



BRIAN SANDOVAL
Governor

STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING AND DISABILITY SERVICES DIVISION

3416 Goni Road, D-132
Carson City, Nevada 89706
(775) 687-4210 • Fax (775) 687-0574
adsd@adsd.nv.gov

MICHAEL WILLDEN
Director
JANE GRUNER
Administrator

Aging and Disability Services Division
Request For Information No. 1
for

VIDEO REMOTE INTERPRETING SERVICE
Release Date: April 17
Deadline for Submission: July 15th

For additional information, please contact:
Julie Balderson, Program Specialist
(775) 687-0519

This document must be submitted in the vendor's response

See Page 3 for instructions on submitting response.

Contact Information

Company Name _____

Address _____ City _____ State _____ Zip _____

Telephone (____) _____ Fax (____) _____

E-Mail Address: _____

Contact Person _____

Print Name & Title _____



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Request for Information process is different from an Invitation to Bid. The State expects vendors to propose creative, competitive solutions to the agency's stated problem or need, as specified below.

1. OVERVIEW OF PROJECT

The State of Nevada seeks a video-telecommunication service that uses devices such as web cameras or videophones to provide sign language interpreting services. This would be done through a remote or offsite interpreter, in order to communicate with persons with whom there is a communication barrier due to hearing or speech impairment.

2. SCOPE OF WORK

- 2.1 **Purpose:** The State seeks a service that would allow the State to provide on-demand interpreter services for individuals who require accommodations as outlined above to attend legislative hearings, public meetings, and conduct business at State offices. The service would ensure that highly skilled and nationally certified interpreters are available at any location where business of the State is conducted through the use of web cameras, portable tablets, videophones, and smart phones, as appropriate for the situation.

Additionally, training State staff to use the equipment and service will be necessary as part of initial implementation and continued use/maintenance.

In some cases, additional equipment may need to be purchased to accommodate the service, and /or improvements may be needed for existing internet and/or telephone line connections. A needs assessment of necessary upgrades from the vendor to ensure the service functions as intended is crucial.

Currently, Nevada has a separate contract for telecommunications relay service, and telephonic translation service.

2.2 Cost:

Rough estimate cost proposals for this service and any specific equipment are requested.

2.3 Submittal Instructions:

The Division will accept questions and/or comments in writing, received by e-mail regarding this RFI as follows:



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Questions must reference the identifying RFI number and be addressed to the State of Nevada, Aging and Disability Services Division, Attn: Julie Balderson, e-mailed to jabalderson@adsd.nv.gov or faxed to (775) 687-0756. The deadline for submitting questions is April 30 at 5:00pm, Pacific Time. All questions and/or comments will be addressed in writing and responses e-mailed or faxed to vendors submitting questions on or about May 15, 2014. The questions and answers will be posted as an Amendment at <http://nvaging.net> on the State of Nevada Aging and Disability Services Division website. Please provide company name, address, phone number, e-mail address, fax number, and contact person when submitting questions.

2.4 RFI Timeline

TASK	DATE/TIME
Release date	April 17, 2014
Deadline for submitting questions	May 15 @ 5:00pm
Answers to all questions submitted available on or about	June 30 @5:00pm
RFI response due no later than	<u>July 15 @ 5:00pm</u>

NOTE: These dates represent a tentative schedule of events. The State reserves the right to modify these dates at any time, with appropriate notice to prospective vendors.

2.5 Proposal Submission Requirements:

Vendors shall submit their response as designated below:

- One (1) original marked "MASTER"
- Two (2) identical copies

Proposal shall be submitted to the State in a sealed package and be clearly marked:

"Proposal in Response to RFI No. 1

If the separately sealed proposal, marked as required above, are enclosed in another container for mailing purposes, the outermost container must fully describe the contents of the package and be clearly marked:

REQUEST FOR INFORMATION NO.: 1



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Proposal should be received at the address referenced below no later than 5:00pm Pacific Time, on July 15. Responses that do not arrive by proposal opening time and date may not be considered in the development of this project. Vendors may submit their proposal any time prior to the above stated deadline.

Response shall be submitted to:

Julie Balderson
Aging and Disability Services
3416 Goni Road D#132
Carson City, NV 89706

Thank you for your interest and response to this Request for Information.