

BERGEN COMMUNITY COLLEGE  
400 PARAMUS ROAD  
PARAMUS, NEW JERSEY 07652  
REMOTE CART AND TYPEWELL SERVICES  
RFP# R-090

# Clarification #1

November 16, 2020

This Clarification provides the answers to questions received.

Q. 1. The RFP specifically addresses Typewell software. Is the use of the specification software Typewell required for remote text interpreting or are the other competitor software types, (C-Print and Voice Writing) also acceptable? We have found that using the two category terms regardless of specific software preferences of the writers has been a bit easier for us to navigate.

A. 1. Although we have typically utilized Typewell services for the majority of the students we have previously supported it is possible to consider other types of software but this would be based on the individual/unique needs of each student.

Q. 2. Whether companies from Outside USA can apply for this? (like, from India or Canada)

A. 2. Proposals from all qualified companies will be considered.

Q. 3. Whether we need to come over there for meetings?

A. 3. The services would be provided remotely. There is no reason to come to campus for meetings.

Q. 4. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

A. 4. This determination would have to be made by the company submitting the proposal.

Q. 5. Can we submit the proposals via email?

A. 5. Proposals may not be emailed.

Q. 6. The wording says, "The College will award a contract to a single Proposers for both remote CART services and Typewell services, all of which are described below." Because it says, proposerS and "both" I want to make sure I understand. Is this award going to only one business?

A. 6. Correct. This award will be to one business.

Q. 7. How many hours of CART services were provided in the 2019 calendar year?

A. 7. There has been no requests from eligible students in the past year for CART services, all students have utilized Typewell.

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- Q. 8. How many hours of TypeWell services were provided in the 2019 calendar year?  
A. 8. In the previous year we have utilized 404 hours for Typewell services.