Interpreting?

Answer: Yes, if you were to submit a proposal for Video Remote Interpreting you would have to provide equipment.

38. **Question:** Page 1 of the ITB document states the terms are a three-year initial term, with one two-year option to renew; page 3 states the selected vendors will be awarded a three-year agreement, with two one-year options to renew; Section 1.8 on page 6 states the term of the resulting agreement shall be for one-year, with four successive one-year options to renew; which is it?

Answer: Please see response to Question 12.

39. **Question:** On page 26, Section 2.3.C states there is a "minimum of 16 full-time staff associates required;" does this refer to the interpreters? Most of our interpreters are independent contractors providing service on an as-needed basis, does this mean they must be hired-on full-time? If so has this request been drafted to exclude most minority and small businesses? Should those of us without 16 full time salaried or hourly staff members avoid bidding? Do we have any chance of winning a bid such as this?

Answer: We understand that most interpreters are independent contractors. They do not need to be hired fulltime by the vendor. The goal is for a vendor to be able to meet the needs of MDCPS. However, no vendors are excluded from bidding. Multiple vendors may be awarded the bid.

40. **Question:** Do we get a copy of the proposal submittal receipt form, once the proposal is submitted?

Answer: Yes, at the time of proposal submission.

41. **Question:** On page 17, Section 1.40.A lists proof of Workers' Compensation/Employer's Liability Insurance as a requirement; our interpreters are not employees but independent contractors, is this still required?

Answer: Bidder(s) are to provide Certificate of Insurance, upon award. Any deviations or insurance information will be communicated via Risk Management, upon award.

42. **Question:** On page 18, Section 1.40.C lists proof of Automobile Liability Insurance with a minimum limit of \$1,000,000 Each Occurrence - Bodily Injury and Property; we will not be providing transport services, is this still required?

Answer: Please see response to Question 41.

43. **Question:** On page 18, Section 1.40.E lists proof of Employee Dishonesty (Fidelity) insurance with a minimum limit of \$10,000,000 Each Occurrence; our interpreters are not employees but independent contractors, is this still required?

Answer: Please see response to Question 41.