



**REQUEST FOR INFORMATION
FOR
VIDEO REMOTE INTERPRETING SERVICES
RFI 2016-59**

**Florida Department of Education
325 West Gaines Street
Tallahassee, FL 32399-0400**

Please email submissions to:

**Florida Department of Education
Attn: ReGina Fields
Email: regina.fields@fldoe.org**



Florida Department of Education

VIDEO REMOTE INTERPRETING SERVICES

Purpose and Scope

I. INTRODUCTION

The State of Florida, Department of Education, hereinafter referred to as the Department, is requesting information regarding the feasibility of conducting a pilot project to provide video remote interpreting (VRI) services in select Vocational Rehabilitation offices throughout the State.

II. PROGRAM BACKGROUND

The Division of Vocational Rehabilitation (VR) provides sign language interpreters as an accommodation to VR staff and customers. VR has locations that limit interpreter availability that could benefit from the use of VRI services. This applies to rural offices with no or limited access to sign language interpreter vendors; large offices with no staff interpreter(s); or offices with Deaf staff who may need interpreting services in the absence of the staff interpreter or sign-language interpreter Contractors. It has been determined VRI services may be an ideal option to assist these offices with interpreter accommodations when an interpreter is not available. VR intends to provide required equipment (e.g., computer, webcam) and high-speed broadband internet access for this project.

III. OBJECTIVE

The objective of this pilot project is to evaluate effectiveness of VRI services at selected locations in the Jacksonville, St. Augustine, Orlando, Tavares and Key West areas.

IV. PURPOSE OF THE REQUEST FOR INFORMATION

This Request for Information (RFI) is issued for the purpose of obtaining information regarding the feasibility of conducting a pilot project to provide VRI services in the above mentioned areas. Requested information includes, but it not limited to, data requirements to provide services.

Responses should provide information that supports the below Response Format section based on the above paragraphs.

V. PROCESS

Department management will review and analyze information received in response to this RFI to determine the feasibility of issuing a competitive solicitation for these products/services. Any request for cost information received will be used solely to gain a perspective of the potential budgetary magnitude.

Responses to this request will be reviewed for informational purposes only and will not result in the award of a contract. Vendors submitting a response to this RFI are not prohibited from responding to any related subsequent solicitation.

VI. RESPONSE FORMAT

Respondents are asked to address all of the following requirements in their response:

- 1) Company literature, such as corporate overview and company structure, financial soundness and stability, and services currently offered;
- 2) Point of contact information, including representative name and alternative, if available, telephone number(s), e-mail address(s), and location information;
- 3) A statement of interest and description of respondent's business and experiences relating to the services described in this RFI. This statement should include a narrative explaining the types of settings (e.g.; medical, legal, psychological, counseling, etc.) where services are conducted;
- 4) A brief description of the approach, capabilities, and means used to accomplish VRI services; including:
 - Technology used to provide services; such as Internet Mbps speed, Ethernet Frame or Ethernet access, and whether a dedicated data circuit is required
 - Software or hardware required to provide services (VR will supply computers, webcams, and high speed internet access)
 - Availability to provide scheduled, last minute, and emergency appointments
 - Hours of Operation
 - Ease of operation, set-up and coordination
 - Security and Confidentiality
 - Availability of Technical Support
- 5) A brief description of the proposed means of training VR staff on how to install, maintain and troubleshoot technology.

SCHEDULE OF EVENTS

A. Time Schedule

The following timetable shows the approximate dates for this RFI. All times indicated are Eastern Time (ET).

Request for Information Issued	MARCH 14, 2016
Questions Due to no later than 3:00 P.M. ET	MARCH 21, 2016
Answers to Vendors on or about	MARCH 24, 2016
Receipt of e-mailed RFI responses	3:00 P.M. ET ON MARCH 31, 2016

PLEASE PROVIDE RESPONSES VIA EMAIL

B. Questions and Restrictions

The Department may be contacted via email or fax regarding submission of questions concerning this RFI. Any respondent's questions must be submitted in writing and received by the Department on or before the specified due date at the following email address or fax:

Please address questions to:
Florida Department of Education
Attn: ReGina Fields
325 W. Gaines Street, Suite 332
Tallahassee, FL 32399
Email (preferred): regina.fields@fldoe.org
Fax Number: 850-245-0719
Telephone Number: 850-245-9173

The Department will provide written answers to all questions that respondents submit by the specified due date. Questions and Answers and notice of changes (addenda) will be posted on the Florida Vendor Bid System (VBS) at www.myflorida.com (click on Business & Industry, under Doing Business with the State of Florida click on State Purchasing, click on Everything for Vendors and Customers, then Vendor Bid System and Search Advertisement, select the Department of Education in the Agency window and initiate search), under this RFI number. It is the responsibility of all respondents to monitor this site for any changing information prior to submitting a response.