



OFFICE OF COUNTY MAYOR GLENN JACOBS

Procurement Division, 1000 N. Central Street, Suite 100, Knoxville, TN 37917

Knox County Procurement Division Addendum I to Invitation to Bid #3508 Sign Language/Interpreter Services

Addendum Date: January 11, 2024

Buyer: Christina Beeler

Opening Date: January 24, 2024

Total Page(s): Two (2) pages

The following is for Clarification:

Question 1: Would you be able to consider a vendor that only provides staff in the school system?

Answer 1: No, we are looking for a service option for all Knox County departments.

Question 2: Is there an incumbent vendor for this bid? If so, please name the incumbent(s).

Answer 2: Yes, Partner Interpreters is the incumbent vendor.

Question 3: If there is an incumbent, at what rates are services being offered?

Answer 3:

1. Business Hours: Monday - Friday 8:00 a.m. - 5:00 p.m. 2 hour minimum with a 24 hour notice: \$75.00/hr.
2. Business Hours: Monday - Friday 8:00 a.m. - 5:00 p.m. 2 hour minimum with less than 24 hour notice: \$100.00/hr.
3. After Hours: Monday - Thursday 5:00 p.m. - 8:00 a.m. 2 hour minimum with 24 hour notice: \$100.00/hr.
4. Weekend Hours: Friday - Monday 5:00 p.m. - 8:00 a.m. 2 hour minimum with 24 hour notice: \$100.00/hr.
5. Holidays: 2 hours minimum with 24-hour notice: \$150.00/hr.
6. Video remote Interpreting 24/7/365. No Notice required: \$1.75/min.

Question 4: Was there a previous RFP for these services? If so, can we see that previous RFP document?

Answer 4: Yes, please find Bid #2738 on our website at https://www.knoxcounty.org/apps/solicitations/recent_awards.php

Question 5: Is Knox County planning to award contracts to a single vendor or multiple vendors?

Answer 5: Please see Section 1.15 of Bid #3508.

Question 6: If this contract utilizes multiple vendors, how will work be distributed?

Answer 6: The departments will have the choice to choose from awarded vendors based on their needs.

Question 7: Will VRI services be scheduled or on-demand?

Answer 7: Both will be accepted.



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- Question 8:** In order to project costs for this project, would Knox County provide a breakdown of how many assignments would have interpreters working on school grounds and/or coming in contact with students.
- Answer 8:** Not available.
- Question 9:** Would Knox County provide a list of locations in which services will take place as well as a schedule of parking fees?
- Answer 9:** Not available. Most Knox County sites have free parking available, with exception to downtown locations.
- Question 10:** What is the volume of historical usage for interpreting?
- Answer 10:** The historical spend for this contract: FY 2022: \$45,427.46, FY 2023: \$138,713.97, and so far for FY 2024: \$77,550.43.
- Question 11:** What is the volume of projected usage for interpreting?
- Answer 11:** This service is provided as needed. Please see Question and Answer #3 for current rates and #10 for historical usage.
- Question 12:** Section I General Terms and Conditions, Items 1.10 and 1.12 - Can the County please clarify the method of bid submission?
- Answer 12:** Please see Section 1.6 Bid Delivery and Section 1.13 for information regarding electronic transmission.

End of Addendum #1.

Addendum must be acknowledged in Section 5.8 of your submittal.

Christina Beeler, CPPB
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