

Questions & Answers

1. Estimated Volume - Does Rowan University have any historical data or estimated annual volume (e.g., total hours, number of students supported, or average weekly requests) for sign language interpreting services that can be shared for pricing and staffing assumptions? *It varies. We currently have 8 students receiving sign language interpreting for between 12 and 15 credits.*
2. Service Modality - Should proposers assume that all requested services are strictly in-person, or will remote/VRI services be acceptable for certain assignments if approved by the University? *Most interpreting is in-person. At times there are requests for virtual meetings with an academic advisor.*
3. CART Services - The Scope of Work notes accessibility to CART services if required by a student. Should CART pricing be included within the hourly interpreting rates, or may CART be proposed and priced separately? *Yes, CART pricing should be priced out separately.*
4. Minimum Hours / Team Interpreting - Does Rowan University anticipate any minimum-hour requirements for assignments or routine use of team interpreting for longer academic sessions? *We are aware of the standard 2 hour minimum for interpreting jobs.*
5. Award Structure - The RFP indicates that Rowan University may award multiple vendors. Can you confirm whether work will be distributed on a rotational, best-available, or department-request basis? *If awards to more than one vendor, work will be distributed on a number of factors, including best-available, or department-request basis.*
6. Is it possible to use Sign Language interpreters who are not yet certified by having them pass an agency screening? *Interpreters would need to be certified.*
7. I don't see a cancellation policy for services. Can we propose one? *Yes*
8. By criminal background check, is a name check enough or would fingerprinting be required? *Agencies would need to adhere to the same background checks for the state of New Jersey.*
9. What were the total number of hours of service in 2024 and 2025? *FY24 = 882 hours. FY25 = 2,708 hours*
10. Who is the current vendor and can you share the current rates being paid? *The current vendor is Integrity Interpreting. Their hourly rate for interpreting is \$90/hour with a minimum of 2 hours.*
11. Is there a current incumbent providing these services? If so, could you please share the names of the current vendors and their respective pricing? *\$90/hour with a minimum of 2 hours.*
12. What is the estimated volume for these positions? *Varies. We currently have 8 or 9 nine students requesting interpreting services.*
13. Will the sign language interpreters be working 8-hour shifts from Monday to Friday? If no, how many hours and days per week will they be working? *It varies based on the student's class schedules.*
14. What is the total allocated budget for the contract? *This varies based on the number of students in need of sign language interpreting.*