

# Clarification # 1

October 14, 2024

1. The RFP states that there will be only one award. Does that mean that bidders are required to perform all services (ASL, CART, and Typewell)?  
*Yes*
2. What are the specific requirements referenced by "at least 2-years specialized CART training"?  
*In past RFP's, we asked that captionists had NCRA training and completion of certification exam (National Court Reporters Association)*
3. Our remote live captioners are certified on internal standards that are comparable to NCRA. They are not necessarily certified with NCRA or any official certification body. Is that acceptable?  
*Captionists should be certified.*
4. Why doesn't the Fee Proposal have a place for ASL interpreting?  
*ASL interpreting is not frequently required.*
5. What live meeting platforms do you use?  
*WebEx*
6. Do you use any accommodation tracking tools, such as AIM?  
*The college has created its own tracking system.*
7. Who is the incumbent vendor?  
*Karasch & Associates*
8. Do you have any pain points with the existing vendor?  
*No.*
9. What rates do you currently pay?  
*An OPRA Request must be submitted to receive this information.*
10. Can we include with our proposal suggested supplemental terms that align with our business process?  
*No.*
11. How many Deaf/Hard of Hearing individuals utilize the remote ASL (VRI) Services?  
*The number of students utilizing ASL interpreting services varies by semester. Based on data for the past 2 years, approximately 4-10 students per semester.*

**BERGEN COMMUNITY COLLEGE  
400 PARAMUS ROAD  
PARAMUS, NEW JERSEY 07652  
REMOTE ASL INTERPRETING, CART AND TYPEWELL SPEECH TO TEXT SERVICES  
RFP# R-103**

12. What price the establishment is currently paying?  
*An OPRA Request must be submitted to receive this information.*
13. Will this be a multiple award or single award?  
*Single award.*
14. Are we able to bid on just one service?  
*No.*
15. Could you please provide the current/previous incumbent and rates for the requested services?  
*An OPRA Request must be submitted to receive this information.*
16. What is the anticipated volume and budget for each service?  
*Three to ten students who are both part time and full time.*