

1. Is there an incumbent vendor for these services?

**Response:** Yes.

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

**Response:** Deaf Way, a subsidiary of Paraquad, Inc., and Deaf Interlink, a private enterprise. Both of their rate schedules are reprinted below.

3. 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?

**Response:** Proving that the Bidder has the capacity to guarantee providing both pre-scheduled and emergency services, in person and by way of video remote interpretation, on a 24/7 basis when and as requested by the Office on the Disabled, with possible exception in the case of widespread emergency, disaster or other extraordinary event.

4. Is there any historical data for Certified Deaf Interpreter Services? And I am I correct in understanding that you would specifically like Certified Deaf Interpreters, or are American Sign Language interpreters (who are not themselves deaf) also acceptable?

**Response:** Previous service providers have generally or exclusively provided interpreters for the deaf with either 4 or 5 level of competence.

Apparently Successful Bidders will be required to comply with your responses to paragraph 1 of the Request for Proposals. As indicated in paragraph 1.d., the bidder may negotiate what authority will provide the certification if that authority is "recognized by the Missouri Commission for the Deaf and Hard of Hearing to provide day-to-day, on-call or video remote interpretation services." To be eligible, all the interpreters must at least have their interpreters for competence by some public authority.

5. Is this RFP open to out of state vendors? Is it necessary for us to maintain a local office?

**Response:** Out-of-state vendors are eligible to contract to provide the required services even if they do not maintain a local office. Anyone who does business in the City is required to obtain a City Business License regardless of whether they have offices in the City.

Consideration of whether such vendors have demonstrated that they have the capacity to perform the services described elsewhere in the Request for Proposal will be part of the selection process.