

SOLICITATION COVER SECTION

Issuing Entity: The Trustees of the California State University, San Diego State University

Solicitation Number: 7079

Solicitation Title: American Sign Language Interpretation Services

Issuing Location: San Diego State University

Solicitation Method (Select One): Request for Proposal (RFP)

RFP Procurement Contact:

Name: Ian Dangler
Title: Procurement Professional III
Email: idangler2@sdsu.edu

PLANETBIDS Instructions:

All questions, interpretations, and requests for clarification regarding this solicitation must be submitted through PLANETBIDS no later than the deadline identified in the Schedule of Events.

All official communications, responses to questions, and addenda will be issued through PLANETBIDS. Communications outside of PLANETBIDS, including direct email contact with the Contract Manager, are not authorized for substantive RFP matters and shall not be binding or modify the terms of this solicitation.

Bidder or Proposer:

For purposes of this solicitation, "Bidder" and "Proposer" may be used interchangeably to refer to a responding entity. The solicitation method identified above determines the applicable requirements and procedures. See Section 2 for defined terms.

Please ensure to fill out Rider A.

SCHEDULE OF EVENTS

The following schedule sets forth the anticipated timeline for this solicitation. CSU reserves the right to revise the Schedule of Events at its discretion.

Event	Date	Pacific Time (PT)
Solicitation Release Date	May 29, 2026	TBD
Deadline for Written Questions	June 12, 2026	2:00 PM
Submission Deadline	July 1, 2026	2:00 PM
Interviews / Presentations (If Applicable)	TBD	TBD
Notice of Intent to Award	TBD	TBD
Anticipated Contract Award	August 2026	N/A

All times referenced in this solicitation are local time at the issuing campus or CSU Office of the Chancellor (Pacific Time).

If a Mandatory Pre-Submission Conference is identified above, attendance is required in order to submit a responsive submission.

It is the responsibility of Bidders or Proposers to monitor PLANETBIDS for updates to the Schedule of Events, including all addenda.

The dates set forth in the Schedule of Events through and including the Submission Deadline may be revised only by addendum issued through PLANETBIDS. For purposes of this solicitation, an addendum includes any formal amendment or modification issued through PLANETBIDS, including system updates to event dates and times and addenda issued as attachments.

Dates following the Submission Deadline are estimates only and may be adjusted at CSU's discretion. Adjustments to anticipated post-submission dates do not require an addendum and may be communicated through PLANETBIDS or other reasonable means.

CSU reserves the right to include additional evaluation steps or modify the procurement timeline as necessary.

Table of Contents

SOLICITATION COVER SECTION	1
SCHEDULE OF EVENTS	2
SECTION 1 – INTRODUCTION	5
1.1 Purpose	5
1.2 Project Overview	5
1.3 Term of Contract	5
1.4 Scope of This Solicitation	6
1.5 No Guarantee of Participation or Volume	6
1.6 Funding Source	6
SECTION 2 – SCOPE OF WORK	6
2.1 General Requirements	6
2.2 Description of Goods and/or Services	7
2.3 Deliverables	8
2.4 Implementation and Transition	8
2.5 Performance Standards	8
2.6 Contractor Responsibilities	8
2.7 CSU Responsibilities	8
2.8 Facilities Maintenance	9
2.9 Prevailing Wage	9
2.10 Federal Funding	9
2.11 Brand Names	9
SECTION 3 – EVALUATION AND SELECTION CRITERIA	9
3.1 Responsiveness Review	9
3.2 Responsibility Determination	9
3.3 Evaluation Methodology	9
3.4 Evaluation Criteria (RFP – Best Value)	10
3.5 Cost Evaluation	10
3.6 Evaluation Process	10
3.7 Clarifications and Discussions	10
3.8 Preference Application	11
3.9 Notice of Intent to Award	11
3.10 Information Technology Project Approval (If Applicable)	11

SECTION 4 – INSTRUCTIONS, CONTENT, AND FORMAT	11
4.1 Questions Regarding Solicitation	11
4.2 Errors and Omissions	11
4.3 Use of Artificial Intelligence in Proposal Preparation	11
4.4 Submission of Proposals	12
4.5 Solicitation Attachments	12
4.6 Withdrawal or Modification of Proposal	12
4.7 Proposal Organization and Content	12
4.8 Clarifications	13
4.9 Disposition of Proposals and California Public Records Act	13
SECTION 5 – CSU TERMS & CONDITIONS AND RIDERS	13
5.1 Incorporation by Reference	13
5.2 Governing Version	14
5.3 Updates Prior to Award	14

Attachments:

Rider A	-	SDSU RFP Bidder Response Checklist
Exhibit A	-	CSU and SDSU Profile
Exhibit B	-	Clarifications
Exhibit C	-	Definitions
Exhibit D	-	Solicitation Methodology Definitions
Exhibit E	-	Accessibility Requirements
Exhibit F	-	Contractor Qualifications
Exhibit G	-	Information Security and Cybersecurity
Exhibit H	-	Protest Procedures
Exhibit I	-	General Solicitation Provisions
Exhibit J	-	Preference Programs
Exhibit K	-	Bidder Certifications
Exhibit L	-	Order of Precedence
Exhibit M	-	Additional Solicitations Provisions
Exhibit N	-	CSU Strategic Priorities and Value-added Contributions
Exhibit O	-	SDSU Proposal Certification Form
Exhibit P	-	SDSU RFP Personnel Expertise Form
Exhibit Q	-	SDSU RFP Qualification Form
Exhibit R	-	SDSU RFP Reference Form
Exhibit S	-	Sustainability Questionnaire
Exhibit T	-	Voluntary Product Accessibility Template (VPAT)

SECTION 1 – INTRODUCTION

1.1 Purpose

The purpose of this solicitation is to obtain competitive proposals or bids from qualified firms to provide the goods and/or services described herein.

If this solicitation involves Information Technology Resources (“ITR”), as defined in this solicitation, such goods and/or services shall comply with applicable ITR requirements, including any required feasibility study review and Systemwide approvals pursuant to CSU policy.

CSU intends to award a contract in accordance with the selected solicitation methodology to the responsive and responsible Bidder whose submission meets the requirements of this solicitation and supports the award determination under the applicable method.

1.2 Project Overview

San Diego State University, Student Disability Services (SDS) is seeking the services from qualified Contractors to provide American Sign Language (ASL) Interpreting Services to eligible Deaf and hard-of-hearing students as well as some University wide events. American Sign Language (ASL) Interpreting services uses specialized skills to aid Deaf or hard-of-hearing students in academic classroom, laboratory, or other settings, facilitating effective communication and removing barriers to access service. American Sign Language (ASL) Interpreting facilitates communication between Deaf or hard-of-hearing students and the instructor as well as other students. This involves accurately interpreting spoken language into American Sign Language (ASL) Interpreting and vice versa, ensuring that all information, discussions, and instructions are accessible to the Deaf or hard-of-hearing student(s).

The Contractor will need to provide In-person American Sign Language (ASL) Interpreting Services that are extremely reliable, dependable, and accurate. The lectures, discussions and experiences in an academic classroom cannot be repeated. The University's students' academic success depends upon access to the academic content provided by the interpreter.

The detailed Scope of Work, performance standards, and deliverables are set forth in the Scope of Work section of this solicitation. CSU reserves the right to award a contract in whole or in part, as deemed in the best interest of the University.

1.3 Term of Contract

Initial Term: 2 Years

Optional Extension Period(s): Five (5) one-year periods

Any renewal or extension of the Agreement shall be subject to mutual written agreement of the parties and continued funding availability.

1.4 Scope of This Solicitation

This solicitation is issued by the campus identified in the Cover Section. If issued on a systemwide basis, this solicitation may be used by CSU campuses and authorized locations unless otherwise specified. If issued by a single campus, this solicitation is limited to that campus and its authorized departments.

Only the Chancellor's Office, or a campus acting pursuant to written delegated authority from the Chancellor's Office, may issue a systemwide solicitation on behalf of the California State University.

Nothing in this solicitation or any resulting Agreement shall be interpreted as expanding the procurement authority of the issuing campus beyond the delegated authority granted under CSU policy.

1.5 No Guarantee of Participation or Volume

Unless expressly stated otherwise in this solicitation, nothing herein shall be construed as a guarantee of participation, purchase volume, minimum spend, or mandatory adoption by any CSU campus, auxiliary organization, the University of California, or the Foundation for California Community Colleges.

Participation by any authorized entity is voluntary and subject to that entity's independent procurement authority, internal approvals, and fiscal authorization.

CSU makes no representation or warranty regarding the level of participation, aggregate usage, or total value of purchases under any resulting Agreement.

If this solicitation expressly identifies mandatory participation, designated primary vendor status, joint procurement authority, or minimum purchase commitments, such provisions shall govern as expressly stated in this solicitation.

1.6 Funding Source

If this procurement is funded in whole or in part with federal or restricted funds, additional requirements may apply as identified in this solicitation.

SECTION 2 – SCOPE OF WORK

2.1 General Requirements

The Contractor shall provide all labor, materials, equipment, supervision, and other resources necessary to perform the goods and/or services described in this Section.

The Scope of Work establishes the minimum requirements. Bidders may propose additional features or enhancements that provide added value to CSU, provided such proposals clearly identify any deviations.

2.2 Description of Goods and/or Services

The Contractor shall provide the following:

2.1.1. Contractor must have the capacity to provide 80 - 250+ hours of in-person interpreting services per month. Service needs vary widely based on student demand.

2.1.2. Events/Classroom sessions can be 50 minutes to 3 hours in duration.

2.1.3. Contractor must have the capacity to respond to and fill interpreting requests during evenings (5:00 pm - 9:00 pm) and on weekends, in addition to regular business hours.

2.1.4. Contractor shall supply personnel to perform interpreting services in a professional and timely manner, creating the least amount of distraction possible.

2.1.5. Contractor must attain near 100% reliability in terms of being present and ready to work at the designated start time of each assignment.

2.1.6. Contractor must have the capacity to provide in-person American Sign Language (ASL) interpreters during regular business hours, evening hours, night hours, weekend hours and holiday hours when requested.

2.1.7. Contractor is required to confirm receipt of interpreting requests within a 24- hour time frame. Failure to respond within this period will prompt Student Disability Services (SDS) to query secondary Contractors.

2.1.8. Contractor must notify Student Disability Services (SDS) by email if unable to fulfill the request within 72 hours of receiving the request.

2.1.9. Contractor shall provide a list of interpreters and update the list when changes are made.

2.1.10. Contractor shall make every attempt to schedule specific interpreters to meet student requests when a specific interpreter is requested. If the Contractor is not able to schedule a specific interpreter, the Contractor shall email a list of alternate interpreters to the Student Disability Services (SDS) office 24 hours in advance of scheduled class.

2.1.11. Contractor must have the capacity to provide in-person classroom interpreting for multiple Deaf or hard -of -hearing students in different classrooms at high impact hours.

2.1.12. Contractor shall quickly adjust to changes in the availability of their own staff, even if those changes occur at the last minute.

2.1.13. Contractor shall provide staff that acts professionally at all times, engaging in respectful communications with a student in an academic setting, and in scheduling with Student Disability Services (SDS) office staff.

2.1.14. Contractor must work closely with San Diego State University (SDSU) staff to coordinate interpreting services effectively and address logistical challenges.

2.1.15. Contractor must provide services that are performed by personnel possessing competency and certification consistent with industry standards.

2.1.16. Contractor must have capability to place interpreters onsite in multiple locations at the same time, during high impact hours and to cover cancellations or changes in availability of their own staff.

2.1.17. If a student is late, the Contractor shall wait (20) minutes after the class/event has started and must notify Student Disability Services (SDS) if a student does not show.

2.1.18. Contractor shall confirm interpreter assignment schedules within the Student Disability Services (SDS) scheduling system and shall confirm acceptance of assignments with the DHH Coordinator through the SDS scheduling system and/or via email, as directed by SDS. Contractor shall maintain a daily report of filled service requests and provide it upon request by SDS.

2.1.19. Remote interpreting will only be considered for remote courses and is not an alternative to in-person interpreting when students are attending classes or events on campus.

2.1.20. In case of cancellation the University will provide a 48 - hour cancellation notification.

2.1.21. The University will not be responsible for campus parking permits as well as reimbursements for travel, communications, incidentals, and miscellaneous services.

2.3 Deliverables

The Contractor shall provide all deliverables required under this solicitation, including documentation, reports, training materials, and other items specified herein.

2.4 Implementation and Transition

If this solicitation involves implementation of software, systems, or hosted services, the Contractor shall provide an implementation plan including governance, milestones, data migration, testing, training, and transition procedures.

2.5 Performance Standards

All work shall be performed in a professional and workmanlike manner consistent with industry standards and applicable law.

2.6 Contractor Responsibilities

The Contractor shall maintain required licenses, provide qualified personnel, protect CSU property and University Data, and comply with all applicable CSU policies and laws.

2.7 CSU Responsibilities

CSU shall designate a contract administrator and provide reasonable access to facilities or information necessary for performance.

2.8 Facilities Maintenance

If this solicitation involves facilities maintenance services, the applicable CSU Facilities Maintenance Rider shall be attached and incorporated.

2.9 Prevailing Wage

If prevailing wage requirements apply, Bidders must include all applicable costs in their proposals. Prevailing wage will not be imposed post-award without mutual written amendment.

2.10 Federal Funding

If funded in whole or in part with federal funds, the resulting Agreement shall be subject to 2 C.F.R. Part 200 and other applicable federal regulations.

2.11 Brand Names

Any reference to brand names in this solicitation is intended to describe the standard of quality, performance, or functionality desired and is not intended to restrict competition unless expressly stated.

Equivalent products or services that meet or exceed the stated requirements will be considered, provided the Bidder clearly describes the proposed substitute and demonstrates how it meets the requirements of this solicitation.

CSU reserves the right to determine whether a proposed substitute is equivalent to and meets the required standards. CSU may require additional descriptive material, technical documentation, or samples to evaluate proposed equivalents.

SECTION 3 – EVALUATION AND SELECTION CRITERIA

3.1 Responsiveness Review

All proposals shall be reviewed to verify that the Bidder has met the submission requirements of this solicitation.

A proposal may be deemed nonresponsive if it fails to comply with submission instructions, omits required documentation, fails to meet mandatory requirements, or takes material exception to CSU's Terms and Conditions.

3.2 Responsibility Determination

Prior to award, CSU may determine whether a Bidder or proposer is responsible. Responsibility considerations may include financial stability, experience, past performance, capacity to perform, compliance with law, and debarment status.

3.3 Evaluation Methodology

Evaluation and award shall be conducted in accordance with the solicitation methodology identified in this solicitation.

For RFP solicitations, total evaluation points shall equal 100 points.

3.4 Evaluation Criteria (RFP – Best Value)

Evaluation Criteria (Total = 100-110 Points):

CRITERIA	POINTS
Cost Proposal	25
Qualifications & Experience	35
Technical Approach	30
Value Add	10
DVBE Incentive	Up to 5
Small Business Incentive	Up to 5
TOTAL POINTS	100-110

3.5 Cost Evaluation

Pricing shall remain firm and valid for not less than one hundred eighty (180) calendar days from the proposal submission deadline.

For evaluation purposes, “Cost” shall mean the total evaluated cost as defined in this solicitation, including all required pricing components and mandatory options.

3.6 Evaluation Process

Evaluation may be conducted through individual scoring, consensus scoring, or a combination thereof.

Evaluation scores and rankings shall support the award determination. Final award shall be made in accordance with the evaluation criteria and methodology stated in this solicitation.

The evaluation criteria and relative weighting identified in this solicitation represent the sole criteria upon which proposals will be evaluated. No additional criteria shall be used in the evaluation.

Evaluation scoring methodologies are internal processes and shall not create additional rights or procedural entitlements for proposers beyond those expressly stated in this solicitation.

Evaluation of proposals may involve the exercise of professional judgment by CSU evaluators, and such judgment shall not be subject to challenge solely on the basis of disagreement with the evaluators’ conclusions.

3.7 Clarifications and Discussions

CSU may request clarification of proposals. For RFP solicitations, CSU may conduct discussions or negotiations consistent with the evaluation criteria and applicable law.

Clarifications shall not permit material modification of a proposal unless conducted as part of authorized discussions or negotiations consistent with this solicitation and applicable law.

3.8 Preference Application

Small Business preference, DVBE participation requirements and incentives, TACPA, and other statutory preferences shall be applied in accordance with applicable law.

3.9 Notice of Intent to Award

Upon completion of evaluation, CSU will issue a Notice of Intent to Award identifying the intended awardee(s).

3.10 Information Technology Project Approval (If Applicable)

If this solicitation involves Information Technology Resources ("ITR"), as defined in this solicitation, and the estimated total cost for procurement and implementation is \$1,000,000 or greater, and the project involves an activity or outcome determined to be high risk or high impact to the CSU, the project may be subject to feasibility study review and approval in accordance with CSU policy.

SECTION 4 – INSTRUCTIONS, CONTENT, AND FORMAT

4.1 Questions Regarding Solicitation

All questions, interpretations, or requests for clarification regarding this solicitation must be submitted in writing through PLANETBIDS no later than the deadline identified in the Schedule of Events.

Responses to questions and any addenda will be posted in PLANETBIDS. Oral statements concerning the meaning or intent of this solicitation are not binding and are not authorized.

4.2 Errors and Omissions

If a Bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in this solicitation, the Bidder shall promptly notify CSU in writing prior to the proposal submission deadline.

CSU may issue an addendum to correct or clarify the solicitation. Submission of a proposal constitutes acknowledgment of all addenda.

4.3 Use of Artificial Intelligence in Proposal Preparation

If generative artificial intelligence tools are used to materially draft or prepare the Bidder's proposal, the Bidder shall disclose such use in its submission.

The Bidder remains solely responsible for the accuracy, originality, and compliance of its proposal.

CSU solicitation materials, communications, addenda, and any non-public information obtained through the solicitation process shall not be used to train, fine-tune, improve, or develop any artificial intelligence system.

4.4 Submission of Proposals

Proposals must be submitted electronically through the official solicitation platform identified in this solicitation no later than the date and time specified in the Schedule of Events. PLANETBIDS is the preferred CSU solicitation platform; however, certain campuses may utilize an alternate authorized electronic solicitation system as identified in the solicitation.

The official time of receipt shall be the date and time recorded by the designated electronic solicitation platform.

Bidders are solely responsible for ensuring that all required documents and attachments are fully uploaded, finalized, and successfully submitted prior to the deadline.

Proposals not fully submitted and timestamped by the designated platform by the deadline shall be deemed late and shall not be accepted. No other form of proposal submission will be accepted unless expressly authorized in writing in this solicitation.

For solicitations issued through an authorized electronic solicitation platform other than PLANETBIDS, the submission, timing, and completeness requirements set forth in this section shall apply in the same manner as if submitted through PLANETBIDS.

Regardless of the electronic solicitation platform utilized, Bidders remain responsible for compliance with all submission requirements stated in this solicitation.

Technical difficulties experienced by the Bidder, including internet connectivity issues, file upload failures, or user error, shall not excuse late submission. The electronic timestamp recorded by the designated solicitation platform shall be conclusive.

4.5 Solicitation Attachments

Certain forms, exhibits, certifications, Riders, or other documents referenced in this solicitation may be provided as separate files within the PLANETBIDS solicitation event rather than embedded in this document. All such materials posted within the PLANETBIDS event are incorporated into and form part of this solicitation.

4.6 Withdrawal or Modification of Proposal

A proposal may be withdrawn or modified through PLANETBIDS prior to the submission deadline. After the deadline, proposals may not be modified except as permitted by law.

4.7 Proposal Organization and Content

Proposals shall be organized in accordance with the structure identified in this solicitation and include all required components, including technical response, cost proposal, certifications, and preference documentation where applicable.

4.8 Clarifications

CSU reserves the right to request clarification of minor clerical errors or immaterial irregularities that do not affect the price, scope, ranking, or substantive responsiveness of the proposal. Clarifications shall not permit material modification of a proposal except as part of authorized discussions or negotiations conducted in accordance with this solicitation and applicable law.

4.9 Disposition of Proposals and California Public Records Act

Proposals submitted in response to this solicitation become records of the California State University and may be retained for official files.

Proposals are subject to disclosure in accordance with the California Public Records Act (Government Code §§ 6250–6276.48). CSU will maintain the confidentiality of proposals to the extent permitted by law.

If a Bidder believes that certain information contained in its proposal is exempt from disclosure under the California Public Records Act, the Bidder must clearly identify such information and provide written justification specifying the legal basis for the claimed exemption. Confidential or proprietary material should be clearly marked on each page for which confidentiality is claimed.

Blanket designations of an entire proposal or substantial portions thereof as confidential, proprietary, or trade secret are discouraged and may be deemed ineffective. CSU reserves the right to determine whether such designations are reasonable and consistent with the California Public Records Act.

CSU shall review all requests for nondisclosure in accordance with applicable law. Marking information as confidential does not guarantee that it will be exempt from disclosure.

If CSU receives a request for disclosure of information that the Bidder has clearly identified and justified as confidential or exempt, CSU shall make reasonable efforts to notify the Bidder prior to release to the extent permitted by law. CSU shall have no obligation to assert, defend, or maintain any claim of exemption on behalf of the Bidder.

Except as otherwise expressly provided in the resulting Agreement, submission of a proposal does not transfer ownership of the Bidder's intellectual property to CSU. However, CSU reserves the right to use concepts, ideas, and information contained in any proposal for purposes of evaluating proposals or structuring future solicitations.

Submitted proposals will not be returned.

SECTION 5 – CSU TERMS & CONDITIONS AND RIDERS

5.1 Incorporation by Reference

The CSU Terms and Conditions of Purchase and any applicable Riders shall be attached to this solicitation and incorporated by reference into the resulting Agreement.

The resulting Agreement shall consist of the executed contract document, this solicitation (including all exhibits, appendices, and attachments), any addenda issued by CSU, and the CSU Terms and Conditions of Purchase and applicable Riders.

These documents collectively form the contractual framework governing the resulting Agreement and shall be binding upon the parties upon execution.

5.2 Governing Version

The version of the CSU Terms and Conditions of Purchase and any applicable Riders, and any incorporated documents attached to this solicitation, or identified by CSU through a specific hyperlink or addendum issued prior to the Proposal Submission Deadline, shall govern.

Where such documents are provided by hyperlink rather than attachment, the version in effect as of the date of issuance of this solicitation, or as modified by addendum prior to the Proposal Submission Deadline, shall control. Subsequent revisions to website-posted versions shall not apply unless incorporated by addendum prior to award.

If any such documents are inadvertently omitted from the solicitation materials, CSU may provide the applicable version by addendum. Inadvertent omission shall not alter the governing version identified in this solicitation or any addendum.

In the event of any discrepancy between a website-posted version and the version attached to this solicitation or incorporated by addendum, the version attached or incorporated by addendum shall control.

5.3 Updates Prior to Award

If CSU updates the CSU Terms and Conditions of Purchase or any applicable Rider after issuance of this solicitation but prior to award, CSU may issue an addendum attaching the revised version.

Any such revised version shall apply only if disclosed through addendum prior to award. In the absence of such addendum, the version attached to this solicitation shall govern.

5.4 After Notice of Intent to Award

Following issuance of the Notice of Intent to Award, the version of the CSU Terms and Conditions and applicable Riders attached to this solicitation shall govern the resulting Agreement unless the parties mutually agree in writing to incorporate a revised version prior to contract execution.

CSU shall not unilaterally substitute a revised version after issuance of the Notice of Intent to Award.

5.5 Modifications and Redlines

Submission of a proposal does not obligate CSU to accept any proposed modifications to the CSU Terms and Conditions or applicable Riders.

Any proposed modifications must be expressly identified in the proposal and are subject to CSU's review and written agreement. Only those modifications expressly agreed to by CSU in writing and incorporated into the final executed Agreement shall be effective.