

Q&A for RFI No. 1 Video Remote Interpreter Services

Deadline extended to Friday, August 29 at 5:00pm

1. Is there a pre-established schedule for the legislative hearings and public meetings mentioned in the SOW?

Some meetings follow a pre-set schedule while others are set as needed. All public meetings are announced at least three business days before the meeting time.

2. Can you please disclose the vendor for both your VRS (Video Relay Service) and telephonic interpretation services?

Video Relay Services are provided by Hamilton Relay. Telephonic interpretation services are provided by CTS Language Link, Language Line Services, and Pacific Interpreters.

3. Can you please disclose the current rate for the services currently being procured?

Telephonic interpretation services range from \$0.82 to \$0.89 per minute depending on the vendor. TRS is provided at \$1.92 per minute.

4. Please provide current historical usage for the last year for both services offerings.

We cannot provide historical usage data.

5. Do the state employees or users of the proposed VRI service currently have or have the ability to procure Apple iPads, iPhones, Android tablets or phones?

No.

6. Will a RFP follow this RFI, if so can you provide the timeline for that solicitation?

This determination will be made upon review of responses to the RFI.

7. Does the state intend to issue a solicitation and have vendor selection completed and awarded by 7/1/2014?

No.

8. Is there an incumbent vendor for these services?

No.

9. If yes, who is the vendor(s) and what rates do they provide for the services?

N/A see question 8

10. What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?

This is unknown, as this is a new service.

11. What is the expected volume of this contract?

Usage is unknown at this time.

12. Is there any historical data for Video Remote Interpretation Services and On-Demand Interpreter Services?

No.

13. Will any formal contract solicitations resulting from this RFI be open to out of state vendors?

Contract solicitations are not limited to in-state vendors

14. Is this a multiple source award contract?

A contract resulting from this RFI could be awarded to multiple vendors

15. What method do you currently use for ASL currently?

On-site interpreter services are used at this time.

16. Can you provide an estimate of the DEPARTMENT OF HEALTH AND HUMAN SERVICES AGING AND DISABILITY SERVICES DIVISION spend annually for providing ASL with your current method?

Contract spending information is not available

17. What is the typical or average length in minutes for your actual current use of ASL via in person local resources?

15-60 minutes

18. What is the typical length in minutes or hours that you have to pay for those same resources in order to cover the actual usage?

In-person local contracted resources require a two hour minimum.

19. Are the locations that you need service limited to the 5 offices on <http://aging.state.nv.us/index.htm>, or will there be other locations as this is important to know for training?

Training for these services will need to be provided to staff members who work at the 20 locations listed at: [http://adsd.nv.gov/Contact/Contact AllOffices/](http://adsd.nv.gov/Contact/Contact%20AllOffices/)

20. If so, can you provide information about the other locations?

This service may require off-site usage by staff trained at the office locations referenced in answer to question 19.

21. Any estimate of the number of devices (computers or mobile devices) that might need to be enabled to provide ASL via video?

At least one desktop computer and one laptop at each location's front office referenced in the response to question 19. This would be a minimum of 40 devices: 20 desktops, and 20 laptops. Any service should be able to demonstrate HIPPA and HITECH compliance, and not require removal of security firewalls.

22. Have you piloted systems for ASL via Video?

No

23. If so which ones?

N/A see response to question 22.

24. Have you seen demonstrations of systems for ASL via Video?

No

25. If so which ones?

N/A see response to question 24

26. If you obtain ASL via video does the DEPARTMENT OF HEALTH AND HUMAN SERVICES AGING AND DISABILITY SERVICES DIVISION envision any need for using the same technology to obtain spoken language interpreters as well or will this be used ONLY for ASL?

The Department of Health and Human Services Aging and Disability Services Division does not anticipate a need for spoken language services. See Question 2.

27. To accomplish a needs assessment of necessary upgrades from the vendor to ensure the service functions as intended is crucial will you be able to provide inventories of equipment intended for use of the service along with information about operating systems?

This information can be provided for needs assessment.

28. What would be the estimated number of staff that could potentially use the service?

Approximately 45 staff statewide could potentially use the service.