



ADDENDUM NO. III

DATE: July 13, 2021
TO: All Potential Proposers
FROM: James McKeehan, Assistant Purchasing Agent, City of Knoxville
SUBJECT: Addendum No. III to RFP – Interpreting Services

This addendum is being published to provide clarification regarding the above referenced RFP. This addendum becomes a part of the contract documents and modifies the original specifications as follows:

Items for Clarification:

1. Addendum No. 1, answer #2 states there is no incumbent. How has the City of Knoxville obtained interpreters for meetings?

The City’s need for interpreting services has not in the past exceeded our procurement threshold which requires formal solicitations for the purchase of goods or services exceeding \$4999.99.

2. Is this RFP open to out of state vendors?

The City will consider all proposals from responsive and responsible proposers.

3. Will interpreters be required to purchase a parking pass? What are the parking fees, if any?

Parking will be reimbursed if requested. Proof of parking will be required.

4. Will this bid be awarded to multiple vendors? If so, how will the work be distributed?

Yes, the City may choose to award to multiple vendors in whichever distribution is deemed to be in the best interest of the City.

5. How is the cost structure to be submitted? There was no template included in the RFP.

Please see Section 5. Scope of Service in the RFP.

“Responsive proposals will provide an outline of how they intend to provide a qualified interpreter for scheduled meetings, as well as in “emergent situations” (i.e. on scene within 30 minutes) Responsive proposals will provide a pricing schedule for hourly rates of in-person interpreters as well as per-15-minute increments of video remote interpreting. The pricing schedule shall also include information about how the rates may change when a request is made “after regular daytime work hours.””

6. Are there any challenges you would like this contract to address?

The information contained in the RFP describes the City’s goals for this solicitation.

7. Page 5: V. Scope of Service states “Video remote interpreting will be needed on occasions where an in-person interpreter may not be available or when an urgent need arises, such as when first



responders are on or are heading to a scene where someone will need an auxiliary aid or service for effective communication." Police and fire fighters are first responders.

- a. Do first responders have a handheld device equipped with video or able to connect to a video platform so that video remote interpreting can effectively be provided?
 - b. What platform/app do Knoxville first responders use now for video remote interpreting?
 - c. How many times per month do first responders use Video Remote interpreting services on average?
 - d. If purchase is being planned, what platform/app will first responders be using?
- a. **Officers have smart phones and laptops for their use**
 - b. **VRI is not set up across the entire system yet, that is one goal for this RFP**
 - c. **This information is not available**
 - d. **Zoom is being used at this time, but we are open to other proposed solutions**
8. The next paragraph states "Generally, interpreters will be scheduled at least 24 hours in advance, but the responsive proposal should include information about how they can have an interpreter on scene within 30 minutes (or less) in the event of an emergency (i.e. first responders' request.)" How many times per month do first responders use emergency on-site interpreting services?

Providing various ways to offer effective communication to members of the community is the goal of the City. Until now, there has been very little need for "emergent" provision of interpreting services, but the City intends to provide this option as another tool for first responders. Training is currently being provided on what "effective communication means and how to provide it." Determining the number of times this service will be needed is unpredictable at this time.

9. Who is the current provider for video remote interpreting services to the City? How long have they been on contract? What is the current minute rate paid on this contract?

Currently, most meetings are held via Zoom and Knoxville Center of the Deaf (KCD) has typically provided the interpreter(s) for these meetings.

10. Who is (are) the current vendor(s) for on-site sign language interpreting services to the City? How long have they been on contract? What is the current hourly rate paid on this contract?

Current registered vendors of interpreter services for the City are Knoxville Center of the Deaf (KCD) and Visual Communications Interpreting (VCI) There is no current contract with a vendor, as the cost has not met the threshold of requiring a contract to date. However, this RFP will create a contract that will allow this service to always be available when needed and will set the parameters of "who to contact when" so that there is no chance of not being able to provide truly effective communication when it is needed.

11. Vendors should provide the list of 5 interpreters including their credentials. Is that for on-site interpreting only? Could it be a combination of on-site and video remote interpreters?

Yes, the City will consider a combination of on-site and video remote interpreters.



12. Vendors are encouraged to provide additional rate information including “after regular day-time work hours”. Are emergency services, including VRI services, anticipated to be 24/7/365 (including holidays and weekends)?

Yes, effective communication must be available 24/7/365. Generally, requests for interpreters will be made days in advance of a scheduled meeting. It is only the times when the City cannot predict the need for an interpreter that "after hours and holidays" comes into play--which will be in 'emergent' situations.

13. Sign Language interpreting services include standards of practice that include a 2-hour minimum and cancelation of service. The City is anticipating additional terms for both on-site and video remote interpreting services, correct?

It has been the City's experience that not all providers require a two-hour minimum, since most meetings are typically one hour in duration. However, the City recognizes that it can negatively impact a service provider when a cancellation is not made in a timely manner and if a late fee is assessed for "less than 24 hours' notice to cancel" that is understandable. Please see item 18 for the term of this contract.

14. What challenges has the City experienced in providing on-site and video remote interpreting services to date?

The City has not had many challenges in this area, but if there is one that happens from time to time, it is not being able to find an available interpreter if less than 24 hours' notice is given.

15. What is the anticipated and/or historical volume per month for video interpretation (VRI) services?

The City has no historical record of the volume of VRI services.

16. What is the anticipated contract value?

The City does not provide budget figures during active procurements.

17. How much did your organization spend on VRI services in 2020?

The City has no historical record of the volume of VRI services purchased

18. What is the contract start date/contract length?

The terms for this contract will be for one year, with an option to renew for two additional one year periods for a total of three years beginning at the time of contract execution.

19. Who is the incumbent? If multiple, how many incumbent vendors are there and would you be willing to share their current rates with us?

There is no incumbent.

20. What is the language mix?

English and American Sign Language (ASL)



21. How many "emergent situations" calls did the City of Knoxville make in 2020, 2019 and 2018? How many of the same calls has the City of Knoxville made thus far in 2021?

This service has not been promoted or offered widely to date, hence the issuance of this RFP

22. How many of these calls were after business hours?

The City does not have a record of after business hours calls.

23. What does the City of Knoxville consider "business hours"?

Standard business hours are 8:00am until 4:30pm Eastern Time, Monday through Friday.

24. Must Bidders bid on both on-site interpreting services and remote services (VRI) or may we choose one or the other to bid on?

Proposals for one or the other will be considered. The City may choose to award to multiple firms.

25. Do you have historical data on what percentage of the services have been "emergency" services, where an interpreter is needed immediately, versus pre-scheduled services?

No. While specific data has not been kept on this point, the City recognizes the need to be able to communicate effectively no matter what the day or time of day may be, hence the issuance of this RFP to officially create a practice and policy that will guarantee the City will have a qualified interpreter present when the need arises.

26. Is a local or state business license or any other license required upon submission of bid?

A business license is not necessary for submitting a proposal but will be required prior to a contract be awarded.

END OF ADDENDUM NO. III