THE UNIVERSITY OF NORTHERN IOWA
CEDAR FALLS, IA

Request for Proposal #Q9438

Request for
Interpreting Services

<table>
<thead>
<tr>
<th>Issue RFP</th>
<th>5-May-20</th>
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<tbody>
<tr>
<td>Written questions, requests for clarification and</td>
<td>Tuesday, May 12,</td>
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<td>suggested changes are due from bidders.</td>
<td>2020 3:00pm CST</td>
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<td>Written responses to questions, requests for</td>
<td>As soon as possible</td>
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<td>clarification and suggested changes to be published</td>
<td>after May 12, 2020.</td>
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<td>as Addenda</td>
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<td>Electronic and hardcopy proposals due</td>
<td>Tuesday, June 2,</td>
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<tr>
<td>Anticipated contract notification</td>
<td>2020 3:00pm CST</td>
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<td></td>
<td>Wednesday, June 10, 2020</td>
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RFP #Q9438

Section I
Proposal Instructions and Conditions

1.1 General
The University of Northern Iowa (also referred to as “University” or “UNI”) is interested in acquiring interpreting services of a reputable and proven Company with a demonstrated ability to provide services in an efficient, professional manner, complying with State and Federal regulations and UNI policies.

1.2 Description of the University of Northern Iowa
The University of Northern Iowa, located in Cedar Falls, Iowa was founded in 1876. Today, the campus covers 940 acres and consists of five colleges: Business Administration; Education; Social and Behavioral Sciences; Humanities Arts and Sciences; and Graduate College. Approximately 10,000 undergraduate and graduate students are currently enrolled.

1.3 University Representative All inquiries or requests for clarification or interpretation or to notify the University of errors or omissions relating to this Request must be directed to the DESIGNATED CAMPUS CONTACT: (This is the only person that respondents may speak to until the award of a contract)

   Jon Westhoff
   Purchasing Agent
   103 Gilchrist Hall
   University of Northern Iowa
   Cedar Falls, Iowa 50614-0008
   Telephone (319)273-6246
   jon.westhoff@uni.edu

1.4 Each Company, by submitting a proposal, acknowledges its representatives have:
1.4.1 Read and completely understood the proposed Contract Documents contained in this RFP. The Contract Documents shall consist of this RFP (Proposal Instructions and Conditions, Terms and Conditions of the Contract, Scope of Work, Form of Proposal, and all attachments); any subsequent Addenda issued by UNI, Bidders response to this RFP, and any contractual agreement that may result from this RFP.

1.4.2 Based their proposal upon the requirements described in the proposed Contract Documents.

1.5 Receipt and Opening of Proposals
1.5.1 Proposals are to be submitted electronically by email with a subject line of ‘RFP Q9438’. Proposals must be received by Purchasing, in the Office of Business Operations, 103 Gilchrist Hall, Cedar Falls, Iowa 50614-0008, by 3:00 P.M., CST, on June 2, 2020. Any proposal received after the time specified for the receipt of proposals may not be considered and may be returned unopened to the sender as non responsive.

   One (1) electronic copy of the proposal is to be submitted to Purchasing by email in response to this RFP.

   1.5.2 UNI reserves the right to accept or reject any or all proposals and to waive any irregularities, technicalities, or informalities in proposals if such waiver does not substantially change the offer or provide an unfair competitive advantage to any Company. UNI reserves the right to request additional documents or proposal clarifications after the due date and time for proposal submission.

   1.5.3 No proposals submitted by use of oral, telephonic, telegraphic, or facsimile methods, nor any modifications to previously submitted proposals made by any of these methods, will be considered. If a proposal is sent by mail, Company should make allowance for the time required for such transmission.
1.5.4 Company's legally authorized representative (Officer of Company) shall sign the proposal. The official name, address, telephone, and fax number and e-mail addresses are to be stated on the proposal form.

1.5.5 No responsibility will be attached to any person for premature opening of a proposal not properly identified.

1.5.6 The laws of the State of Iowa require the contents of all proposals be placed in the public domain and be open to inspection by interested parties. Proposals will be available for public viewing after a contract has been finalized with the awarded Company. Trade secrets or proprietary information that are recognized as such and are protected by law may be withheld, if clearly identified as such in the proposal. Proposals marked entirely confidential or proprietary may be rejected. Pricing information, management fees, financial arrangements, and other offers cannot be considered proprietary information.

**Failure to list all proprietary sections of the submitted proposal in the space provided on the Form of Proposal, shall relieve UNI personnel from any responsibility, should such information be viewed by the public, a competitor, or be in any way released.**

1.5.7 All opened proposals become the property of UNI and will not be returned to the proposer.

1.6 Prerogatives of the University

This solicitation does not commit the University to award a contract or to pay any costs incurred in the preparation of a proposal and submission of proposals, costs incurred in making necessary studies for the preparation of proposals, or any travel or personnel expenses associated with trips to UNI. The University reserves the right to accept or reject any or all proposals received; to negotiate with any qualified respondent or respondents; or to cancel, in part or in its entirety, this RFP.

1.7 Addenda

Any and all interpretations, corrections, revisions, and amendments shall be issued by UNI Purchasing Services to all known holders of proposed Contract Documents in the form of written addenda. Except for addenda modifying the proposal due date or canceling the Request for Proposal, such addenda shall be issued so as to be received at least three (3) days prior to the time set for receipt of proposals. All addenda so issued shall become part of the Contract Documents and shall be acknowledged in the Form of Proposal.

1.8 Qualification of Company

1.8.1 UNI shall make such investigations as deemed necessary to determine the ability of Company to provide the expected services.

1.8.2 UNI reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Company fails to satisfy UNI that said Company is properly qualified to carry out the obligations specified herein.

1.8.3 UNI reserves the right to award based on the proposal(s) determined to be in its best interest.

1.9 Exceptions to Contract Documents

Company shall clearly state in the submitted proposal any exceptions to, or deviations from, the Scope of Work of Section III, and any exceptions to the provisions, terms, and conditions of this RFP included in Section I and Terms and Conditions of the Contract in Section II. Such exceptions or deviations will be considered in evaluating the proposals. Any exceptions should be noted on Attachment A and returned with the submitted proposal. Companies are cautioned that exceptions taken to this RFP may cause their proposal to be rejected at the sole discretion of UNI.
1.10 **Preference Laws**
UNI will give preference to purchasing from Iowa based businesses if the proposals submitted are comparable in pricing and their ability to meet all other criteria is comparable.

1.11 **Gratuities**
The laws of the State of Iowa provide that it is a criminal offense to offer, promise, or give anything of value or benefit to a state employee with the intent to influence that employee’s acts, opinion, judgment or exercise of discretion with respect to that employee’s duties.

1.12 **Proposal Evaluation**
The University will select a Company on the basis of proposals received in response to this RFP and any other information the University acquires regarding a company’s ability to perform. The University will evaluate proposals and may select one or more companies based on responses to this RFP. All proposals submitted in response to this RFP will be reviewed for responsiveness by the purchasing agent prior to referral to the evaluation committee. A committee will then evaluate all responsive proposals in accordance with the criteria described below.

The contract will be awarded to the Company whose overall offer is deemed to be the most advantageous to the University as determined by the evaluation committee. In preparing responses, offerors should describe in great detail how they propose to meet the specifications/scope of work detailed in this RFP. Significant consideration will be given to fee structure and estimated cost, but price will not be the sole determining factor.

The Evaluation Criteria utilized for this Request for Proposal will be based upon, but not limited to, the following criteria which are listed in no particular order:

1.12.1 Cost of services
1.12.2 Ability to provide satisfactory references
1.12.3 Experience providing like services
1.12.4 Compliance with terms and conditions of the RFP
1.12.5 Qualifications of the individuals that can be assigned to UNI
1.12.6 Ability to provide quality services requested in the RFP
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Section II

Terms and Conditions of the Contract

The following terms and conditions will apply to any contractual agreement awarded as a result of this RFP.

2.1 Terms

2.1.1 The University
The University is the University of Northern Iowa. The term University means the University or the University's authorized representative. The University may be referred to as “University” or “UNI”.

2.1.2 The Company
The Company is the person or organization to which the University will issue a contractual agreement, when/if award of this Request for Proposal is made. The term Company means the Company or the Company's authorized representative.

2.1.3 The Work
The Work comprises the services and expenses required by the Contract Documents to carry out the contract.

2.1.4 The Agreement
The Agreement refers to the contractual agreement between UNI and the awarded Company, detailed in the contract documents and signed by both parties, and incorporating the RFP and Company’s response by reference. The agreement may be referred to as “Contract” or “Agreement”.

2.1.5 Contract Documents
The Contract Documents shall consist of this RFP (Proposal Instructions and Conditions, Terms and Conditions of the Contract, Scope of Work, Proposal Content, Form of Proposal, and all attachments), any subsequent Addenda Issued by UNI, Bidders response to this RFP, and any contractual agreement that results from this RFP.

2.2 Non-appropriation of Funds
Notwithstanding other provisions of any award resulting from this RFP, if funds anticipated for the fulfillment of this agreement are at any time not forthcoming or insufficient, either through the failure of the Iowa Legislature or the federal government to provide funds or the program under which funds were provided is altered, then UNI shall have the right to terminate this agreement without penalty by giving not less than thirty (30) days written notice documenting the lack of funding or program change.

2.3 Immunity from Liability
Every person who is a party to this Agreement is hereby notified and agrees that UNI, and its agents, successors, and assigns are immune from liability and suit for or from Company's activities involving third parties and arising from this Agreement.

2.4 Indemnification
To the fullest extent permitted by law, Company shall defend, indemnify, and hold harmless UNI, its agents, successors, and assigns, the Board of Regents, State of Iowa, and the State of Iowa from and against all claims, damages, losses, and expenses, including but not limited to attorneys’ fees, arising out of or resulting from the performance and compliance with the terms and obligations of the Agreement, provided that any such claim, damage, loss, or expense (1) is attributable to bodily injury, sickness, disease, or death, or to injury to or destruction of tangible property, including the loss of use resulting there from, and (2) is caused in whole or in part by any negligent act or omission of Company, its subcontractor, or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of
whether or not is caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to any party or person.

In any and all claims against UNI, its agents, successors, and assigns, the Board of Regents, State of Iowa, and the State of Iowa by any employee of Company, and subcontractors, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation shall not be limited in any way by any definition or boundary on the amount or type of damages, compensation or benefits payable by or for Company or any subcontractor under workers’ compensation acts, disability benefit acts or other employee benefit acts.

2.5 Code of Fair Practice
The Company shall not discriminate against any employee or applicant for employment because of race, creed, color, religion, national origin, sex, sexual orientation, age, disability, veteran status, or any other basis where protected by law, except where it relates to a bona fide occupational qualification. In the event of the Company’s noncompliance with this clause or with any related federal or state regulations, this contract may be canceled, terminated or suspended in whole or in part and the Company may be declared ineligible for further contracts with the Board of Regents, State of Iowa.

2.6 Subcontractors
Company is specifically advised that any person, firm, or other party to whom it is proposed to award a subcontract under this Agreement must be approved in advance, in writing, and be acceptable to UNI. The Company is responsible for all acts of its subcontractors, as well as, the subcontractors’ performance of delegated duties. Company shall be solely responsible for payment to all subcontractors or secondary suppliers that the Company may engage for the completion of any contractual agreement with UNI.

It is required of any employee or subcontracted employee hired to provide interpreting services on behalf of the contracting company to possess the professional skills and knowledge required for the specific interpreting situation. This ability needs to be verified by the company requiring current Interpreting Licensure in the state of Iowa. This verification must be done upon initial employment and at time of licensure expiration in accordance with the guidelines outlined in Iowa Code.

2.7 Insurance
Company shall purchase and maintain, throughout the term of this Agreement, comprehensive general liability insurance, including contractual liability, slip and fall coverage and comprehensive automobile liability insurance to protect Company from all claims for bodily injury, including accidental death, personal injury, and property damage arising from operations under this Agreement, whether such operations be by Company, subcontractor, agent, or by anyone else directly or indirectly employed by Company. In addition, Company shall purchase and maintain errors and omissions insurance to protect UNI from any losses associated with Company’s acts. All statutory insurance requirements, including worker’s compensation, shall be met. All required insurance policies shall be issued by reputable insurance companies duly authorized to engage in the insurance business in the State of Iowa. Limits of such insurance shall be as stated below:

Worker’s Compensation - Statutory
Comprehensive General Liability - $1,000,000 each occurrence*
Commercial Auto Liability - $1,000,000 each occurrence*
Errors and Omissions - $1,000,000 each occurrence*
*$2 Million aggregate

The State of Iowa, the University of Northern Iowa, and the Board of Regents, State of Iowa, shall be named on such policies as additional insureds. Failure to maintain insurance coverage throughout the life of any resulting contract, consistent with the provisions of this Section, shall be considered a breach of contract. As
evidence of the above, the Company will submit certificates of insurance on an annual basis. The certificates shall also provide that should the policy be cancelled or materially changed, thirty (30) day written notice prior to the effective date for the change or cancellation, shall be given directly to UNI.

Company agrees to waive all rights of subrogation against UNI, the State of Iowa, the Board of Regents, State of Iowa, the Regent institutions, their employees and agents for any claim filed against Company or other firms associated with the Agreement.

2.8 Amendments to the Agreement
When awarded, the Agreement shall not be changed, modified, altered, or amended in any respect without the mutual consent of the parties hereto, which consent shall be evidenced by a written amendment to the Agreement executed by both parties.

2.9 Laws
Terms and provisions of this Agreement shall be construed in accordance with the laws of the State of Iowa, and any and all litigation or actions commenced in connection with this Agreement shall be instituted in the appropriate courts in the State of Iowa. UNI shall have the right to terminate the Agreement upon written notification, without penalty to UNI.

2.10 Assignment
The award of this RFP may not be assigned, transferred, sold or subcontracted by Company without the prior written consent of UNI. Should selected Company be purchased (in whole or in part) by another organization or should Company wish to assign, transfer, or subcontract the Agreement to another Company, advertising without prior written approval of UNI's central administration and it’s Trademark and Licensing Office.

2.11 Taxes
UNI is exempt from State and Local Sales and Use Taxes on the services. A Tax Exemption Certificate will be furnished upon request.

2.12 Access to Company Records/Audits
The Company agrees to keep and provide full access to all records that pertain to UNI throughout the period that the Agreement remains in effect and for a minimum of seven (7) years after the Agreement is terminated, unless required to retain for a longer period by state or federal statute.

2.13 Termination
2.13.1 If Company is adjudged bankrupt or makes a general assignment for the benefit of creditors, if a receiver is appointed on account of Company's insolvency, if Company repeatedly refuses or fails to supply enough employees, management staff, or equipment to adequately provide timely delivery or services for UNI, or if Company is otherwise guilty of a substantial violation of the Contract Documents, UNI may terminate the Agreement after giving Company a minimum thirty (30) days written notice, without penalty to UNI.

2.13.2 In any case where Company has failed to provide equipment and services or has provided nonconforming equipment and services, UNI shall provide a Cure Notice. If after notice Company continues to be in default, UNI may procure services from another source and terminate the Agreement, without penalty to UNI. Company may be required to pay UNI the difference if a higher cost Company is selected.

2.14 Severability of the Agreement
In the event any one or more of the provisions contained herein shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision, but shall be construed as if such invalid, illegal, or unenforceable provision had never been contained. Further, in the event that any provision shall be held to be unenforceable by virtue of its scope, but
may be made enforceable by a limitation thereof, such provision shall be deemed to be amended to the minimum extent necessary to render it enforceable under the laws of the jurisdiction in which enforcement is sought.

2.15 Open Competition

2.15.1 Where, in these contract documents, reference is made to materials, trade names, catalog numbers or articles of certain manufacture, it is done for the purpose of establishing a basis of comparative quality, type or style and not for the purpose of limiting competition. It shall be understood that such method of description is not intended to exclude other items, processes, similar designs, or kinds of materials, but is intended merely as a means of establishing a standard of comparison. Other manufacturing processes may be used, if, in the opinion of UNI, they are acceptable in serviceability, durability, quality, functional capabilities and design.

2.15.2 UNI reserves the right to reject any substitute article or material, and/or the associated bid which, in UNI's opinion, does not meet the standard of quality established by such a reference in the contract documents.

2.15.3 Companies offering other than the items specified shall submit, with their bid, catalog cuts, brochures, and detailed specifications covering the items on which they are bidding. In addition, include samples of paint, laminate chair frame finishes and standard fabrics. Any deviation from the contract documents contained in this bid shall be noted by the company on the Bid Compliance Form. (See Attachment A.) Where the company proposes to substitute an article or material, the company shall be prepared to submit samples, upon request, for UNI's inspection. The cost of transportation, both ways, of such samples shall be borne by the company.

2.15.4 The company is expected to comply fully with the contract documents in this bid solicitation. In the event the company's materials or equipment do not conform, and those deviations have not been stated on the Bid Compliance Form, the company will be responsible for furnishing materials and equipment, which fully conform at no change in their bid price.

2.16 Guarantee-

In filling this order, Company warrants and guarantees to University that the articles are in compliance with sections 5 and 12 of the Federal Trade Commission Act; the Fair Packaging and Labeling Act; the Federal Food, Drug and Cosmetic Act; the Consumer Product Safety Act; the Federal Insecticide, Fungicide and Rodenticide Act; the Federal Hazards and Substance Act; the Fair Labor Standards Act; the Wool Products Labeling Act; the Flammable Fabrics Act; the Occupational Safety and Health Act; and the Federal Anti-Kickback Enforcement Act; Debarment and Suspension policies (E.O.s 1249 and 12689); Contract Work Hours and Safety Standards Act (40 U.S.C. 327-333); Rights to Inventions Made Under a Contract or Agreement in accordance with 37 CFR part 401;Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act (33 U.S.C. 1251 et seq.), as amended; Davis-Bacon Act, as amended (40 U.S.C. 276a to a-7); Buy American Act.

2.17 Export Control-

Company acknowledges that a foreign national(s) may use the device/technology/and or data you propose, at the University. Company shall comply with all U.S. export controls laws and regulations, including but not limited to the International Traffic in Arms Regulations (ITAR), 22 CFR Parts 120 through 130, and the Export Administration Regulations (EAR), 15 CFR Parts 730 through 799, in the performance of this Agreement. In the absence of available license exemptions/exceptions, Company shall be responsible for obtaining the appropriate licenses or other authorizations, if required, for exports of hardware, technical data, and software, or for the provision of technical assistance. Company shall be responsible for all regulatory record keeping requirements associated with the use of licenses and license exemptions/exceptions. Company shall be responsible for obtaining the appropriate licenses or other authorizations, if required, for
exports of hardware, technical data, and software, or for the provision of technical assistance. Company shall be responsible for all regulatory record keeping requirements associated with the use of licenses and license exemptions/exceptions. Prior to disclosing or transferring to University any hardware, technical data, software or product utilizing any such data which is subject to export controls under federal law, Company shall notify the University in writing of the nature and extent of the export control. The University shall have the right to decline any such technical data or product utilizing such data. In the event Company sends any such technical data or product that is subject to export control, without notice of the applicability of such export control, the University has the right to immediately terminate the Agreement.

2.18 **Energy Star Purchases**
Whenever possible, UNI will purchase equipment that is rated energy efficient by this joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy.

2.19 **Hazardous Material**
All packaging, transportation and handling of hazardous materials shall be in accordance with applicable federal and state regulations including, but not limited to, the Material Safety Data Sheet provision of O.S.H.A. Hazard Communication Standard 29 CFR 1910.1200, and Iowa Administrative Code, Section 530.

2.20 **Clean Air and Water Certification**
Company certifies by filling this order that its facility is not on the Environmental Protection Agency (EPA) List of Violating Facilities. Company will immediately notify University Purchasing Services of the receipt of any communication indicating that any company’s facilities are under consideration to be listed on the EPA List of Violating Facilities.

2.21 **Federal Subcontract**
If this agreement constitutes a sub agreement under a prime contract with a federal agency, the terms and conditions of the prime contract shall prevail.

2.22 **Code of Conduct**
University of Northern Iowa is committed to socially and environmentally responsible purchasing consistent with the values in our strategic plan. The University of Northern Iowa expects high quality in the products, services and business practices of all of its business partners. This commitment enjoys broad support on campus.

Interpreters are expected to adhere to standards of confidential communication. It is necessary that interpreters possess the professional skills and knowledge required for the specific interpreting situation. It is essential that Interpreters conduct themselves in a manner appropriate to the specific interpreting situation and they demonstrate respect for those they are providing the service to (Students, Faculty, Staff, and other UNI stakeholders). Any reports of unprofessional conduct in accordance with the guidelines set forth by The National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID) and the embodied Code of Professional Conduct (formerly known as the Code of Ethics) need to be brought forward by the Company to SAS within 24 hours of the report. SAS and the Company point of contact will discuss remediation of the conduct, up to termination of individual services with UNI in totality and/or termination of the interpreting contract set forth. Failure to report unprofessional/unethical conduct can result in termination of the contract set forth at the discretion of UNI and SAS representative.
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Section III
Scope of Work

3.1 Procedures

3.1.1 Service Request Procedure- UNI Student Accessibility Services (also known as “SAS”) staff will contact Company upon knowledge of service need. Information provided to Company will include need, time, place and service requirement (i.e. sign language interpreter, communication access real-time translation).

3.1.2 Class Schedules-

3.1.2.1 Student class schedules for the following term will be provided to Company as soon as those students whom the University requests interpreter services have completed their registration. These class schedules are tentative as students may elect to change their enrollment, and/or classroom locations may change.

No more than one sign language interpreter shall be assigned to one class period that is less than 2 consecutive hours unless explicitly agreed to by SAS and/or UNI. Requests for deviation from this standard need to be made in advance of services provided. Consideration for permitting a second interpreter will be related to the technical nature of the course (e.g. science course, mathematics), number of built in breaks, and service delivery. It is the discretion of SAS to approve or deny such requests. Services are expected to be rendered regardless of outcome of request. Any course and/or event above 2 consecutive hours will require 2 interpreters to be provided.

3.1.2.2 Students whom the University requests interpreting services are given priority registration access so that they may finalize their class registration early in the registration process. Dates for priority registration vary depending on the semester, but typically occur early November for spring semester registration, mid-March for summer semester registration, and mid-April for fall registration.

3.1.2.3 New students typically register for fall classes in June. New student class schedules will be distributed to Company by the end of July, or as soon as possible based on registration dates.

3.1.2.4 Some schedule changes may be made within the first two weeks of each term during the University add/drop period. Additional course changes may occur during the semester based on student course enrollment. Students with University holds on their account, or late admittance to UNI may result in a delay in notification of service needs.

3.1.3 Class absences, no-shows, semester withdrawals–

3.1.3.1 Absences are incidents when students are ill or experience emergencies and are unable to attend class. In the case of absences, students shall contact UNI and the Company as soon as possible, preferably at least 24 hours in advance. Company shall develop after-hours procedures for notification, including the use of email communication. Any absence that is reported to the Company within 24 hour of expected service delivery will not be billable by company.

3.1.3.2 UNI and Company shall be informed of previously arranged absences no less than 48 hours prior to date and time of absences. Any previously arranged absence reported prior to 48 hours in advance of the expected service delivery will not be billable by the Company.

3.1.3.3 No shows are defined as a student missing class without any prior notification or any form of communication with UNI and the Company. To confirm a no-show, the Company shall wait
25% of the total scheduled assignment (i.e. 15 minutes for a 50 minute class; 20 minutes for a 75 minute class) up to a maximum of 60 minutes. If a student no-shows, the service provider should contact UNI SAS staff immediately to report the incident. The interpreter shall only bill for 25% of total scheduled assignment. For student late arrivals, observing the wait length begins once the student is not at class at expected time of arrival. In the event that the student arrives to class, but late, Company may bill for the entirety of the scheduled service. In the event that the interpreter arrives more then 10 minutes after the expected class start time, they shall only bill for 50% of the total scheduled time, regardless of length of scheduled service.

3.1.3.4 In the event of student absences and no-shows, UNI will pay for only three consecutive absences. If this should occur, the Company must contact UNI staff at which time discussion will be made regarding future services for the individual receiving the accommodation.

3.1.3.5 If a student withdraws or reduces his/her hours, UNI will pay the equivalent of the student’s class hours for one week (7 days) starting from the date of withdrawal.

3.1.4 Atypical Scheduling Procedures- UNI and Company shall review syllabi to identify “atypical” course requirements, such as fieldtrips, out of class lectures, field experience, etc. In such cases, specific discussion will be held at least three weeks prior to the activity with UNI, Company, the instructor, and the student to establish service arrangements. A mutually agreed upon solution will be documented by all involved.

3.2 Services Provided by UNI Student Disability Services-

3.2.1 Appropriate and necessary information regarding student accommodations and the type/level of service shall be provided to the Company as outlined in Section 3.1 above.

3.2.2 The UNI SAS Assistant Dean of Students will respond to requests, problems, or complaints from students and interpreters. Problems and complaints should not be handled solely by the student or the Company.

3.2.3 The listing is not all-inclusive and its requirements will change with the demands of the students and curriculum.

3.3 Expectations of Company-

3.3.1 Quality Controls: A periodic assessment should be performed at least once a semester to understand the quality and satisfaction of services from the client’s perspective (i.e. student receiving the service). A complete report of findings shall be provided to SAS no later then two months after assessment was performed. SAS and UNI shall have the opportunity to make adjustments based on the findings.

3.3.2 Company Absences

3.3.2.1 The Company is expected to provide the service regardless of employee absences. If the scheduled service was expected to be in person, distance based interpreting through Zoom or similar, approved remote meeting software would be acceptable alternative. Absences by Company’s staff may result in contract termination or reduced use of the contract.

3.3.2.2 If there is no substitute available from Company, UNI will attempt to locate a replacement from another company; however, UNI will not be billed for scheduled service. Nevertheless, this places a tremendous burden on UNI staff and accommodations provided to UNI students using interpreting services.
3.3.3 Communication

3.3.3.1 Company will notify the UNI SAS Assistant Dean of Students in any case of student and/or Company employee tardiness, absence, or no-show.

3.3.3.2 Company will notify UNI if problems, questions, or issues arise regarding service, expectations, faculty interactions, and/or student needs.

3.3.3.3 Company will discuss with course instructor needs related to special activities occurring during regularly scheduled class time (i.e. several different speakers or a panel of speakers; and videos or movies to be shown). If additional service costs are associated with these activities, Company must provide an estimate of additional cost associated with the activities and coordinate these services with UNI SAS two weeks in advance.

3.3.4 Parking Permits- It is the responsibility of the Company to obtain parking permits. Service permits are available at the UNI Parking Division, 030 Gilchrist Hall, Cedar Falls, IA 50614-0023, and (319) 273-3179.

3.3.5 Costs and Billing Procedures –

3.3.5.1 The Company will specify all costs and fees associated with providing service in accordance with the RFP.

Any travel expenses will be paid from portal to portal, not to exceed the equivalent of 1 hour of billable service in total. It is expected that the scheduled interpreter arrive 10 minutes prior to the start of the students course. Classes are typically 50 minutes in length, therefore no additional billing is allowable for a typical course, unless prearranged with UNI SAS. Course preparation is a billable expense. Course preparation includes, review of course materials, coordination with student and instructor, pre-meeting briefings, and background information related to the specific topic in which the service is provided. Course preparation is billed at 10% of the total hours per week the interpreter performs. For example, if you provide interpreting services for 10 hours, the interpreter can bill for 1 hour of preparation time.

UNI acknowledges that additional preparation time may be necessary for some courses, materials, etc. UNI also assumes that preparation time and editing of transcripts will take place during available wait times, when possible, as an effective means to control expenses and manage time. Exceptions to this practice must be explicitly approved by UNI. Paid wait time will be at the discretion of SAS and/or UNI. Example, courses that are not consecutive will only be paid out for the billable hours in which the service was provided. In other words, hours will only be billed for services rendered, with the exception of 10% of the total amount of hours worked in a week allocated to billing preparation time.

3.3.5.2 Invoices/billing statements must be completed monthly for ongoing services or after the event for one-time services and should be received no later than the 15th of the following month in which the service is performed. Adherence to contract requirements will be monitored and reviewed at time of renewal.

3.3.5.3 Billing statements must include:

- Name of student/individual receiving service
- Name, address, and contact information of the service provider
- Number of hours for each class/activity served
- Date of service
- Cost breakdown of class time, preparation time, travel time, before/after class questions, advisor interaction, etc.
3.3.5.4. Any charges other than those associated with regular class schedules must be pre-authorized by UNI.

3.3.5.5 Any indirect hours billed to UNI must have a specific description included on the invoice indicating what the indirect hours involve (i.e. travel, prep time, portal start and return address). Indirect hours must be approved by UNI SAS staff.

3.3.5.6 UNI will not pay excessive travel times. Travel time will be billed from portal to portal at the quoted hourly billable rate. However, the maximum travel expense per day per person can not exceed the total of 1 billable hour.

3.3.5.7 The hourly rate for services must include all fees for the type of service provided. Only travel fees may be separate as this can vary. UNI will not pay administrative fees or other type of fees on top of the hourly rate established.

3.3.5.8 Company is expected to use local staff (stationed in Cedar Falls) initially and then move out from Cedar Falls to find available personnel at the closest proximity to campus to keep travel costs down. If a local staff is not available (within 30 miles of Cedar Falls), services shall be provided through Zoom delivery. Exceptions to this practice must be explicitly approved by SAS and/or UNI.

3.4 Transcription Services-
The University is interested in optional vendor pricing for transcription services. Optional services that the University will consider:

3.4.1 CART (Communication Access Realtime Translation) - CART is a word-for-word (verbatim) speech-to-text service produced by a stenographer using a stenographic machine, software, and technique. The stenographer transcribes 100% of what gets said at speeds of up to 225 words per minute. The stenographic equipment is connected to a computer where the words appear for the student to read.

3.4.2 Typewell - Typewell are meaning-for-meaning interpretations of what gets said in a classroom by typists specially trained in text-condensing strategies. Fewer words are produced than with CART. A regular laptop computer is used by a typist trained in either a phonetic or alphabetic text-condensing strategy. Similar to CART, the typist's laptop is connected to a screen where the student reads the words typed. From the standpoint of the student and what they read, the particular text-condensing strategy chosen will make absolutely no difference in what the student reads. They will see regular English words condensing the discussion or instruction in class.

3.4.3 Remote Sign Language - Speech-to-text services are often used in place of sign language interpreters for students who do not use sign language or when the classroom content may contain specific vocabulary that is more easily presented in print. However, there may be times when a student needs a sign language interpreter remotely. This would consist of a certified Sign Language Interpreter sign course instruction and discussion in real time while the student looks on through their laptop or other device.

3.5 Term of Agreement- The initial term of this agreement will be for a period of two years. Thereafter, the agreement may be extended up to three years on a year by year mutually agreed upon basis. Possible total contract length is five years.
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Section IV

Proposal Content

It is important that responses contain enough information to permit UNI’s evaluation team to fully understand the Company’s capabilities. UNI is requesting responses to this RFP that, at a minimum, include the following:

4.1 Attachment A
   Attachment A to be completed and signed by Company’s representative.

4.2 Company Profile
   Provide a one-page company profile listing company history, employee make-up, etc. Please provide the number of employees that could provide services at UNI.

   Company should include a profile including degrees, training, years of experience, etc. of specific staff members that, if awarded, would be involved with UNI. Sign Language Interpreters shall be proficient in their skill with permanent licensure, and adhere to their professional code. List and describe the language and skill proficiencies of Sign Language Interpreters that would be involved in contract with UNI. Indicate level of certification as well. Company Profile tab in Attachment A.

4.3 Coordination of Work
   In the event that the Company is awarded an Agreement, the Company shall describe fully how they will coordinate the work of the interpreters or others with the University; specify, in detail, any University resources that are needed for any implementation of any proposed services. If any University resources are needed for successful implementation of services and are not disclosed in this proposal the University will not be liable for the cost of those resources. Attach as Supplement 1.

4.4 Fees
   Company should detail the proposed fees for the services described in the RFP (hourly rate required). UNI prefers a travel rate, if this is available, please include. If a travel rate is not available, be sure to include how travel will be billed. All fees UNI will be billed should be included. Pricing tab in Attachment A.

Proposals must be received by: June 2, 2020 at 3:00 pm CST