



**State of Florida
Department of Children and Families**

Rick Scott
Governor

Mike Carroll
Secretary

Lisa Mayrose
*Regional Managing
Director*

**Department's Response to Inquiries
ITN #23ESS16111
Interpreter Services for the Deaf and Hard of Hearing**

1. INQUIRY: Whether companies from Outside USA can apply for this? (like, from India or Canada)

DEPARTMENT RESPONSE: Refer to ITN Appendix VIII, Mandatory Requirements Checklist, item 3.c.

2. INQUIRY: Whether we need to come over there for meetings?

DEPARTMENT RESPONSE:

Refer to ITN Section 3.2.1 General Statement

The resultant agreement/DO will require the successful vendor to provide on-site American Sign Language (ASL) interpretation services to the Department's hearing impaired, deaf, or hard-of-hearing clients for face-to-face communication and court activities.

Refer to ITN Section 3.2.3 Scope of Service

The successful vendor will provide American Sign Language interpretation services, twenty-four hours a day, seven days a week, as scheduled and authorized by the Department's designated representative at locations throughout the following circuits and counties:

Circuit 6: Pinellas and Pasco

Circuit 13: Hillsborough

Circuit 12: Manatee, Sarasota and DeSoto

Circuit 20: Charlotte, Collier, Glades, Hendry and Lee.

3. INQUIRY: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

DEPARTMENT RESPONSE: Same as above.

4. INQUIRY: Can we submit the proposals via email?

DEPARTMENT RESPONSE: Refer to ITN Section 5.1.2 Electronic Transmittal of Replies Not Acceptable. Facsimile or electronic transmission of replies will not be accepted.

SunCoast Region, 9393 North Florida Avenue, Tampa, Florida 33612-7907

5. INQUIRY: Is there an incumbent vendor for these services?

DEPARTMENT RESPONSE: Yes.

6. INQUIRY: If so, what rates do they provide?

DEPARTMENT RESPONSE: Refer to ITN Appendix VII, Financial Cost Bid Considerations, Historical Service Data, item 2.

7. INQUIRY: 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?

DEPARTMENT RESPONSE: Refer to Section 3.2.3 Scope of Service.

8. INQUIRY: What is the expected volume of this contract? Refer to Department Response number 6.

DEPARTMENT RESPONSE: Refer to Department Response number 6.

9. INQUIRY: Is there any historical data for these services (which areas have required more appointments, etc.)?

DEPARTMENT RESPONSE: Refer to Department Response number 6.

10. INQUIRY: Is this a multiple source award contract?

DEPARTMENT RESPONSE: Refer to ITN Section 1.2.