

## FAQs :

VRI is a service, and it seems like you are requesting IT specifications such as an interpreter using certain video equipment to connect with you. **We are requesting VRI services whereas the vendor will provide their own equipment and their own secure IP connections.**

Industry standard is that you provide a laptop with a camera, and we will connect with you using our certified interpreters and a secure internet connection. **This bid specification is not written to industry standard as we are a correctional facility and have different requirements with relationship to connection issues.**

Also, VRI is an on-demand service. There is no scheduling, no cancellation, etc. This happens 24/7 on-demand. Whenever you need an interpreter, you connect through a secure portal online and log-in. **We are bidding the service as a scheduled service. We cannot connect through portals.**

Finally, industry standard says VRI is a per-minute fee, not per hour. You only pay for the minutes you use. If you do not use any minutes, there is a minimum fee. The advantage to using VRI is you do not need any lead time and you are connected to a certified interpreter immediately. **There appears to be more than one industry standard. Therefore we have written the specifications based on our needs.**

Maybe you do not have on-demand requirements. Maybe you are looking for something similar to an on-site, hourly experience, just not physically at SCI Albion. Is this what you are looking for? **Essentially, yes.**

Please help me understand why this solicitation differs from industry standard for Video Remote Interpretation. **We are a unique environment and have determined that the bid specifications meet our needs more appropriately than "industry standard" as you describe it.**

Whether companies from Outside USA can apply for this ?? (From India or Canada) **Vendor/interpreter is PA registered and has necessary ODHH certification.**

[http://www.dli.state.pa.us/portal/server.pt/community/office\\_for\\_the\\_deaf\\_hard\\_of\\_hearing/10371](http://www.dli.state.pa.us/portal/server.pt/community/office_for_the_deaf_hard_of_hearing/10371)

Whether we need to come over there for meetings ?? **No on-site meetings are anticipated.**

Can we perform the tasks (related to RFP) outside USA ?? (From India or Canada) **Vendor locale is not criteria for selection. However we require PA registration and necessary ODHH certification.**

Can we submit our proposals via email ? **No- bid must be submitted online at emarketplace (see link <http://www.emarketplace.state.pa.us/>**

I was wondering regarding the 8am-4pm M-F request period...is that an "on-call" period or is that just you facilities business hours? 8am- 4pm are the normal facility business hours here at SCI Albion. Most interpretation services are scheduled during this timeframe.

Are most of your requests pre-scheduled? Yes

Do you have an incumbent vendor? SCI Albion currently has a service provider. This bid is for fy'19, June19 - July20 for new services. If so, are you having issues with their services or technology? No.