

**University of Missouri Bid Event: Addendum 1**

**Event ID: 23055**

**Event Dated: 2/2/23**

**Event Name: Language Services**

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The questions listed below were received from the bidding community. The corresponding answers were provided by the requesting department. The specifications listed in the table below are modified as follow and except as set forth herein, otherwise remain unchanged and in full force and effect:

Could you please clarify if over the phone interpretation will be a part of this RFP?	The University is interested if you can provide over the phone interpretation. It is not widely used under this contract.
What is the anticipated and/or historical volume per month for phone interpretation/video interpretation?	This data is not available.
What is the anticipated contract value?	There is no volume commitment with this contract. Departments can contact any of the vendors to discuss specific needs and request service.
Who is the incumbent? If multiple, how many incumbent vendors are there?	The University has several vendors under contract to provide services. Departments can contact any of the vendors to discuss specific needs and request service. There are several local vendors utilized.
What is the current rate?	The current rate varies by vendor.
What is the language mix?	The language mix varies. In person language services typically utilizes Spanish.
Does your organization participate in a Group Purchasing Organization (GPO)? If so, which one?	Yes, The University is a member of many GPO's; E&I, Omnia, Sourcewell, Buy Board.
Section 5 indicates that Volumes I and II must be submitted electronically, and that the University Proposal Form can be either mailed or emailed. Could the University confirm that all parts of the response can be submitted electronically?	All portions of the response can be submitted electronically.

<p>What is the historical need for Sign Language Interpreter(s) throughout the University? That is, historically, how many hours per week (on average) has the University required ASL interpreting services?</p>	<p>This varies for campus depending on the number of ASL users enrolled. Currently we have a lower number – we’ve had up to 6-8 taking full loads of academic courses (12+ credit hours) plus internships, tutoring, advising appts etc. Impossible to predict. MUHC utilizes sign language interpreters at various clinics, based on need.</p>
<p>Historically, what are the University's requirements for in-person vs. remote interpreting? What percentage is in-person, and what percentage is video/remote?</p>	<p>We try to do as much as possible in person. We tend to only use remote if it’s a synchronous online class.</p>
<p>Would the University consider bids that include only remote or video ASL interpreting services? Or is the University considering only firms who can accommodate both in-person and remote/video interpreting?</p>	<p>We could consider a bid for remote interpreting, however we don’t utilize that service as much as in person.</p>
<p>In Volume I, we are meant to write a response to the information for respondents and general conditions listed in the RFP. However, the information and conditions are a list of statements in which the University abides by. Are you looking for a statement of agreement to each statement or simply DEAF, Inc.’s reaction to these guidelines?</p>	<p>A general statement of agreement that you have read the general conditions is sufficient. If a vendor takes exception to anything, it needs to be documented.</p>
<p>While answering the items under “Desirable Specifications and Supplier Resources”, I would like to seek clarification on the term “in person verbal interpreting services”. Under the scope it says “verbal interpreter services shall be the translation of English spoken or written concepts to the state agency requested language or the translation of the state agency requested language to English spoken or written concepts”. Would interpreting ASL to English fall under these parameters?</p>	<p>I believe this is more of a spoken language thing. ASL interpreters do very little work from written concepts.</p>
<p>Would you mind expanding on the intended meaning behind “organizations problem resolutions plan”?</p>	<p>How does your company resolve problems that may occur with providing services.</p>

<p>Would a vendors service agreement to potential customers qualify for being a “supplier related contract”?</p> <p>For Attachment A, it states that this form must be submitted with the response. What if a company is not a diverse supplier?</p>	<p>If a vendor would like a master service agreement to be in place, that should be included in the response.</p> <p>Attachment A is for information purposes. If a vendor does not qualify as a diverse supplier, it will not exclude them from providing services.</p>
<p>Similarly, the same question applies for Attachment B.</p>	<p>Attachment B is for information purposes. If a vendor does not qualify as a diverse supplier, it will not exclude them from providing services.</p>
<p>Page 15 and Page 16 say that financial and functional sections must be submitted electronically via email, however the paragraph on page 16 states that proposal responses must be submitted or hand delivered to the Procurement office. Do bidders need to submit responses via both avenues?</p>	<p>All responses can be submitted electronically.</p>
<p>What is the anticipated amount of onsite interpreting hours per campus? What is the anticipated amount of video remote interpreting hours per campus?</p>	<p>This varies depending on the amount of students enrolled who utilize ASL. It is impossible to predict.</p>
<p>Page 8, 13, Notification to the university in the event of a positive COVID-19 case- Since there is no longer a mask mandate there would be no way for our team to reduce exposure of COVID-19. Since this is the case, there is no way to know who would be at fault for a COVID exposure, as our staff could be infected by anyone on the premises of any University of Missouri Systems. Cleaning of all exposed areas, especially since our staff may need to report to multiple locations, isn’t going to be feasible at our expense. Especially, since it is no longer being controlled. Does the university intend to keep this clause in the contract?</p>	<p>Note the updated language: Compliance with CDC Guidelines : Supplier will monitor and comply with CDC and other federal, state, and local guidance related to any pandemic or global health concern; modifications to University operating procedures; and directives of University relating to protection of the health and safety of the University community</p>
<p>Page 14, 1 Objective- Sign language and verbal language interpreting services. What is meant by “verbal language”?</p>	<p>Verbal interpreter services shall be the translation of English spoken or written concepts (e.g. forms) to the requested language or the translation of the requested language to English spoken or written concepts. Said interpreting is typically accomplished face-to-face in person, not over the telephone.</p>

<p>Page 16, Section 5, Volume II- Confidentiality of Information- Our confidential information could be sprinkled throughout our response. Each section being placed into a separate envelope could be confusing in the response. How would you like this addressed so that we may submit complete documents? Other proposals we have provided our original and a redacted copy. Would this work in place of separating the data into different “envelopes”?</p>	<p>You can provide a redacted version, or indicate the information that is considered confidential in your response.</p>
<p>Page 17, The University may request suppliers to come onsite to the university for presentations- Since COVID, we have developed a remote team and since we have worked primarily remote this hasn't been an issue. Our company representatives may need to travel great distances and some from out of state. To report onsite could pose a large cost for flights, hotel, and per diem... If a presentation is required, would the university consider a remote option for all or potentially some of the staff members?</p>	<p>No presentations will be required as part of this RFP.</p>
<p>Have you exercised all renewal options with your existing providers?</p>	<p>Yes</p>
<p>What pain points are you looking to address that you did not have fulfilled by your current language service providers?</p>	<p>Not applicable.</p>
<p>Can you please share your anticipated annual budget or historic spend under this contract?</p>	<p>Varies widely depending on enrollment and needs.</p>
<p>In addition to ASL, what foreign languages are currently/historically the greatest need?</p>	<p>Spanish</p>
<p>Can you provide a breakdown of Spanish vs non-Spanish volume or any other data that illustrates the University's language usage?</p>	<p>This information is not available.</p>
<p>Does the University currently utilize video interpreting? If yes:</p> <ul style="list-style-type: none"> <li>• Can you please describe the annual volumes and languages?</li> <li>• What are the current connection speeds?</li> </ul>	<p>Campus has very little usage. Only for synchronous online courses which usually take place over zoom.</p>

Would the University's health system consider telephone interpreting (in addition to on-site and video) for foreign language support?	University Hospital has a primary vendor for Over the Phone and Video Remote Interpretation Services. This RFP 23055 is issued to serve any campus/MUHC for in-person services.
When is the anticipated award date and how will vendors be notified?	March 2023 and vendors will be notified via email.
Is written document translation in scope? If yes: <ul style="list-style-type: none"> <li>Please provide volume by word count</li> <li>What languages are needed for document translation?</li> </ul>	If a vendor provides written translation, you can include that information in your response. There is no data available as to what documents may need translated or a potential volume.
On the pricing page, interpreting rates are split into two categories, Specialized and Nonspecialized interpreting. Can you clarify the difference between the two? Is that medically certified vs. non-medically certified?	The definition can be found here: <a href="#">Here</a>
Is travel/mileage billable for onsite services?	Yes – please specify the cost in your proposal.
Is it the goal of the University to find one primary vendor for these services or to have multiple vendors?	The intent is to award to multiple vendors.

Could data be provided for the volume of services at each location for previous years?

Below is the spend amount for each location.

	FY19	FY20	FY21	FY22
COLUM	\$ 151,809.30	\$ 16,343.00	\$ 14,094.88	\$ 29,451.69
HOSPT	\$ 269,002.50	\$ 257,856.75	\$ 124,259.00	\$ 191,575.42
KCITY	\$ 126,314.63	\$ 62,971.50	\$ 69,999.88	\$ 118,982.25
STLOU	\$ 3,529.50	\$ 4,852.68	\$ 79,101.90	