



RFP Number: 22-02: **Sign Language Interpreter, Translator and Real-Time Captionists Services**

Addendum Number: 1

**NOTICE TO PROPOSERS:** THIS ADDENDUM SHALL BECOME PART OF THE RFP, AND PROPOSERS SHALL ACKNOWLEDGE, IN WRITING, RECEIPT AND INCORPORATION OF ALL ADDENDA AND CLARIFICATIONS IN THEIR RESPONSE. FAILURE OF THE PROPOSER TO RECEIVE ADDENDA SHALL NOT RELIEVE THE PROPOSER FROM ANY OBLIGATION UNDER ITS PROPOSAL AS SUBMITTED. THE PROPOSER SHALL IDENTIFY AND LIST IN ITS PROPOSAL ALL ADDENDA RECEIVED AND INCLUDED IN ITS PROPOSAL; FAILURE TO DO SO MAY BE ASSERTED BY THE DISTRICT AS A BASIS FOR DETERMINING THE PROPOSAL NON-RESPONSIVE.

Answers to Questions

Number	Questions	Response
1	Whether companies from Outside USA can apply for this? (like,from India or Canada)	No. All Proposers must be licensed to do business in the State of California, as evidenced by registration with the California Secretary of State.
2	Whether we need to come over there for meetings?	All Candidates must be licensed to do business in the State of California and there may be a requirement to meet in person.
3	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	All Candidates must be licensed to do business in the State of California and there may be a requirement to meet in person.
4	Can we submit the proposals via email?	No. Proposals submitted via fax, telephone or email will not be accepted. Proposals will only be accepted by mail



Number	Questions	Response
		or hand-delivered to the address listed in the RFP (see RFP Section 4-B for details).
5	What is the historical need for Sign Language Interpreter(s) throughout LACCD? That is, historically, how many hours per week (on average) has LACCD required ASL interpreting services?	Services provided by contracted vendors will be needed regularly, and anticipatedly on a weekly basis. We are unable to provide an estimate of average hours required. Interpreting service needs fluctuate significantly based on factors including, but not limited to: (1) time of academic year; (2) staffing levels for provision of services internally; (3) local decision-making at the colleges with regard to resourcing their unique needs; and (4) events and programming open to the public on a given week.
6	What is the historical need for Captioning services throughout LACCD? That is, historically, how many hours per week (on average) has LACCD required Captioning services?	Services provided by contracted vendors will be needed regularly, and anticipatedly on a weekly basis. We are unable to provide an estimate of average hours required. Captioning services needs fluctuate significantly based on factors including, but not limited to: (1) time of academic year; (2) staffing levels for provision of services internally; (3) local decision-making at the colleges with regard to resourcing their unique needs; and (4) events and programming open to the public on a given week.
7	Historically, what are LACCD's requirements for in-person vs. remote ASL interpreting? What percentage is in-person, and what percentage is video/remote?	As a result of the pandemic and the markedly different needs being created in recent years by the rise in online programming and instruction, LACCD cannot provide a breakdown for the amount of in-person versus remote service needs at this time. In addition to the contracted



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		vendors providing supplementation of services, and therefore, the percentage being contingent on current internal staffing levels, LACCD, like other institutions, is moving away from up to 100% remote ASL services to support its needed during 2020, to a percentage that is more balanced. Prior to 2020, the significant majority of these services were delivered in-person but this will not inform the needs going forward.
8	Historically, what are LACCD's requirements for in-person vs. remote Captioning? What percentage is in-person, and what percentage is video/remote?	Services provided by contracted vendors will be needed regularly, and anticipatedly on a weekly basis. We are unable to provide an estimate of average hours required. Captioning service needs fluctuate significantly based on factors including, but not limited to: (1) time of academic year; (2) staffing levels for provision of services internally; (3) local decision-making at the colleges with regard to resourcing their unique needs; and (4) events and programming open to the public on a given week.
9	Would LACCD consider bids that include only remote or video ASL interpreting services? Or is LACCD considering only firms who can accommodate both in-person and remote/video interpreting?	Yes. LACCD will consider remote-only submittals.
10	Would LACCD consider bids that include only remote or video Captioning services? Or is LACCD considering only firms who can accommodate both in-person and remote/video interpreting?	Yes. LACCD will consider remote-only submittals.



# LOS ANGELES COMMUNITY COLLEGE DISTRICT

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Number	Questions	Response
11	<p>We provide transcription, caption and subtitling services. Everything I read in the RFP sounds specific to having this done on site by a human. Would LACCD be open to an automated solution, or a hybrid of machine + human to service your CC needs?</p>	<p>LACCD is open to a hybrid solution, provided effective service levels are maintained for the delivery of information to interested individuals. The District will not consider purely automated solutions.</p>
12	<p>Our technology utilizes Voice to Text / Speech to Text. Would we have access to a feed of the audio, that would allow us to work remotely?</p>	<p>Yes.</p>
13	<p>On average, how frequently are CC services required?</p>	<p>We are unable to provide an estimate at this time. Refer to response to Question 6.</p>
14	<p>Page 11, Section B: Proposal Submission: Format: We understand that the proposal on the USB drive is requested in MS Word format. However, documents containing signatures need to be scanned and sent as .pdf documents, as well as letters of recommendation, some attachments, etc.</p> <p>Would it be okay to submit the entire proposal in .pdf format on the USB drive, which ensures that no formatting or text changes can be made inadvertently after submission?</p>	<p>The proposer shall submit to the District one (1) printed original and seven (7) copies of its proposal, together with one (1) copy of a USB drive containing an electronic version of the proposal in Microsoft Word format, addressing each of the items in this RFP</p> <p>There are no exceptions to the process noted above.</p>



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15	<p>Page 22, Section 5.2.2., 4. Specification of Scope of Work / Personnel Qualifications: Paragraph 2 is asking for “record of meeting schedules and deadlines of other clients.” What type of information are you looking for to demonstrate that services were provided in a timely manner?</p>	<p>A list of references of organizations comparably sized or comparably complex to LACCD that would be available to meaningfully attest to said record is sufficient.</p>
16	<p><b>Page 23, 5. References:</b> The first paragraph, “Each proposer shall provide a brief history and summary....,” appears to pertain to qualifications and not references. Is this in the wrong place? Do you want it answered along with the references, or in another section?</p>	<p>Yes, please provide this information in the References section, and in any other section where this information is requested.</p>
17	<p><b>Page 27, Section 6.3:</b>  Is there an allowable/acceptable yearly percentage cost increase, within the initial 3-year period and/or in the optional years?</p>	<p>Initially, the District will consider proposals without limitation with regard to proposed fee structuring. Proposed fee structuring will be evaluated as part of the holistic review of each submission.</p>
18	<p><b>Page 35-36, Appendix A, Specifications of Services and Scope of Work, Section G: Definition and Typical Duties for the Real-Time Captionist Position:</b></p> <p><b><u>Paragraph 4: Provide in-room translation services ... in-the-room translator ...:</u></b> Does this paragraph apply to captioners or only to translators?</p>	<p>The District seeks both in-person and remote options for provision of services in all three categories.</p>



<b>Number</b>	<b>Questions</b>	<b>Response</b>
	<p><b><u>Paragraph 6: Be available locally, in person, to provide all ASL services:</u></b> Does this paragraph apply to captioners or only to ASL providers?</p>	
19	<p><b>Pages 41-45 and 54: Exhibits:</b> Exhibit A looks like it needs to be notarized; is that correct? Do Exhibits B, C, D, E or G need to be notarized?</p>	No Exhibits, or any other documents, need to be notarized in this RFP.
20	<p><b>Page 44, Exhibit D, Acknowledgement of Addenda:</b> Is there a cutoff date / a final date after which no addenda will be issued? We need to be sure that once we have finalized our proposal and sent it to you, no further addenda will be issued.</p>	No addenda will be issued after the Proposer Responses are due, which is April 27, 2022.