

OFFERORS QUESTIONS

The following instructions must be followed when submitting questions using the question format on the following page.

1. DO NOT CHANGE THE FORMAT OR FONT. Do not bold your questions or change the color of the font.
2. Enter the RFP section number that the question is for in the “RFP Section” field (column 2). If the question is a general question not related to a specific RFP section, enter “General” in column 2. If the question is in regards to a Term or Condition, state the clause number in column 2. If the question is in regard to an attachment, enter the attachment identifier (example “Attachment A”) in the “RFP Section” (column 2), and the attachment page number in the “RFP page” field (column 3).
3. Do not enter text in the “Response” field (column 5). This is for the State’s use only.
4. Once completed, this form is to be e-mailed per the instructions in the RFP. The e-mail subject line is to state the RFP number followed by “Questions.”

RFP 03-2026 Interpretive Services

	RFP Section	RFP Page	Question	Response
1			What is the approximate percentage of on-site (in-person) interpreting requests versus remote/online interpreting requests, and how is the modality determined?	Approximately 90% of requests are for in-person classes and 10% for remote. We do not interpret for fully online classes, as those classes should not have a lecture, and if videos are shown they should be closed captioned. Modality is determined by what the student registers for. All in-person classes will have an in-person interpreter unless we absolutely do not have staff available or the agency we work with is unable to provide, then we will do remote interpreting, which is our absolute last resort and not something we like to do for our students.
2			Is there an incumbent vendor currently providing these services?	Yes, Network Interpreting Services is our current vendor
3			If so, could you please identify the incumbent, the length of time they have provided services, and the current rates or pricing structure being paid?	To obtain this information, please submit a Public Records Request to https://cwi.edu/public-records-request , and it will be processed in a timely manner in accordance with applicable law.
4			What challenges or limitations has the College experienced with prior vendors providing similar services, and what improvements or outcomes is the College hoping to achieve with the newly awarded contractor?	The College has experienced delays in communication from prior vendors, which has hindered timely coordination of services. Additionally, although the College operated under a formal vendor agreement, individual interpreters occasionally attempted to discuss or negotiate contract-related matters directly with Student Disability Services staff. This created confusion and required frequent redirection back to the vendor. With the newly awarded contractor, the College seeks timely, consistent communication and clearer separation of contractor and interpreter responsibilities.
5			Is there an anticipated or allocated budget for this contract, either annually or over the full contract term?	We anticipate spending around 60-65k annually. This has been the approximate past allocation, but we adjust the allocation each year based upon the anticipated costs of the enrolled students needing services. That number goes up and down annually

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				depending on the number of Deaf students we are serving
6			Appendix E, Table 1 notes that “After 2 hours, billing is in thirty (30) minute increments.” Could you please confirm whether this language implies a minimum billable service duration (e.g., a two-hour minimum per assignment), or whether services may be billed for less than two hours, with the 30-minute increment applying only once the two-hour threshold is exceeded?	Minimum billable service is two-hour minimum per assignment. Some classes are under that 2-hour threshold, but we still pay a minimum of 2-hours.
7			How many ASL interpreting hours are needed for academically related circumstances and theatre productions.	Almost all our interpreting hours are dedicated to academically related circumstances. The only production our office currently supports is commencement. In most cases, our two full-time staff interpreters cover this event. We would only require vendor support if they are unavailable for any reason. Currently, we outsource approximately 13 to 15 hours per week, and all of these hours are for academically related needs.
8			What is the average length of the ASL interpreting assignments and theatre productions?	50 minutes to 3 hours
9			Will this be a multi-vendor award?	No