Q+A – RFP #REQ811678 (ASL Interpretation Services)

Question: Can individuals submit a response to the RFP? Will it provide an advantage to register as an agency and submit a proposal under a business name?
Answer: Yes, individuals are welcome to respond. All respondents will be evaluated based on the evaluation criteria of the RFP.

Question: What is the estimated breakdown between On-site and VRI services? Example: 40% On-site, 60% VRI.
Answer: This will be dependent on student courses. Virtual options will be made available when possible. Lab and performance courses will require on-site services. It is estimated that 30 – 50% of services will need to be provided in person but this number is highly dependent on the academic schedules of the students receiving services.

Question: What is the breakdown between synchronous and consecutive interpretation services?
Answer: It is anticipated that most (if not all) ASL interpretation is synchronous.

Question: The RFP indicates that interpreters will need to attend to one or more classes consistently throughout 15-16 weeks. Could you please provide an estimated number of hours interpreters will be needed per day?
Answer: Four to eight hours per day, depending on each student's course schedule.

Question: Will you require ASL interpretation services for emergency or out of schedule sessions? If so, could you please tell us how much in advance do you notify for On-demand interpretation services? Do you have an estimated amount of out of schedule sessions in which you will require ASL interpretation services?
Answer: While the need for emergency coverage is infrequent, the need for emergency sessions arises when an interpreter calls out or is not able to attend a scheduled session. Out of schedule sessions are needed if/when a student changes their course schedule and a new schedule of interpreters is needed. We provide as much notice as possible in these scenarios.

Question: Do you have an estimated amount of how many students will require ASL services throughout the semester?
Answer: Three to four students per semester

Question: Page 15 of The Master Service Agreement references a SCHEDULE A Statement of Work attached, however I do not see that document attached for reference/review.
Answer: The Statement of Work will include the Scope of Work (Pages 8 and 9 of the RFP document) and Vendor pricing.

If you have any questions, please contact MSU Procurement at (517) 355-0357.
Question: Experience 1-4 - May these experiences include academic and event project/coordination work that has been delivered to MSU RCPD as well as other colleges and campus departments?
Answer: The scope of this RFP only covers academic courses.

Question: Is this RFP exclusively for direct contract student academic ASL services or does it include any public events or employee training that are held/hosted on campus which require ASL services and event coordination support?
Answer: The scope of this RFP only applies to student academic services only.