



Arlington Public Schools Procurement Office

Information Item No. 2

Issued on March 14, 2019

ITB Title: American Sign Language Interpreter and Cued Speech Transliterator Service

ITB Number: 38FY19

The following questions were received in response to the Invitation to Bid issuance.

1. What kind of volume has APS had for this service so far this school year? Number of interpreters, hours, broken down by month?
 - a. Response can be extrapolated from the answer given in number 8 below.
2. Will assigned interpreters/CLTs have access to therapy materials, supplies, equipment, evaluation kits, and protocols provided by your schools?
 - a. Interpreters/CLTs will have access to normal school day items deemed necessary to accomplish tasks.
3. Will assigned therapists have access to computers/ laptops and printers provided by APS?
 - a. Interpreters/CLTs will have limited access to computers/laptops.
4. What is the average caseload per ASL Interpreter and CLT in your District?
 - a. Without knowing the definition of caseload in this context, the information provided in the response to question 8 below can be used to extrapolate the data for Interpreters. CLT usage is approximately 52 hours of current school year.
5. How often interpreters needed to travel in between assignments from one location to the next during a work day?
 - a. Historically, less than 1% of the time.
6. Historically, what has been APS's biggest challenge in covering assignments?
 - a. Quality of interpreters (based on consumer feedback) and filling last-minute requests, last-minute cancellation due to interpreter/CLT calling out unexpectedly, including the assigned agency interpreter.
7. How many ASLs/CLTs (FTE) did each vendor provide to your District for the current 2018-2019 school year?
 - a. See table below for specifics.

2018-2019 School Year *Estimates		
Contractor	ASL Interpreters Provided	Cued Speech Transliterators Provided
Graham Staffing Services	232	28
Sign Language Professionals	80	3
Access Interpreting	1	
Allied Instructional Services		
Soliant Health	1	
Maldon Interpreting	164	
HIS Sign	14	

8. Can APS provide historical data from the past year on:
 - a) The number of full-time assignments over the course of the year
 - 457
 - b) The total number of hours of services
 - 3,434
 - c) The number of assignments that were 3 hours or less
 - 108
 - d) The number of assignments that were 7 hours or more
 - 369
 - e) The number of short-notice assignments (less than 5 business days' notice)
 - 6
 - f) The number of short-notice assignments (less than 1 business days' notice)
 - 20
 - g) The number of hours of evening/weekend work
 - 47

9. Do you require vendors to guarantee the provision of therapy services or is it understood that we will begin recruiting on a best effort basis?
 - a. The requirement is stated in the Scope of Work. The Contractor shall be responsible for provision in-person American Sign Language Interpreters or Cued Speech Transliterators (CLTs) on an as-needed basis as requested by various APS schools and offices to fulfill ADA accommodations and student IEP requirements.

10. In order to prevent repetitive overuse injuries industry standard requires 2 interpreters for assignments requiring over 1.5 hours of continuous use. Will there be 1.5 hours or more of continuous work required for this contract?
 - a. Yes. See Scope of Work Section I.2.

11. Regarding Section 1.0 PURPOSE: 1.1. Possibility of multiple awards- Since splitting the work lessens the volume of work for winning vendors, thus not allowing vendors to offer volume pricing, will APS choose one primary vendor and two alternate vendors and allow each vendor to offer their most competitive rates if selected as primary, and alternate rates if selected as one of the alternate vendors?
 - a. APS will award the Contract(s) in accordance with Section 9.0 Contract Award of the Instructions to Bidders. Ordering performance is addressed in this section as well.

12. Regarding Scope of Work II, 1. Allows for interpreters that are not nationally certified. Interpreters which are not nationally certified have no obligation to adhere to the RID Code of Professional Conduct (CPC), therefore APS may experience more problems with services provided by these interpreters caused by unprofessional behavior. Requiring only nationally certified interpreters will alleviate undue issues for the COR in oversight of the contract. Will APS revise the requirements to include only certified interpreters?

- a. The certification requirements stated in Scope of Work Section II.1 are the requirements for proposed candidates to be considered “qualified” for APS assignments. Section II. 2 goes on to state the mandatory adherence to the NAD RID Code of Professional Conduct for Interpreters and TECUnit/National Cued Speech Association for CLTs.
13. Who is the incumbent?
- a. Please refer to Information Item 1 for this information.
14. What is APS paying currently for these services on an hourly basis?
- a. Please refer to Information Item 1 for this information.
15. Will APS allow Video Remote Interpreting (VRI) for the rare occasion where an on-site interpreter is not available?
- a. No.
16. Regarding Scope of Work Section V. 1. Will APS clarify that email will be sufficient for required written notice?
- a. Email is a written form of communication and therefore meets the requirement of this section.
17. Regarding Scope of Work Section VI 3. a. – Because highly qualified and certified interpreters make commitments to clients and then decline other work, and it is extremely difficult to find replacement work at the last minute, the industry standard is any cancellation with less than 2 full business days’ notice is billed for the full, originally assigned time. Will APS change the wording to, “APS may cancel a service request without charge with 2 full business days’ notice.”?
- a. No.
18. Interpreters usually have prior and subsequent assignments in any given day. Unless they are specifically assigned for an entire semester, prep time may not occur prior to their arrival time and most often cannot stay past the end time of the assignment. Will APS allow for a portion of prep time per week to be billed so that it can be scheduled and ensured?
- a. No.
19. Regarding Scope of Work Section VI 3.b. - If APS declares unscheduled leave on the day of an assignment, it is the responsibility of the APS department requesting the service and the Contractor to contact one another to verify if the assignment will take place as scheduled.- Because this is cancellation by APS, will APS re-word this to say “If APS declares unscheduled leave on the day of an assignment, it is the responsibility of the APS department requesting the service to contact the contractor to notify them that the assignment will take not place as scheduled.”?
- a. No. However, this Section has been revised via Addendum No. 1.
20. It was stated in the pre-bid conference that vendors would be required to provide background checks on all interpreters. Can APS clarify whether these can be provided upon award in order to prevent extra cost of bidding without guarantee of ability to recover the cost?
- a. The Bidder is self-certifying that its employees meet the requirements of the Contractor Certification Regarding Criminal Convictions form. APS will not be applying additional background checks and criminal history checks on proposed candidates.
21. Will APS clarify if the following apply to this contract?
- Terms and Conditions 1.42 WARRANTY PERIOD
 - Terms and Conditions 8. SUBSTITUTIONS
- a. They do apply.
22. Terms and Conditions 35. FORCE MAJEURE: Industry standard is to pay interpreters for assignments that are not cancelled with more than two business days’ notice. Not paying for these cancellations

will result in interpreters being less willing to commit to the work, since they have multiple options to work where their cancellation policy is honored, thus making it much more difficult to ensure coverage. Non-compliance with industry standards will also cause reputable vendors to not bid on this opportunity. Will APS confirm payment will be made to the vendor should such unforeseen cancellations occur?

- a. Section 35. Force Majeure will be administered as written. Please review Addendum No. 1 for revisions made to Section VI. In-Person Assignments – Cancellations and Inclement Weather Subsections 2, 3.a., 3.b., and 3.c.

23. Terms and Conditions 37. DEFAULT AND TERMINATION:- In the event that the contract may be awarded to several contractors, will APS clarify how this default comes into play?

- a. Each Bidder awarded a Contract resulting from this ITB, will have its own individual Contract between itself and APS. The Default and Termination contract provision will be applicable to each Contract awarded by APS.