

**MIDDLESEX COUNTY COLLEGE
2600 WOODBRIDGE AVE
EDISON NJ 08818**

SPECIAL QUOTE # 10409 INTERPRETER SERVICES

Middlesex County College (The College) is seeking the services of individuals qualified to perform services for the College in the area of sign language interpreters on an as needed basis.

INTRODUCTION:

Purpose and Objective of Request for Proposal (RFP)

The College provides interpreting service to eligible individuals with hearing disabilities to enable them to achieve academic adjustments at the college level according to the Americans with Disabilities Act (ADA) under Section 504 of the Rehabilitation Act, Title II. **The implementing regulation for ADA is 28 C.F.R. Section 25-104 clearly states interpreting as an auxiliary aid** meaning “A public entity shall take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communication with others.”

There is a demand for American Sign Language/English interpreters to facilitate communication between deaf and hard of hearing individuals.

The goal of the College’s Counseling and Career Services and Office of Disability Services is:

1. maintain a pool of full-time and part-time certified interpreters;
2. fill requests for interpreter services;
3. clarify the role of interpreters to those persons who are deaf or hard of hearing.

Disability Services Staff may be reached at 732.906.2546/ED100

The College reserves the right to recruit and directly employ sign language interpreters through the Human Resources Department. If the College decides to implement this option, this RFP will become a secondary source for these specialized services.

SPECIFICATIONS / REQUIREMENTS:

- All requirements in this section are mandatory. Conditions of the proposal that include the word “must” or shall” describe a mandatory requirement. All specifications are defined as mandatory minimum requirements unless otherwise stated. If no bidder is able to comply with a given specification or condition of the proposal, the College reserves the right to delete that specification or condition of proposal or cancel the proposal. **FAILURE TO MEET A MANDATORY REQUIREMENT MAY DISQUALIFY YOUR**

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Proposal. This Request for Proposal document, the awarded bidder's (Interpreter's) response information and any amendments shall become contractual obligations.

GENERAL SPECIFICATIONS / REQUIREMENTS:

- Qualifying proposers must be providing sign language interpreting services to credit and non-credit students. The bidder must have demonstrated experience in providing these services. Proof of certifications shall be provided as requested.

TECHNICAL SPECIFICATIONS / REQUIREMENTS:

Interpreter Experience and Certification

To be an approved provider under this contract, each direct service provider must provide documentation substantiating current interpreter certification of one or more types based upon the following table, in order to provide services at the designated level.

INTERPRETER CERTIFICATION TYPES AND DEFINITIONS:

Specific sign language qualifications or requirements, including but not limited to licensure or accreditation:

1. Graduate of an Interpreter Education Program (Associate Degree or Higher)
2. DHH State Screening (Department of Deaf and Hard of Hearing) or proof of certification.

INTERPRETER CERTIFICATION TYPES AND DEFINITIONS:

- **CI (Certificate of Interpretation):** Holders of this certificate are recognized as fully certified in interpretation and have demonstrated the ability to interpret between American Sign Language (ASL) and spoken English for both sign-to-voice and voice-to-sign tasks. The interpreter's ability to transliterate is not considered in this certification. Holders of the CI are recommended for a broad range of interpretation assignments.
- **CT (Certificate of Transliteration):** Holders of this certificate are recognized as fully certified in transliteration and have demonstrated the ability to transliterate between English-based sign language and spoken English for both sign-to-voice and voice-to-sign tasks. The transliterator's ability to interpret is not considered in

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this certification. Holders of the CT are recommended for a broad range of transliteration assignments.

- **CDI-P (Certified Deaf Interpreter-Provisional):** Holders of this provisional certification are interpreters who are deaf or hard-of-hearing, and who have demonstrated a minimum of one year experience working as an interpreter, completion of at least eight hours of training on the *NAD-RID Code of Professional Conduct*; and eight hours of training in general interpretation as it relates to the interpreter who is deaf or hard-of-hearing. Holders of this certificate are recommended for a broad range of assignments where an interpreter who is deaf or hard-of-hearing would be beneficial.
- **CDI (Certified Deaf Interpreter):** Holders of this certification are interpreters who are deaf or hard-of-hearing, and who have completed at least eight hours of training on the NAD-RID Code of Professional Conduct; eight hours of training on the role and function of an interpreter who is deaf or hard-of-hearing; and have passed a comprehensive combination of written and performance tests. Holders of this certificate are recommended for a broad range of assignments where an interpreter who is deaf or hard-of-hearing would be beneficial.
- **CSC (Comprehensive Skills Certificate)** Holders of this full certificate have demonstrated the ability to interpret between American Sign Language (ASL) and spoken English, and to transliterate between spoken English and an English-based sign language. Holders of this certificate are recommended for a broad range of interpreting and transliterating assignments.
- **OTC (Oral Transliteration Certificate):** Holders of this generalist certificate have demonstrated, using silent oral techniques and natural gestures, the ability to transliterate a spoken message from a person who hears to a person who is deaf or hard-of-hearing. They have also demonstrated the ability to understand and repeat the message and intent of the speech and mouth movements of the person who is deaf or hard-of-hearing.
- **IC (Interpretation Certificate):** Holder of this partial certificate demonstrated the ability to interpret between American Sign Language (ASL) and spoken English. This individual received scores on the CSC examination which prevented the awarding of full CSC certification or partial IC/TC certification.

• **National Association of the Deaf (NAD) Certified Assessment Levels IV-V:**

- **Level IV: (Advanced):** Holders of this certificate possess excellent voice-to-sign skills and above average sign-to-voice skills or vice versa. This individual has demonstrated above average skill in any given area. Performance is consistent and accurate. Fluency is smooth, with little deleted, and the viewer has no question to the candidate's competency. With this certificate, an individual should be able to interpret in most situations.
- **Level V (Master):** Holders of this certificate possess superior voice-to-sign skills and excellent sign-to-voice skills. This individual has demonstrated excellent to outstanding ability in any given area. There are

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minimum flaws in their performance, and they have demonstrated interpreting skills necessary in almost all situations.

- **NIC:** Individuals who achieve the NIC level have passed the NIC Knowledge exam. They have also scored within the standard range of a professional interpreter on the interview and performance portions of the test.
- **NIC Advanced:** Individuals who achieved the NIC Advanced level have passed the NIC Knowledge exam; scored within the standard range of a professional interpreter on the interview portion; and scored within the high range on the performance portion of the test.
- **NIC Master:** Individuals who achieved the NIC Master level have passed the NIC Knowledge exam. They have scored within the high range of a professional interpreter on both the interview and performance portions of the test.

PERFORMANCE/SUPPORT SPECIFICATIONS:

For interpreting situations known to be over two (2) hours in length in credit bearing course work, the interpreter may request the services of two (2) certified interpreters.

An interpreter's service will be chosen based on individual situational need. The interpreter, who is qualified to interpret in the identified situation, is on the approved contract listing and is judged to be in the best interest of the College will be selected. The College reserves the right to determine the qualification level required for their interpreting situation.

The interpreter shall not invoice for the cancellation of scheduled services if the student provides reasonable notification of cancellation (24 hours). Services for three (3) or more consecutive calendar days may be canceled five (5) full days' prior to the scheduled service without being charged for service time. For shorter term service (i.e. student appointment, tutoring, advising) the college will provide 24 hours notification.

Payment:

Confirmation must include name of interpreter(s), time, date and location of appointment, and billing address.

An original, itemized invoice shall be sent to the College Office of Disability Services. The College will not process payment without a duly authorized original invoice.

The College reserves the right to request reassignment or substitution from use on this contract of any interpreting provider that does not meet the standards of performance of the assignment, or who is otherwise unacceptable to the user.

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SCOPE OF WORK

Service Activities (Minimum and/or mandatory tasks and responsibilities)

1. Provide Interpreter services at any of the College sites.
2. Pay hourly rate (2 hour minimum). For Interpreter, if a class is one hour and twenty minutes and a ten minute break occurs until a different class begins, if same interpreter is interpreting both classes this would constitute a three hour block of time and not two different two hours block of time.

After the initial 2 hour minimum you shall bill in quarter hour increments.

3. In the event that a student withdraws from or drops a course, the Interpreter shall be paid only for services rendered up until the last day that the student attended class.
4. Interpreters should wait an appropriate length of time for the student to arrive to class generally; the interpreter should wait at least 20 minutes. Interpreters may bill for no shows.
5. The Interpreter shall notify the Office of Disability Services 24 hours prior to the start of the assignment in the event that an interpreter will be late or absent and no substitute can be found.
6. The interpreter will notify the Office of Disability Services (732.906.2546) if a student is absent from a class or misses a scheduled appointment immediately.
7. If Interpreter is more than 20 minutes late and the student leaves the classroom the interpreter shall not bill for services for that assignment.
8. Interpreter shall not solicit students about future course selection.
9. If the weather appears hazardous, the interpreter shall refer to the College homepage at <http://www.middlesexcc.edu> or by calling the College's weather line at 732.906.2555 for college closing information. Interpreter shall not bill the College closing due to inclement weather or emergencies.

QUALITY STANDARDS

- All Interpreters must adhere to the NAD-RID Interpreter Code of Professional Conduct.
- Interpreter must adhere to applicable rules and regulations of the College. This may include, but is not limited to:

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- Wearing a Disability Services issued ID while on College premises.
- Interpreters must be attired appropriately for the environment they are working in.
- Interpreters must arrive on time as scheduled.
- A Interpreter “no-show” will be grounds for contract cancellation as is any unannounced interpreter absence from a job as scheduled, or an absence for which notice by interpreter to the student is less than two hours before the scheduled start of the job. For an absence for which student receives more than two but less than 24 hours notice, the College reserves the right to assess the interpreter with the difference between the interpreter’s hourly rate and the hourly rate of an interpreter(s) obtained to cover the interpreter’s absence.
- Repeated occurrences of a need to cover will be grounds for contract cancellation at the option of the College.
- Interpreter must adhere to all applicable confidentiality rules and regulations. The interpreter shall not release personal information without the prior written consent of the subject of the record or as otherwise required by law. Written approval from Middlesex County College is required prior to release of any information relating to individuals served through this agreement.

FORMAT OF PROPOSAL:

Vendors responding to this Request for Proposals (RFP) must comply with the following format requirements:

- (a) Cost Information: Provide cost information on the Agreement included in this (RFP). All costs for furnishing the service(s) included in the proposal in accordance with the terms and conditions in this (RFP) must be included.

COST INFORMATION

- Bidders are to submit pricing on the Agreement provided. Alternate pricing formats may not be accepted.
- All expenses are to be included in the proposal prices. No other separate reimbursement shall be made.

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- The College shall purchase services at the bidder's quoted interpreting service hourly rate for actual hours of service provided.
- Prices shall remain firm throughout the life of the contract.
- Prices shall remain firm throughout the life of the contract. At the time of the one-year optional renewal, the College may make adjustments to cover documented cost increases only.
- If mileage reimbursement is requested, it will be paid at \$0.31 per mile.

CONTRACT PERIOD

The initial contract will be for a one (1) year term beginning July 1, 2017 through June 30, 2018. The contract may be extended at the end of the initial one (1) year agreement for a period of one (1) one year beginning July 1, 2018 through June 30, 2019, extension option by mutual agreement. Contract(s) as awarded shall be subject to the availability and appropriation annually of sufficient funds required to meet any award obligation extending beyond a twelve (12) month period.

PROPOSALS WILL BE EVALUATED BY THE COLLEGE ON THE BASIS OF THE FOLLOWING CRITERIA.

1. Experience and reputation of proposer.
2. Knowledge and experience of proposer relating to offering interpreter services.
3. Hourly rates (mileage).
4. Other factors that may be in the best interest of the College.

The College reserves the right to conduct interviews and any other activities related to the qualifications of the vendor(s).