



May 21, 2019

**ADDENDUM NO. 2**

**SEALED BID #SN1902 – SIGN LANGUAGE INTERPRETATION SERVICES**

**ONE (1) ORIGINAL SIGNATURE HARD COPY AND TWO (2) USB DRIVES OF THE RESPONSE TO BE SUBMITTED**

**All bid responses shall be addressed and returned to this location by the due date listed below:**

**City Colleges of Chicago  
Dawson Technical Institute  
Procurement Services  
3901 South State Street, Room 102  
Chicago, IL 60609**

**Attention: Steve Nash, Contract Administrator**

***Bid responses must be received no later than 12:00 p.m. local Chicago time, on  
Friday, May 24, 2019***

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**Addendum Item No. 1**

**Questions, Responses and Clarification of Information**

Q1. Will bidders receive a receipt for dropped-off bids?

**Response: Yes, receipts will be given for dropped-off bids; bids will then be placed in a locked bid box until the scheduled opening at 12:00 p.m. local Chicago time.**

Q2. Confirm that MBE and WBE participation must be from different businesses.

**Response: Refer to Appendix 1 Section 6.1 for the guidelines in counting MBE/WBE participation. Section H specifically addresses counting MBE/WBE controlled firms. One business cannot be used to satisfy both the goal for MBE and WBE participation.**

Q3. Which Schedule C form is used for indirect participation?

**Response: Use Schedule C for subcontractors working in either a direct or indirect capacity.**

Q4. Will CCC adhere to the RID/NAD national industry standard for all assignments having a customary 2-hour minimum?

**Response: Yes, CCC will adhere to the national industry standard.**

- Q5. Our agency, as well as our interpreters, abide by the nationwide interpreting industry's best business practices of RID/NAD for all assignments being billed for cancellations that are provided less than 24 hours notification for the full amount of the time that was requested of our agency. For example, if you requested a 5 hour work day and you cancel with us the morning of said assignment, we will be billing CCC for the full work time requested, as we will be compensating our scheduled interpreter (as all ethical agencies should) for the entire time they confirmed coverage for. Will CCC adhere to this cancellation policy to be compliant with this national industry standard practice?

Response: Yes, CCC will adhere to the national industry standard.

- Q6. Will CCC adhere to the RID/NAD national industry standard for all assignments being billed for cancellation requests that are provided with less than 24 hours notification?

Response: Yes, CCC will adhere to the national industry standard.

- Q7. If your designated Deaf student is a no-show, or a call-out from school, and you wish to utilize our interpreter for another student at another location, will you agree to compensate our interpreter for the time it takes the interpreter to leave the agreed upon original location to travel to the newly requested location as a replacement? For no-shows, may our interpreters leave after 30 minutes with full compensation?

Response: CCC would pay for the additional assignment as a separate assignment. CCC would not pay for travel time to that assignment as it has been treated like any additional assignment – minimum 2 hour bill. This would be a very rare case. For no-shows, we understand the national industry practice allows interpreters to leave after a **documented** 30 minutes with full compensation.

- Q8. Who are your current Educational Sign Language Agency Providers for CCC?

Response: CAIRS is the current CCC vendor for Sign Language Interpretation services.

- Q9. What are the current rates you are paying your current service provider(s)?

Response: This information can only be obtained by FOIA request. Under FOIA, all requests must be in writing and directed to the General Counsel of the District as follows:

General Counsel

City Colleges of Chicago

180 N. Wabash Avenue, Suite 200

Chicago, IL 60601 or to [GenCounselOffice@ccc.edu](mailto:GenCounselOffice@ccc.edu)

- Q10. If you require badging of our interpreters, are agencies allowed to bill the School Board for these costs? If not, must we absorb these badging costs as a business expense?

Response: At this point in time we are not requiring badging and if so, CCC would use its own identification system at no cost to the agency.

- Q11. Do you provide evening and weekend courses? If so, may we bill upcharges for these courses?

Response: CCC does provide evening and weekend courses. CCC will not pay upcharges as these are the normal operational hours of our institutions.

Q12 What is your current Deaf student census?

Response: 21 students

Q13 What is your anticipated Deaf student census for the upcoming semester?

Response: Between 25-40 students.

Q14. Does CCC have staff interpreters it employs? Or are all its ASL needs met by agency/vendors?

Response: CCC does employ its own staff interpreters.

Q15. How many locations do you anticipate to have Deaf students at this coming academic school year?

Response: The selected vendor will be expected to service all CCC campus and satellite locations. For a complete list of all locations, go to the college locations page at <http://www.ccc.edu/colleges/Pages/default.aspx>.

Q16. Does CCC have a need for trilingual interpreters (those who know ASL/English/Spanish)? If so, will the School Board allow a higher rate to be charged than its published cap as trilingual interpreters are customarily higher per hour than straight ASL interpreters are?

Response: In the instance of such a need where we would request for a tri-lingual interpreter, we anticipate that there would be additional charges.

Q17. Under FOIA, may we please be provided with a copy of your current contracts for these requested services?

Response: This information can only be obtained by FOIA request. Under FOIA, all requests must be in writing and directed to the General Counsel of the District as follows:  
General Counsel  
City Colleges of Chicago  
180 N. Wabash Avenue, Suite 200  
Chicago, IL 60601 or to [GenCounselOffice@ccc.edu](mailto:GenCounselOffice@ccc.edu)

Q18. Will CCC also need quotes for Remote CART, Captioning and Video Remote Interpreting Services?

Response: CCC will request quotes for these services only on an as-needed basis; they are not required on your bid form.

Q19. Does CCC have any Deaf teachers or Deaf employees, such as janitors or administrative staff? If so, are vendors providing services for them as well? What is the anticipated need?

Response: At this time CCC has no need for services for teachers or employees.

Q20. Does CCC provide interpretation services to Deaf parents of hearing children?

Response: CCC has provided interpretation services to Deaf parents of hearing children in the past.

- Q21. What is the anticipated number of Sign Language Interpreters CCC plans on needing for the upcoming school year in a full-time ongoing capacity?

Response: CCC employs its own full-time interpreters.

- Q22. What is the anticipated number of Sign Language Interpreters CCC plans on needing for the upcoming school year in a part-time ongoing capacity?

Response: Between 15-20 (CCC also employs part-time interpreters).

- Q23. Will our interpreters be required to sign time sheets at each location? If so, do you provide copies to us for billing? Or can we provide our own timesheets to have our interpreters use each day they are on the job to submit as a part of our billing?

Response: Yes. We use CCC sign-in sheets at each location to reconcile invoices for payment.

- Q24. Would CCC consider payment terms of Net 30 days? Would it also consider discounted terms for early payments, such as 1% off of the total invoice if paid within 10 days of invoice date?

Response: Please refer to Section 00300 – Special Conditions, subsection 3.7, Page 17 of the Bid Document for CCC's payment terms.

- Q25. Will you require a formal in-person presentation of agency providers should your decision be a difficult one to make?

Response: This contract is being awarded on the basis of the lowest, most responsive and responsible bidder. Therefore the Office of Procurement Services does not anticipate a need for in-person presentations.

- Q26. Do you have one specific point-of-contact/Interpreter Coordinator at CCC that we would develop a working relationship with? Or will the requests come from the individual contacts at each of the designated schools?

Response: CCC has a Manager of Interpreting Services that the selected vendor will work with.

- Q27. Would you be open to our agency sponsoring a tree planting as a part of our way of being an environmentally- and socially-responsible corporate citizen?

Response: Any sponsorship opportunities would have to be approved by and coordinated through the City Colleges of Chicago Foundation, which is a separate entity from City Colleges of Chicago.

- Q28. How long has the current vendor(s) been on contract with CCC?

Response: See our website, under Board Reports (BR), <https://apps.ccc.edu/brpublic>, search for "Sign Language Interpretation" for this information.

- Q29. Why is CCC going out to bid at this time? What issues, heartburns or frustrations have you experienced with your current/past provider(s)?

Response: CCC is currently soliciting for Sign Language Interpretation Services because the contract with our current vendor is ending in July 2019.

Q30. What is CCC's full payment for services cancellation notification period, 24 hours or 48 hours?

Response: Please refer to the response to Question #5.

Q31. Page 7, 1.14 says a copy of the bidder's sexual harassment policy shall be provided "upon request." In the very next sentence it says, "Failure to provide a copy of said policy upon request will result in rejection of the bid." Can bidders just include a copy of their policy with their proposal??

Response: Inclusion of a firm's sexual harassment policy is not a required bid submittal item; all bidders must agree to produce the policy upon CCC's request.

Q32. 3.10 Page 17 "Tests", does this section apply to this Bid?

Response: This section typically applies to the testing or sampling of goods solicited as opposed to services. However, the Office of Specialized Student Services intends to implement quality assurance measures for Sign Language Interpretation Services.

Q33. All I see as an estimate of service is 110 hours per student per year for 45 students. Given the breakdown of rates, I am not sure how we are to arrive at a value for the bid. Will you be relying on our standard hourly rate to determine the low bid?

Response: Services will be requested on an as-needed basis; therefore the listed estimate may or may not reflect the need for the duration of the contract period. We will rely upon your responses to every item in Table 1 of the Bid Form in Section 00500, subsection 5.1 on Page 21 of the Bid Document to determine the low bidder.

Q34. How are you going to calculate the value of each contract we need to use the anticipated value of the bid we are proposing to complete the MBE/WBE forms?

Response: Please refer to Section 4.1, Percentages of Participation in Appendix 1 – Terms & Conditions Regarding Compliance with the MBE and WBE Commitment.

Q35. I have an indirect participant currently doing business with us who is in the process of recertification. So they are not certified now but will be in a few weeks. In a waiver request can I say that we plan to use them once they are certified?

Response: Yes.

Q36. If we are completing a Schedule A for indirect participation for MBE/WBE businesses, do we need to complete Schedule C? If so, which Schedule C should we complete?

Response: Yes; Schedule C Letter of Intent to Perform as a Subcontractor. Indicate dollars as Indirect.

Q37. If we will not be able to attain the 25% and 7% thresholds, should we also complete Schedule D in addition to Schedule A?

**Response: Yes, Waiver D form is required for whatever the difference is between the goal and your actual commitment.**

Q38. Do the interpreters need to be certified?

**Response: Yes.**

Q39. Does CCC have a preferred shipping method for bid submittal?

**Response: No.**

Q40. Are all services required for students in the Chicago area?

**Response: Yes.**

Q41. Is it a requirement that all bidders visit the institutions before bidding?

**Response: No, it is only a suggestion for firms to familiarize themselves with locations and processes.**

**END OF ADDENDUM**

**Please acknowledge receipt of all Addenda in your bid responses.**