

**QUESTIONS AND ANSWERS  
RFP #250806-Interpreting Services**

The following questions have been submitted concerning the RFP proposal shown above. All questions received by the posted deadline of 5:00 p.m. CST on Thursday, March 20, 2025 are provided verbatim from what was received and have been answered, which are highlighted.

**Amendment #1 to the Proposal has been issued and the Opening Date remains unchanged.**

**Question #1:**

Who are the incumbent vendors and what are their respective rates?

**Answer #1:**

The current vendor is Connect ASL, Inc. The rate of Level III (3) Interpreting Services is \$50.99/HR for Students with Disabilities. The rate of Level I (1) Interpreting Services is \$31.87/HR for Students with Disabilities.

**Question #2:**

Please provide the number of hours and the dollar amount for each vendor per school year and for the previous term of the contract.

**Answer #2:**

The approximate number is 225/hours per week. The contract interpreters who work for the District full time currently provide services for approximately ten (10) students.

| <b>Year for Connect/ASL</b> | <b>Payments</b>     |
|-----------------------------|---------------------|
| <b>2024-2025</b>            | <b>\$240,597.99</b> |
| <b>2023-2024</b>            | <b>\$327,945.22</b> |
| <b>2022-2023</b>            | <b>\$354,264.89</b> |
| <b>2021-2022</b>            | <b>\$346,611.03</b> |
| <b>2020-2021</b>            | <b>\$332,406.17</b> |
| <b>2019-2020</b>            | <b>\$267,069.13</b> |
| <b>2018-2019</b>            | <b>\$412,870.51</b> |
| <b>2017-2018</b>            | <b>\$334,245.94</b> |
| <b>2016-2017</b>            | <b>\$439,759.16</b> |
| <b>2015-2016</b>            | <b>\$353,910.75</b> |

**Question #3:**

What is the anticipated budget for this contract?

**Answer #3:**

The approved estimated budget for the year is \$400,000.00.

**Question #4:**

What is the expected volume of this contract?

**Answer #4:**

**Please refer to the Answer for Question #2.**

**Question #5:**

How much was expended in the last contract period to date?

**Answer #5:**

**Please refer to table for the Answer for Question #2.**

**Question #6:**

How much was expended in each school year of the contract?

**Answer #6:**

**Please refer to table for the Answer for Question #2.**

**Question #7:**

Do you have sign language interpreters on staff? If so, how many?

**Answer #7:**

**Yes, the District has six (6) sign language interpreters on staff.**

**Question #8:**

How many vendors will be awarded a contract? Will there be a designated primary and secondary vendor?

**Answer #8:**

**The District will award to multiple vendors. No primary or secondary designation will be made.**

**Question #9:**

Most interpreters are concerned about their privacy and as such do not want their home addresses published. Would the district allow us to submit the city or county of residence as opposed to the complete home address?

**Answer #9:**

**Interpreters will need to provide evidence that they meet the qualifications for exemptions from Florida Statute 119, Public records. For home address, please refer to the attached Amendment I.**

**Question #10:**

Under Company Background the RFP requests our current sales, income, or net worth - Would you like the total for this past year, five years, since inception? Please clarify.

**Answer #10:**

**The Responder should provide the requested information listed on page 14 – Company Background for year 2024.**

**Question #11:**

Who is the incumbent vendor(s) providing ASL Interpretation Services to the County and what is the pricing structure?

**Answer #11:**

**Please refer to the Answer for Question #1.**

**Question #12:**

What is the historical and expected annual volume of ASL interpretation needs for the County?

**Answer #12:**

**Please refer to the Answer for Question #2.**

**Question #13:**

What is the percentage of requests that will be in person vs virtual?

**Answer #13:**

**Virtual services are not currently used. However, the District is open to exploring this option for appropriate situations. Given that we have not utilized virtual services, the District does not have data for the percentage. The majority of requests will be in person.**

**Question #14:**

If the assigned student is absent and the interpreter is not assigned to a different worksite/student(s), is the full school day billable, per a 24-hour or 48-hour cancellation policy?

**Answer #14:**

**The current practice is to allow for a two (2) hour minimum to be billed.**

**Question #15:**

We have a corporate office located in New York State for our national interpreting company. We have full-time employees in Escambia County and the surrounding area, including interpreters and office staff, in addition to employees across the State of Florida. For over 20 years, our company has had a strong client base and presence in the Florida, and we are licensed to do business in the state. Would we qualify to bid on this RFP?

**Answer #15:**

**Please refer to the attached Amendment I.**

**Question #16:**

The RFP mentions a requirement for a home office within 100 miles of the I-10 Bridge spanning the Escambia River. Would the District consider flexibility on this requirement for our office located in Orlando, FL?

**Answer #16:**

**Please refer to the attached Amendment I.**

**Question #17:**

Could you provide details on any past incumbents, including pricing, contract performance, and any challenges or lessons learned from previous vendors?

**Answer #17:**

**Please refer to Answer to Question #1 for past Incumbent and pricing. We often send out last minute request due to the nature of the school setting. Being available to fill those needs is a priority for the District when considering vendors. Vendor availability to provide services is a priority for the District.**

**Question #18:**

Can you clarify how interpreter schedules will be managed? Will assignments be provided in advance, or should vendors anticipate last-minute scheduling changes?

**Answer #18:**

**Ongoing assignments are scheduled in advance. However, when the District needs additional interpreters for extracurricular activities or to fill absences those requests may be last minute. The District will try to provide as much notice as possible.**

**Question #19:**

The RFP states that invoices are to be submitted twice per month. Are you open to once a month invoicing?

**Answer #19:**

**Two (2) weeks would be preferable to allow time to reconcile invoices.**

**Question #20:**

The RFP states that travel expenses may be reimbursed only under certain conditions. Is there any flexibility in considering additional travel-related costs, particularly for rural assignments or emergency requests?

**Answer #20:**

**The District typically does not have any rural assignments. However, the District would be open to considering extenuating circumstances.**

**Question #21:**

The RFP requests a list of interpreters, including their addresses. Would the District accept general location details (e.g., city/state) instead of full home addresses for privacy reasons?

**Answer #21:**

**Please refer to the attached Amendment I.**

**Question #22:**

If an interpreter is unavailable, can a qualified replacement be assigned without prior District approval, or must all substitutions be pre-approved?

**Answer #22:**

**All substitutes must be pre-approved. The Responder can submit names at any time to be approved.**

**Question #23:**

The RFP mentions VRI services. Is the District expecting VRI as a backup solution for emergency situations, or is it intended as a primary service option in certain cases?

**Answer #23:**

It would be primarily a solution for emergency situations or situations in which it would be appropriate (e.g., a parent who needs an interpreter to participate in their child's IEP meeting). The District would likely not consider it for the primary service option for students.

**Question #24:**

How many Sign Language Interpreting hours did the District request during the most recently completed school year?

**Answer #24:**

Please refer to the Answer for Question #2.

**Question #25:**

How many Sign Language Interpreting service requests during the most recently completed school year were performed on-site?

**Answer #25:**

All services were performed on-site.

**Question #26:**

How many sign language Interpreting service requests during the most recently completed school year were performed virtually?

**Answer #26:**

There were no virtual services provided for the 2023-2024 school year.

**Question #27:**

What would fall under the category of "Administrative Fees"?

**Answer #27:**

The Administration Fees will include any fees that are not included in the hourly rates.

**Question #28:**

How many hours of sign language interpreter services have been requested so far during the 2024-2025 school year?

**Answer #28:**

Please refer to the Answer for Question #2.

**Question #29:**

Does the District have a preferred platform for Virtual (VRI) Sign language interpreting Services?

**Answer #29:**

The District does not have a preferred platform at this time.

**Question #30:**

How many hours of Sign language interpreting services were requested with >24 hours noticed during the most recently completed school year?

**Answer #30:**

**This is difficult to estimate. Most of the time this would only occur if a regular interpreter is ill and unable to provide sufficient notice.**

**Question #31:**

Does the District consider Requests for Sign Language Interpreting services cancelled with less than 24-hour notice to be billable?

**Answer #31:**

**Please refer to answer for Question #14.**

**Question #32:**

Does the District Consider requests for Sign language interpreting services cancelled with less than 24 hours' notice due to Force Majeure to be billable?

**Answer #32:**

**Please refer to Answer for Question #32.**

**Question #33:**

What is the range of hourly rates of the previously awarded vendor(s)?

**Answer #33:**

**Please refer to Answer for Question #1.**

**Question #34:**

How many ongoing interpreter assignments has the district filled through the current vendor(s) during the 24-25 School year?

**Answer #34:**

**Six (6) interpreters have worked for the District full-time through the current vendor with additional part-time support when needed.**

**Question #35:**

Would the district accept recently completed reference surveys to meet the reference letter requirements?

**Answer #35:**

**Please refer to (VI. PROPOSAL FORMAT AND EVALUATION CRITERIA, E. REFERENCES, Page 16) of the RFP for guidance on requirements for references.**