

**SAN FRANCISCO COMMUNITY COLLEGE DISTRICT  
CITY COLLEGE OF SAN FRANCISCO**



**REQUEST FOR  
Qualifications RFQ 2025-002**

***Realtime Captioning/CART Services  
&  
ASL Interpreters***

**Proposals Due Date: 08/15/2024 by 5:00 pm**

**Questions or requests for additional information may be submitted to:** City  
College of San Francisco – Disability Services & Programs for Students (DSPS) Deaf Services

**[Deafserv@ccsf.edu](mailto:Deafserv@ccsf.edu)**

Please indicate CAPTIONER or INTERPRETER in the subject line.

**Application is completed by submitting the attached questionnaire to  
[deafserv@ccsf.edu](mailto:deafserv@ccsf.edu). Resumes, certifications, and additional documents identified  
therein must be submitted as well. Please indicate CAPTIONER or INTERPRETER  
in the subject line.**

## **PURPOSE, OVERVIEW AND SCOPE OF WORK**

- **PURPOSE**

City College of San Francisco (CCSF) is seeking qualified captioners and ASL Interpreters to provide district-wide Realtime Captioning/CART Services and interpreting services to be used by CCSF students. It is our goal to optimize these accommodations in the District.

- **DISTRICT OVERVIEW**

About the District - City College of San Francisco (CCSF or City College) is a public community college in San Francisco, California. Founded as a junior college in 1935, the college plays an important local role, annually enrolling as many as one in nine San Francisco residents. CCSF is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC).

Comprising the entire San Francisco Community College District, CCSF is the only community college in San Francisco. The Ocean Avenue campus, bordering the Sunnyside, Westwood Park and Ingleside neighborhoods, is the college's largest location. The college has other campuses in the Financial District, Chinatown/North Beach, Bayview-Hunters Point, North of Panhandle, and Mission District.

CCSF offers courses in more than 50 academic programs and over 100 occupational disciplines. There is a wide selection of credit courses that lead to an associate degree, or which can be used to meet the general education requirements for transfer to four-year institutions. City College of San Francisco has articulation agreements with the California State University system, and other private and public universities in California and across the United States. Free non-credit courses in subjects such as ESL and citizenship as well as adult education classes are also provided. For additional information on the District, please visit [www.ccsf.edu](http://www.ccsf.edu).

- **CAPTIONER SCOPE OF WORK**

CCSF is looking for Computer Assisted Real Time (CART) Service providers for students who are deaf or hard of hearing to allow the students to access audible content as it is delivered during a class session.

Real time spoken words, environmental sounds and audible media captured during a class session to be delivered by Captioner to student's devices, notebook computer or a large display screen via Streamtext (captioning app).

Captioner will provide the warranties that all of the Contract services will be performed in a professional and workmanlike manner and in conformity with industry standards by persons reasonably suited by skill, training and experience for the type of services they are assigned to perform; that the Captioner will be responsible complying with all applicable federal, state and local laws in the performance of a resulting Contract.

### **Captioner Application Requirements**

- Captioner(s) assigned to CCSF have completed a Court Reporting Program and will provide copies of all applicable certifications and Resume with application.
- Provide, at minimum, two professional references. Provide the name of the school, contact person, email, and telephone number.
- Captioner(s) will have a working knowledge of their CAT software, and all captioning equipment, including laptop and Steno machine, with abilities to troubleshoot issues immediately. ***Ability to demonstrate that knowledge in a questionnaire/testing environment scheduled via zoom by CART Coordinator.***
- Captioner(s) will submit a Rate Sheet with costs and explanation of costs. District determines final rates for the contract.
- Captioners will be responsible for reading, reviewing, and signing CART/Realtime Captioner guidelines document upon contract approval.

# Captioner Questionnaire

Please complete this questionnaire. You must provide a copy of your resume, unofficial transcript, two (2) references, hourly rate(s) and explanation of rate(s), and any certifications that you have available.

1. What is your full name (first and last)?
2. If applicable, what is the name of your business?
3. What is the best phone number to reach you at?
4. What is the best email to reach you at?
5. How many years of experience do you have captioning in a **college environment**?  
1 - 2 years                      3 - 5 years                      more than 5 years
6. Do you have training in Court Reporting from an accredited institution? If yes, please provide the name of the school where you received your training.

7. What is your general availability?  
*\*Day classes are scheduled between the hours of 8 am to 4 pm Monday through Friday. Evening classes are scheduled between the hours of 4 pm - 10 pm Monday through Friday. Weekend classes may be scheduled between 8 am - 7 pm on Saturday or Sunday.*

8 am – 4 pm

4 pm – 10 pm

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

8. Do you have experience captioning live class meetings on Zoom?

Yes

No

9. Do you have all the necessary equipment for real time captioning in a classroom?

*\*Please note the District does not provide professional equipment for independent contractors.*

Yes

No

10. Please submit your resume, unofficial transcript, two (2) professional references, a rate sheet, and any certifications to [deafserv@ccsf.edu](mailto:deafserv@ccsf.edu) with the subject line CAPTIONER in the subject line.

- **INTERPRETER SCOPE OF WORK**

CCSF is looking for freelance ASL Interpreters for students who are deaf or hard of hearing to facilitate access for students to audible content as it is delivered during a class session.

Spoken language, environmental sounds and any media that occurs during a class session, must be interpreted into ASL or appropriate visual language by interpreter. This may be in person, in a classroom, or online via zoom.

Interpreter will provide the warranties that all the Contract services will be performed in a professional manner and adhere to the Interpreter Professional Code of Ethics, by persons reasonably suited by skill, training and experience for the type of services they are assigned to perform; that the Interpreter will be responsible for complying with all applicable federal, state and local laws in the performance of a resulting Contract.

### **Interpreter Application Requirements**

- Interpreter(s) assigned to CCSF have completed an Interpreter Training Program from an accredited school and/or certification from NAD, RID, or other professionally recognized certification body, and will provide copies of all applicable certifications and Resume with application.
- Provide, at minimum, two professional references. Provide the name of contact person, email, and telephone number.
- Interpreter(s) will have a working knowledge of industry standards for remote interpreting, and equipment and space for providing interpreting online. Ability to demonstrate that knowledge in a questionnaire/testing environment scheduled via zoom or in person by ASL Interpreter Coordinator.
- Interpreters will be responsible for reading, reviewing, and signing Interpreter guidelines document upon contract approval.

# Interpreter Questionnaire

Please complete this questionnaire. You must provide a copy of your resume, unofficial transcript, two (2) references, and any certifications that you have available.

1. What is your full name (first and last)?
2. If applicable, what is the name of your business?
3. What is the best phone number to reach you at?
4. What is the best email to reach you at?
5. How many years of experience do you have providing ASL interpretation in a **college environment**?  
1 - 2 years                      3 - 5 years                      more than 5 years
6. Do you have a degree in ASL Interpreting from an accredited ITP? If yes, please provide the name of the school where you received your training.

7. What is your general availability?  
*\*Day classes are scheduled between the hours of 8 am to 4 pm Monday through Friday. Evening classes are scheduled between the hours of 4 pm - 10 pm Monday through Friday. Weekend classes may be scheduled between 8 am - 7 pm on Saturday or Sunday.*

8 am – 4 pm

4 pm – 10 pm

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

8. Do you have experience interpreting live class meetings on Zoom?

Yes

No

9. Do you have a space, and necessary equipment to perform remote interpreting services?

*\*Please note that office space and equipment for interpreting (laptop with internet access) is not provided by the District for independent contractors.*

Yes

No

10. Please submit your resume, unofficial transcript, two (2) professional references, and certifications to [deafserv@ccsf.edu](mailto:deafserv@ccsf.edu) with the subject line INTERPRETER in the subject line.