

REQUEST FOR BIDS

RFB COVER SHEET

Administrative Information:

RFB Number	005-RFB-1966-2026	Title of RFB	ASL Interpreting Services	
Agency	Iowa Department of Administrative Services (DAS)			
Initial term of Contract				
Number of years of the initial term of the Contract	1	Number of possible annual extensions	5	
Available to Political Subdivisions?	YES			
State Issuing Officer: Name: Carlos Fuentes, Phone: 515-240-2698 E-mail: carlos.fuentes1@iowa.gov				
Mailing Address: Iowa Department of Administrative Services Hoover State Office Building, Level 3 1305 East Walnut Street Des Moines, IA 50319-0105				
PROCUREMENT TIMETABLE—Event or Action			Date/Time (Central Time)	
State Posts Notice of RFB on TSB website			August 21, 2025	
State Issues RFB			August 23, 2025	
RFB written questions, requests for clarification, and suggested changes from Bidders due			September 3, 2025 @ 2:00 P.M.	
Bids Due			September 12, 2025 @ 2:00 P.M.	
NO LATE BIDS WILL BE ACCEPTED				
Relevant Websites				
Internet website where Addenda to this RFB will be posted https://solutions.sciquest.com/apps/Router/SupplierLogin?CustOrg=DASlowa				
Internet website where contract terms and conditions are posted https://das.iowa.gov/sites/default/files/procurement/pdf/050116%20terms%20services.pdf				
Firm Bid Terms				
The minimum number of days following the deadline for submitting Bids that the Bidder guarantees all Bid terms, including price, will remain firm is 120 Days.				

005-RFB-1966-2026 - ASL Interpreting Services

SECTION 1 - INTRODUCTION

1.1 Bidder Instructions

Bidder is to download this document and save to computer. Once saved, type in responses to the required sections and save again. Finally upload the document to IMPACS with your bid. As an option, the Bidder may print, write in responses, scan, and attach response. If this document is not attached to the bid response in IMPACS, the Bidder's bid may be disqualified.

1.2 Purpose

The purpose of this Request for Bids (RFB) is to solicit bids from qualified providers to provide the goods and/or services described further in this RFB to the Lead Agency and any Participating Agencies. The Lead Agency intends to award a contract(s) beginning and ending on the dates listed in the IMPACS solicitation, and the Lead Agency may extend the contract(s) for up to the number of annual extensions identified in the IMPACS solicitation at the sole discretion of the Lead Agency. Any contract(s) resulting from the RFB shall not be an exclusive contract.

1.3 Request for Bid (RFB) Definitions

Definitions – For the purposes of this RFB and the resulting contract, the following terms shall mean:

“Agency” means the agency identified in the IMPACS solicitation that is issuing the RFB and any other agency that purchases from the Contract.

“Alternative Bid” means a response to a bid that does not meet the exact requirements of the specification but offers an alternative for consideration. An alternative bid is submitted with an intentional variation to a provision, specification, term or condition of the solicitation. This alternative, in the opinion of the bidder, achieves the same end result. Alternative bids may be rejected as non-responsive.

“Bid” means the Bidder's bid submitted in response to the RFB.

“Bidder” means a vendor submitting a bid in response to this RFB.

“Contract” means the contract(s) entered into with the successful Bidder(s).

“Lead Agency” means the agency facilitating the procurement and establishing the Contract.

“Participating Agency” means the agency utilizing the established contract.

“Political Subdivisions” means cities, counties, and educational institutions.

“Responsible Bidder” means a Bidder that has the capability in all respects to perform the requirements of the Contract. In determining whether a Bidder is a Responsible Bidder, the Agency may consider various factors including, but not limited to, the Bidder's competence and

qualifications to provide the goods or services requested, the Bidder's integrity and reliability, the past performance of the Bidder relative to the quality of the goods or services offered by the Bidder and the best interest of the Agency and the State.

"Responsive Bid" means a Bid that complies with each of the provisions of this RFB, or is either an alternative bid or a bid with an exception, if accepted by the Agency.

"RFB" means this Request for Bids and any addenda hereto.

"State" means the State of Iowa, the Agency identified in the IMPACS solicitation, and all state agencies, boards, and commissions, and any political subdivisions making purchases from the Contract as permitted by this RFB.

- 1.4 Contract Term:** The term of the contract will begin October 1, 2025 and end on September 30, 2026. The Agency shall have the sole option to renew the contract upon the same or more favorable terms and conditions for up to five (5) annual extensions. The resulting contract will be available to all State Agencies.

1.5 Background Information

This RFB is designed to provide Bidders with the information necessary for the preparation of competitive Bids. The RFB process is for the Lead Agency's and Participating Agencies' benefit and is intended to provide the Lead Agency with competitive information to assist in the selection process. It is not intended to be comprehensive. Each Bidder is responsible for determining all factors necessary for submission of a comprehensive Bid.

Iowa Department of Corrections

The Iowa Department of Corrections (IDOC) is responsible for nine (9) institutions housing approximately 8,200 individuals, and the accreditation and funding of eight district departments of correctional services that supervise about 30,800 people in the community on any given day.

The Iowa Department of Corrections is seeking eligible Bidders to provide an effective On-Site and Video Remote (VRI) Sign Language Interpretive/interpreter Services for Deaf and Hard-of-Hearing (HOH) incarcerated individual(s).

On-Site American Sign Language Interpreter Services that may be needed for incarcerated individuals include but are not limited to: to complete their psych testing, meet with counselors or psychologists, classification meetings, Administrative Law Judge meetings, communication with family, legal communication, Board of Parole hearings, disciplinary hearings, medical and mental health screenings, educational classes, training, treatment classes and special events.

Iowa Vocational Rehabilitation Services (IVRS)

IVRS is seeking eligible Bidders to provide an effective On-Site and Video Remote (VRI) Sign Language Interpretive/interpreter Services for non-signing individuals who interact with Deaf individuals.

The Contractor shall respond to requests from Iowa Vocational Rehabilitation Services (IVRS) staff members in one of thirty-five (35) office locations throughout Iowa to provide sign language interpreter services on an as, if and/or when needed basis.

Iowa Education for Deaf and Blind (IEDB)

Iowa Education for Deaf and Blind (IEDB) is responsible for the Iowa School for the Deaf (ISD) serving approximately 150 students and the Iowa Educational Services for the Blind and Visually Impaired (IESBVI) serving approximately 800 students. IEDB is housed on the ISD campus in Council Bluffs

IEDB is seeking eligible Bidders to provide an effective On-Site and Video Remote (VRI) Sign Language Interpretive/interpreter Services for non-signing individuals who interact with Deaf individuals.

On-Site American Sign Language Interpreter Services that may be needed for IEDB include but are not limited to: Individualized Education Plan (IEP) meetings, Agency meetings, department meetings, staff training, human resources meetings, PK-12 and 4-Plus classes, and special events. Video Remote (VRI) Interpreting American Sign Language Interpreter Services that may be needed for IEDB include but are not limited to: IEP meetings, Agency meetings, and Department meetings.

Summary

This solicitation may be a multiple Award to provide coverage to all Iowa Department of Corrections facilities across the State (9), all Iowa Vocational Rehabilitation Services locations (35), all IEDB locations employees, and any other State entity in need of the services requested. Any Bidder that meets the requirements of this RFB is encouraged to submit a bid.

SECTION 2 – ADMINISTRATIVE INFORMATION

2.1 Issuing Officer

The Issuing Officer identified in the IMPACS solicitation is the sole point of contact regarding the RFB from the date of issuance until selection of the successful Bidder.

2.2 Restriction on Communication

From the issue date of this RFB until announcement of the successful Bidder, Bidders may contact only the Issuing Officer. The Issuing Officer will respond only to electronic questions regarding the procurement process. Questions related to the interpretation of this RFB must be submitted as provided in the IMPACS solicitation. Oral questions related to the interpretation of this RFB will not be accepted. Bidders may be disqualified if they contact any State employee other than the Issuing Officer about the RFB except that Bidders may contact the State Targeted Small Business Office on issues related to the preference for Targeted Small Businesses.

The Agency assumes no responsibility for oral representations made by its officers or employees unless such representations are confirmed in writing and incorporated into the RFB through an addendum.

2.3 Amendment to the RFB

The Agency reserves the right to amend the RFB at any time using an addendum. The Bidder shall acknowledge receipt of all addenda in its Bid.

It is the Bidder's sole responsibility to check daily for addenda to posted documents.

2.4 Bid Amendment and/or Withdrawal

The Bidder may amend or withdraw and resubmit its Bid at any time before the Bids are due. The amendment must be submitted on Iowa IMPACS by the Bidder to the bid and received by the time set for the receipt of Bids.

2.5 Submission of Bids

The Agency must receive the electronic Bid on: Iowa IMPACS before the "Bids Due" date and time. **This is a mandatory requirement and will not be waived by the Agency. Any Bid received after this deadline will not be accepted.** It is the Bidder's responsibility to ensure the bid is received prior to the deadline. Email and faxed Bids will not be accepted.

Bidders must furnish all information necessary to enable the Agency to evaluate the Bid. Bids that fail to meet the mandatory requirements of the RFB may be rejected. Oral information provided by the Bidder shall not be considered part of the Bidder's Bid unless it is in writing.

2.6 Bid Opening

The Agency will open Bids after the deadline for submission of Bids has passed. However, the names of Bidders who submitted timely Bids will be publicly available after the Bid opening. See Iowa Code Section 72.3. The announcement of Bidders who timely submitted Bids does not mean that an individual Bid has been deemed technically compliant or accepted for evaluation.

2.7 Costs of Preparing the Bid

The costs of preparation and delivery of the Bid are solely the responsibility of the Bidder.

2.8 Rejection of Bids

The Agency reserves the right to reject any or all Bids, in whole and in part, received in response to this RFB at any time prior to the execution of a written Contract. Issuance of this RFB in no way constitutes a commitment by the Agency to award a Contract. This RFB is designed to provide Bidders with the information necessary to prepare a competitive Bid. This RFB process is for the Agency's benefit and is intended to provide the Agency with competitive information to assist in the selection of a Bidder to provide goods and/or services. It is not intended to be comprehensive and each Bidder is responsible for determining all factors necessary for submission of a comprehensive Bid.

2.9 Disqualification

The Agency will reject outright and will not evaluate Bids if the Bidder fails to deliver the Bid by the due date and time. The Agency may reject outright and may not evaluate Bids for any one of the following reasons:

- The Bidder acknowledges that a requirement of the RFB cannot be met.
- The Bidder's Bid materially changes a requirement of the RFB or the Bid is not compliant with the requirements of the RFB.
- The Bidder's Bid limits the rights of the Agency.
- The Bidder fails to include information necessary to substantiate that it will be able to meet a requirement of the RFB.
- The Bidder fails to timely respond to the Agency's request for information, documents, or references.
- The Bidder fails to include bid security, if required.
- The Bidder fails to include any signature, certification, authorization, stipulation, disclosure or guarantee requested.
- The Bidder presents the information requested by this RFB in a format inconsistent with the instructions of the RFB or otherwise fails to comply with the requirements of the RFB.
- The Bidder initiates unauthorized contact regarding the RFB with state employees.
- The Bidder provides misleading or inaccurate responses.
- The Bidder's Bid is materially unbalanced.
- There is insufficient evidence (including evidence submitted by the Bidder and evidence obtained by the Agency from other sources) to satisfy the Agency that the Bidder is properly responsive and responsible to satisfy the requirements of the RFB.
- The Bidder alters the language in Certification Letter or Authorization to Release Information Letter.
- The Respondent is a "scrutinized company" included on a "scrutinized company list" created by a public fund pursuant to Iowa Code section 12J.3.

2.10 Nonmaterial Variances

The Agency reserves the right to waive or permit cure of nonmaterial variances in the Bid if, in the judgment of the Agency, it is in the Agency's best interest to do so. Nonmaterial variances include minor informalities that do not affect responsiveness, that are merely a matter of form or format, that do not change the relative standing or otherwise prejudice other Bidders, that do not change the meaning or scope of the RFB, or that do not reflect a material change in the requirements of the RFB. In the event the Agency waives or permits cure of nonmaterial variances, such waiver or cure will not modify the RFB requirements or excuse the Bidder from

full compliance with RFB specifications or other contract requirements if the Bidder is awarded the contract. The determination of materiality is in the sole discretion of the Agency.

2.11 Reference Checks

The Agency reserves the right to contact any reference to assist in the evaluation of the Bid, to verify information contained in the Bid and to discuss the Bidder's qualifications and the qualifications of any subcontractor identified in the Bid.

2.12 Information from Other Sources

The Agency reserves the right to obtain and consider information from other sources concerning a Bidder, such as the Bidder's capability and performance under other contracts, the qualifications of any subcontractor identified in the Bid, the Bidder's financial stability, past or pending litigation, and other publicly available information.

2.13 Verification of Bid Contents

The content of a Bid submitted by a Bidder is subject to verification. If the Agency in its sole discretion determines that the content is in any way misleading or inaccurate, the Bidder may be disqualified.

2.14 Bid Clarification Process

The Agency reserves the right to contact a Bidder after the submission of Bids for the purpose of clarifying a Bid to ensure mutual understanding. This contact may include written questions, interviews, site visits, a review of past performance if the Bidder has provided goods and/or services to the State or any other political subdivision wherever located, or requests for corrective pages in the Bidder's Bid. The Agency will not consider information received if the information materially alters the content of the Bid or alters the type of goods and/or services the Bidder is offering to the Agency. An individual authorized to legally bind the Bidder shall sign responses to any request for clarification. Responses shall be submitted to the Agency within the time specified in the Agency's request. Failure to comply with requests for additional information may result in rejection of the Bid as non-compliant.

2.15 Disposition of Bids

All Bids become the property of the Agency and shall not be returned to the Bidder at the conclusion of the selection process, the contents of all Bids will be in the public domain and be available for inspection by interested parties except for information for which Bidder properly requests confidential treatment according to exceptions provided in *Iowa Code Chapter 22* or other applicable law.

2.16 Public Records and Requests for Confidential Treatment

The Agency's release of public records is governed by Iowa Code Chapter 22. Contractors are encouraged to familiarize themselves with Chapter 22 before submitting a Bid. The Agency will copy and produce public records upon request as required to comply with Chapter 22 and will treat all information submitted by a Contractor as non-confidential records unless Contractor requests specific parts of the Bid be treated as confidential at the time of the submission as set forth herein **AND the information is confidential under Iowa or other applicable law.**

2.17 Form 22 Request for Confidentiality

FORM 22 MUST BE COMPLETED AND INCLUDED WITH CONTRACTOR'S BID. COMPLETION AND SUBMITTAL OF FORM 22 IS REQUIRED WHETHER THE BID DOES OR DOES NOT CONTAIN INFORMATION FOR WHICH CONFIDENTIAL TREATMENT WILL BE REQUESTED. FAILURE TO SUBMIT A COMPLETED FORM 22 WILL RESULT IN THE BID CONSIDERED NON-RESPONSIVE AND NOT EVALUATED.

2.18 Copyrights

By submitting a Bid, the Bidder agrees that the Agency may copy the Bid for purposes of facilitating the evaluation of the Bid or to respond to requests for public records. The Bidder consents to such copying by submitting a Bid and warrants that such copying will not violate the rights of any third party. The Agency shall have the right to use ideas or adaptations of ideas that are presented in the Bids.

2.19 Release of Claims

By submitting a Bid, the Bidder agrees that it will not bring any claim or cause of action against the Agency based on any misunderstanding concerning the information provided herein or concerning the Agency's failure, negligent or otherwise, to provide the Bidder with pertinent information in this RFB.

2.20 Bidder Presentations

At the sole discretion of the State, Bidders may be required to make a presentation of the Bid. The presentation may occur at the Agency's offices or at the offices of the Bidder. The determination as to need for presentations, the location, order, and schedule of the presentations is at the sole discretion of the Agency. The presentation may include slides, graphics and other media selected by the Bidder to illustrate the Bidder's Bid. The presentation shall not materially change the information contained in the Bid.

2.21 Evaluation of Bids Submitted

Bids that are timely submitted and are not subject to disqualification will be reviewed in accordance with the RFB.

2.22 Preference

By virtue of statutory authority, a preference will be given to products and provisions grown and coal produced within the state of Iowa. Preference application: Tied responses to solicitations, regardless of the type of solicitation, are decided in favor of Iowa products and Iowa-based businesses per 11 IAC 117.

2.23 Determination of Responsible Bidder & Responsive Bid

All Bids will be first evaluated to determine if they comply with the bid requirements (i.e. to determine if the Bidder is a Responsible Bidder submitting a Responsive Bid). To be deemed a Responsible Bidder and a Responsive Bid, the Bid must comply with the bid format instructions and answer "Yes" to all parts and include information demonstrating the Bidder will be able to comply with the bid requirements.

2.24 Evaluation Criteria

The Agency will evaluate the Responsive Bids submitted by Responsible Bidders to determine the lowest responsible bidder(s) and will award the Contract(s) to the Bidder(s) submitting the lowest responsible bid(s) based on price.

2.25 Award Notice and Acceptance Period

Notice of Intent to Award the Contract(s) will be sent to all Bidders submitting a timely Bid and will be posted on Iowa IMPACS. Negotiation and execution of the Contract(s) shall be completed no later than thirty (30) days from the date of the Notice of Intent to Award. If the apparent successful Bidder fails to negotiate and deliver an executed contract by that date, the Agency, in its sole discretion, may cancel the award and award the Contract to the remaining Bidder the Agency believes will provide the best value to the State.

2.26 Definition of Contract

The full execution of a written contract shall constitute the making of a contract for the goods and/or services requested by the RFB and no Bidder shall acquire any legal or equitable rights relative to the contract for goods and/or services until the contract has been fully executed by the successful Bidder and the Agency.

2.27 Choice of Law and Forum

This RFB and the Contract are to be governed by the laws of the state of Iowa. Changes in applicable laws and rules may affect the award process or the Contract. Bidders are responsible for ascertaining pertinent legal requirements and restrictions. Any and all litigation or actions commenced in connection with this RFB shall be brought in the appropriate Iowa forum.

2.28 Restrictions on Gifts and Activities

Iowa Code Chapter 68B restricts gifts which may be given or received by State employees and requires certain individuals to disclose information concerning their activities with State government. Bidders are responsible to determine the applicability of Chapter 68B to their activities and to comply with its requirements. In addition, pursuant to Iowa Code Section 722.1, it is a felony offense to bribe or attempt to bribe a public official.

2.29 Appeals

A Respondent whose proposal has been timely filed and who is aggrieved by the award of the department may appeal the decision by filing a written notice of appeal (in accordance with 11—Chapter 117.20, Iowa Administrative Code) to: The Director of the Department of Administrative Services, Hoover State Office Building, Des Moines, Iowa 50319-0104 and a copy to the Issuing Officer. The notice must be filed within five days of the date of the Intent to Award notice issued by the Department, exclusive of Saturdays, Sundays, and legal state holidays. The written notice may be filed by fax transmission to 515.725.2064. The notice of appeal must clearly and fully identify all issues being contested by reference to the page, section and line number(s) of the RFP and/or the notice of Intent to Award. A notice of appeal may not stay negotiations with the apparent successful Contractor.

2.30 Unit Price

If a discrepancy between the unit price and the item total exists, the unit price prevails.

2.31 Price Adjustments to Term Contract(s)

Bid prices shall remain firm the first year of the contract. Price adjustments may be taken into consideration during the contract renewal process. The State reserves the right to accept or reject any proposed price(s) changes. Requested price changes should be submitted to the Iowa

Department of Administrative Services – Central Procurement, sixty (60) days prior to the contract anniversary date.

2.32 Registration

The successful Bidder will be required to register to do business in Iowa before payment can be made. For Bidder registration documents, go to:

<https://solutions.scquest.com/apps/Router/SupplierLogin?CustOrg=DASlowa>

2.33 Questions and Requests for Clarification

Bidders are invited to submit written questions and requests for clarifications regarding the RFB. The questions and requests for clarifications must be received by the Issuing Officer by date **September 3, 2025 2 PM CT**. Oral questions will not be permitted. If the questions and requests for clarifications pertain to a specific section of the RFB, the page and section number(s) must be referenced. Written responses to questions and requests for clarifications will be issued in the form of an addendum and sent to Bidders who received RFBs.

SECTION 3 – SPECIFICATIONS & REQUIREMENTS

All items listed in this Section are Bid Specifications. A successful Bidder must be able to satisfy all these specifications to be deemed a Responsible Bidder.

3.1 General Purpose

3.1.1 The Iowa Department of Administrative Services (DAS) on behalf of multiple State Agencies, requires simultaneous interpretation from spoken English to American Sign Language (ASL) and from American Sign Language to spoken English, through an interpreter on-site or video remote (VRI) for effective communication with deaf and hard of hearing individual(s).

3.2 General Requirements

3.2.1 Bidder must provide on demand on-site or video remote (VRI) American Sign Language interpreter(s) to all Participating Agencies. Agency will specify location at their request for service. There will be no extra cost to the Bidder for travel.

3.2.2 Bidder must provide on-site and video remote (VRI) American Sign Language interpretation services at all the following locations and any additional locations agreed upon with the individual Agencies:

Iowa Department of Corrections Institutions:

- Anamosa State Penitentiary
- Clarinda Correctional Facility
- Fort Dodge Correction Facility
- Iowa Medical and Classification Center
- Mt. Pleasant Correctional Facility
- Newton Correctional Facility
- Iowa State Penitentiary
- North Central Correctional Facility
- Iowa Correctional Institution for Women

Iowa Vocational Rehabilitation Services (IVRS):

- See ATTACHMENT A for location listing (35 locations)

Iowa Education for Deaf and Blind (IEDB)

- Iowa School for the Deaf (Council Bluffs, IA)
- Iowa Department of Education (Grimes, IA)

3.2.3 Unless otherwise requested no on-site or video remote (VRI) American Sign Language interpretation services will be required on the holidays listed below.

- New Year's Day
- MLK Observed
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- Veteran's Day
- Christmas Day

3.3 Bidder Requirements

3.3.1 Bidder must provide on-site or video remote (VRI) American Sign Language interpretation services to the Agency in a professional and ethical manner.

3.3.2 No subcontractors will be allowed without the explicit written consent of the Department of Administrative Services.

3.3.3 The Bidder must be HIPPA and FERPA compliant.

3.3.4 **Department of Corrections:** The Bidder and Bidder personnel must comply with security imposed by the Department of Corrections at all times while on the premises; Bidder specifically submits and agrees to allow background searches. Background searches will be conducted by the Department of Corrections and the DCI of all Bidder personnel employees that will be present at DOC Facilities.

3.3.5 **Department of Corrections:** All cell phones and sharp objects will remain with security.

3.3.6 **Department of Corrections:** All Bidder personnel who have offender contact while performing the duties defined in Section 3 must be required to be informed and trained on their responsibilities under the State of Iowa zero tolerance policy regarding sexual abuse and sexual harassment prevention, detection, and response policies and procedures. Bidder personnel must be informed how to report such incidents to the Agency. The level and type of training provided must be based on the services they provide and the level of contact they have with offenders.

3.3.7 **Department of Corrections:** Bidder's on-site personnel must be required to watch training video regarding Department of Correction proper protocol when working with offenders.

3.3.8 Bidder's on-site personnel may be required to pass through a security check before

entering any of the State facilities.

- 3.3.9** The Bidder's own Standards of Conduct must be provided with bid response. Agencies will accept the protocol sections to validate the expectations of the Bidder's staff are in line with the Agency protocol while services are performed on State property. Provide Standards of Conduct with Bid Response.

3.4 American Sign Language Interpreter Requirements

- 3.4.1** Hearing interpreters must be able to simultaneously interpret from spoken English to American Sign Language and from American Sign Language to English. Interpreters must possess the content knowledge and language fluency to be able to interpret in a range of academic settings.
- 3.4.2** Deaf interpreters must be able to simultaneously interpret intralingual in American Sign Language. Interpreters must possess the content knowledge and language fluency to be able to interpret in a various settings which include educational/academic, medical, legal, and government/public service settings.
- 3.4.3** All Interpreters performing on-site or video remote (VRI) services must be licensed by the Iowa Board of Sign Language Interpreters and Transliterations.
- 3.4.4** Bidder must provide resumes for all Interpreters who will be involved in services contemplated by this solicitation with Bid Response. The following information must be included in the resumes:
- Interpreter's Full Name, Phone Number and email address
 - Interpreter's Education and Certification(s). Provide documentation of Licenses and Certifications.
 - Interpreter's Years of experience and employment history particularly as it relates to the requirements of the solicitation.
 - Bidder must provide the number of Interpreters in your organization who are licensed and available to provide Sign Language Interpretation in English and American Sign Language in the State of Iowa. Bidder must provide separate figures for Deaf Interpreters and Hearing Interpreters.
- 3.4.5** The Bidder must provide the Agency with the names of all-American Sign Language Interpreters who will perform work under the resulting Master Agreement. Substitute or part time Interpreters for cases of unexpected sick time or absence must be included in bid response. Bidder must fill out the requested information Attachment A in Bid response.

3.5 On-Site American Sign Language Interpreting Service Requirements

- 3.5.2** Interpreters must arrive in person 15 minutes prior to assignment time, at the location specified in each request.
- 3.5.3** Interpreters must stay the entire assignment time in order to accommodate any other interpreting requirements that occur within the scheduled time period.
- 3.5.4** A scheduled interpreter may stay longer than the originally scheduled time slot only when the need is determined and approved by the Agency and the interpreter's schedule permits extending the time.

3.6 Agency Responsibilities

- 3.6.1** The Agency will provide the Bidder a safe and suitable location for the performance of requested on-site American Sign Language interpretation services, or a suitable video-based platform for the performance of requested video remote American Sign Language interpretation services.

3.7 Scheduling and Booking Confirmation Requirements

- 3.9.1** Bidder on-site and video remote (VRI) American Sign Language interpretation services must be available to the Agency during regular business hours, Mondays through Friday, between 8:00 A.M and 6:00 P.M CT.
- 3.7.2** Bidder on-site and video remote (VRI) American Sign Language interpretation services must be available for Weekends and Holidays and non-business hours if requested by Agency.
- 3.7.3** Bidder must provide scheduling and booking, service delivery, cancellation and re-scheduling policies for all services provided in Bid Response.
- 3.7.4** Bidder may provide an online and email booking capability for booking service requests.
- 3.7.5** Bidder must provide notification of all interpreter service request confirmations by email to the Agency. Agency must be automatically notified by email of all requested assignments and booking confirmations within twenty-four (24) hours once the request is submitted by phone call, fax or email.
- 3.7.6** Bidder must provide the Agency the assigned interpreter's full name(s) as soon as the service request is confirmed or within at least twenty-four (24) hours prior to the scheduled assignment for standard service requests.
- 3.7.7** Bidder must notify the Agency in by email if the assigned interpreter has been changed after a confirmation has been sent to the Agency.

3.8 Service Request Requirements

Bidder must provide a confirmation/interpreter(s) assignment at least twenty-four (24) hours prior to the requested date/time of service.

3.9 Cancellation Policy

The Agency may cancel on-site or video remote (VRI) American Sign Language interpretation requested services up to twenty-four hours prior to the requested date/time without any cancellation fees.

3.10 Customer Service

3.10.1 Bidder's Customer Service must respond to all inquiries from the Agency within twenty - four (24) hours of receipt of inquiry.

3.10.2 Bidder must provide the name and contact information their Customer Service Representative for the resulting Master Agreement whose duties will include, but not be limited to: Locate, coordinate, schedule, and confirm qualified and certified interpreters to ensure services all the Agencies being serviced.

Name: _____

Phone: _____ Email Address: _____

3.10.3 Bidder must notify the Agency in writing prior to any changes in Interpreters performing on-site or video remote (VRI) American Sign Language Interpretation services.