



OPEN ENROLLMENT MASTER PRICE AGREEMENT SOLICITATION# BIDCDHH1

Title: Process for American Sign Language Interpreting and Communication Access
Real-Time Services Agencies/Companies: Tier 2 (MPA-358)

Initial Submission Deadline: April 27, 2026_ Eastern Time (ET)

Open Enrollment Deadline: Quarterly

Questions concerning this solicitation must be submitted to the RI Commission on the Deaf and Hard of Hearing via email at cdhh.main@cdhh.ri.gov in a Microsoft Word attachment. Please reference the solicitation information on all correspondence. Questions received, if any, will be posted on the RI Commission on the Deaf and Hard of Hearing (RICDHH) website as an addendum to this solicitation. It is the responsibility of all interested parties to download and review this information.

SECTION A. BACKGROUND

PURPOSE

The purpose of this solicitation is to recommend contract(s) for award for American Sign Language (ASL) interpreting, Video Remote Interpreting (VRI) — also referred to as virtual or on-demand interpreting — and Communication Access Realtime Translation (CART) services for the State of Rhode Island on an as-needed, when-needed basis relative to inclusion on State Master Price Agreement 358 as a Tier 2 qualified vendor. The State of Rhode Island is seeking to qualify agencies or companies that provide these services to support Rhode Island State Government agencies and departments. These services ensure that qualified interpreters can participate in meetings, webinars, and events on an as-needed basis, in full compliance with the Americans with Disabilities Act (ADA) Title II and Section 504 of the Rehabilitation Act of 1973. This solicitation continues the effort to meet the high demand for ASL Interpreting, ASL translation (video & text), VRI, and CART services.

SECTION B. SCOPE OF WORK AND REQUIREMENTS

American Sign Language Interpreter (ASL)

Qualified interpreters that handle fast-paced assignments such as Board meetings, hearings and legal situations, ensuring effective communication for Deaf and Hard of Hearing participants.

ASL Translation – Video & Text

Provision of professional American Sign Language translation services for:

1. Spoken video content; and
2. Written documents converted into ASL video format

The contractor must ensure linguistic and cultural accuracy, high-quality video production, and compliance

with accessibility standards. Optional closed captioning or subtitles may be provided upon request.

Video Remote Interpreting (VRI)

Virtual or on-demand interpreting (VRI) provides real-time ASL interpretation remotely via a secure high-speed video connection. This service accommodates all types of meetings and events, as appropriate. Deaf and hearing participants may be co-located or in separate locations. It can also serve as a pivot to a virtual platform when an in-person interpreter is unavailable, ensuring continuity of communication access for all participants.

Communication Access Realtime Translation (CART)

CART is nearly verbatim, word-for-word instant translation of spoken word into written text using a stenotype machine or notebook computer and real-time software. The text appears instantly on a screen so that the deaf and hard of hearing participant may read what is being said. This service is used primarily by hard-of-hearing and late-deafened consumers. The level of translation services will be determined by the user department, as needed. The awarded Bidder must furnish all equipment necessary to provide this service and be able to provide a text file following the event.

Tier*	Definition	Notes
Tier 1	Approved Interpreters / CART Provider under MPA 358	Independent with approved Tier 1 paperwork and works as a freelance interpreter with the State (not the subject of this solicitation).
Tier 2	Approved ASL/CART Entity providing services under MPA-358	Entities approved to provide ASL/CART services to the State. Entities must provide names and credentials of any staff or subcontracted interpreters used for State assignments.

STATEWIDE APPLICABILITY

Political subdivisions, including cities, towns, schools, and quasi-public agencies, may participate in the resulting Master Price Agreement as authorized by law. All ordering and billing shall occur directly between the Contractor and the participating political subdivision where applicable.

The Contractor shall provide services in a variety of settings, including but not limited to:

- State agency locations throughout Rhode Island
- Private residences and places of employment
- Courts and police departments
- State based medical offices and hospitals
- Educational settings, including K–12 schools, colleges, and universities; classrooms; graduations; and other on- or off-campus activities
- Indoor or outdoor classes, events, or extracurricular activities
- Emergency management agencies and press conferences
- Other locations as required to fulfill the scope of work

* Tier 1 refers to individual interpreters already vetted under MPA-358; this solicitation does not apply to or invite bids from Tier 1 interpreters. Tier 2 refers to agencies approved to provide interpreting services and is the subject of this solicitation.

EXPECTATIONS/REQUIREMENTS FOR AWARDED VENDORS

Coordination with RICDHH

Contractors must contact RICDHH Interpreter and CART Referral Service (ICRS) staff to confirm interpreter availability and coordinate assignments for State Government activities. Contractors shall work with ICRS to ensure appropriate matching of the consumer to the assignment, including interpreter preference and required specialization.

Specialized Interpreter Services

Contractors shall provide interpreters qualified to serve Deaf, Deaf/Blind, and Hard of Hearing participants, as appropriate for the assignment. All interpreters must be certified, experienced, and qualified to meet assignment requirements.

Preparation for Educational Assignments

For educational environments or as requested by the State Agency, interpreters must prepare in advance by reviewing course materials, learning specialized vocabulary, and developing new signs as needed. Interpreters must also be able to access and use Learning Management Systems (LMS) or other virtual educational platforms required by the institution to ensure full access for all participants.

Assignment of Interpreters

Contractors shall assign interpreters using professional discretion with regard to skill, setting, and participant needs. Contractors may decline assignments if no available interpreter meets the required expertise (e.g., legal or medical settings requiring specialized terminology).

New Consumer Coordination

Contractor and RICDHH ICRS shall discuss the new consumer's ability and determine their language preference and appropriate interpreting needs before confirming the assignment, if necessary.

Professional Standards

All interpreters must adhere to industry standards for confidentiality, ethics, and professionalism in all assignments.

QUALIFICATIONS

Bidders must employ stenographic reporters certified by the National Court Reporters Association (NCRA). Acceptable credentials include but are not limited to: Registered Professional Reporter (RPR); Registered Merit Reporter (RMR); Registered Diplomat Reporter (RDR); Certified Realtime Reporter (CRR); and Certified Realtime Captioner (CRC) (this includes legacy Certified CART Provider / Certified Broadcast Captioner credentials). These certifications reflect the reporter's ability to provide real-time, verbatim transcription and captioning services as required.

- All interpreters provided must be licensed and in good standing in Rhode Island subject to R.I. Gen. Laws § 5-71.
 - i. State screened as Interpreter for the Deaf.
 - ii. Certified Interpreter with one of the following certifying bodies:
 - ◆ Registry of Interpreter for the Deaf (RID); or

- ◆ Board for Evaluation of Interpreters (BEI), generalist;
- ◆ National Association of the Deaf Registry of Interpreters for the Deaf (NAD-RID) certification.

iii. Legal endorsement with one of the following:

- ◆ Registry of Interpreter for the Deaf (RID) Specialist Certificate: Legal for Court/Legal (SC:L): including legacy SC:L credentials, which remain valid even though this certification is no longer offered.
- ◆ Board for Evaluation of Interpreters (BEI), Court Interpreter Certification (CIC) – Court/Legal settings only.
- ◆ RID’s CLIP-R for Court/Legal *accepted on a temporary basis* and subject to sunset upon implementation of RID’s updated legal certification.
- ◆ Completion of a minimum of 80 hours of training in legal interpreting, evidenced by CEUs or a certificate of completion; accepted as an *interim standard* under Rhode Island General Laws until a new national legal certification is established.

iv. Educational Interpreter Performance Assessment (EIPA) – 4.0 and higher.

- For new entities who are not already registered to do business with the State, a completed and approved full vendor registration in Ocean State Procures™ (OSP) is required as a condition to award. Instructions and registration link are found at: (<https://ridop.ri.gov/ocean-state-procures-osp/osp-vendor-registration>).

Note: The RID Specialist Certificate: Legal (SC:L) is not currently offered, but interpreters who hold the legacy SC:L retain full legal qualification and may continue to work in court and legal settings. RID’s CLIP-R is considered a temporary credential and will be phased out once RID finalizes and releases the successor legal certification. For interpreters who do not hold SC:L, CLIP-R, or BEI CIC, completion of at least 80 hours of legal interpreting training is accepted as an interim qualification under Rhode Island General Laws during this transition period.

INSURANCE REQUIREMENTS

Contractors must provide certificates of insurance in accordance with this solicitation and Section 13.19 of the General Conditions of Purchase (<https://rules.sos.ri.gov/regulations/part/220-30-00-13>).

Certificates of insurance must:

- Reference the solicitation title and number.
- Name the State of Rhode Island as both the “certificate holder” and “additional insured.”
- Include a statement that thirty (30) days’ advance notice of cancellation (referencing the solicitation number) will be sent to:

Rhode Island Department of Administration
 Division of Purchases
 One Capitol Hill
 Providence, RI 02908-5855
 Fax: (401) 574-8387

Required Coverage:

Commercial General Liability: \$1,000,000 per occurrence, \$1,000,000 general aggregate and \$1,000,000 products/completed operations aggregate.

Workers’ Compensation: \$100,000 each accident, \$100,000 disease or policy limit, and \$100,000 each employee.

Automobile Liability: \$1,000,000 each occurrence, combined single limit.

Professional Liability (Errors and Omissions): \$2,000,000 per occurrence, \$2,000,000 annual aggregate.

Additional Documentation Required per MPA Engagement (Project/Agency-Specific):

- Business Associate Agreement executed by an authorized company representative (as needed/determined by using agency).

PROPOSAL CONTENTS

- Proof of Required Certification(s);
- Proof of Conforming Insurance [Certificate(s) of Insurance];
- Cost Excel Forms 1 & 2 (attached); and
- Drug-Free Workplace Compliance Certificate (attached).

EVALUATION CRITERIA

<u>Required Vendor Submission</u>	<u>Evaluation Criteria</u>
Proof of Required Certification(s)	Pass/Fail
Proof of Conforming Insurance	Pass/Fail
Cost/Rate Sheet – Form 1	Pass/Fail
Cost/Rate Sheet – Form 2	Pass/Fail
Drug-Free Workplace Compliance Certificate	Pass/Fail

SECTION C. MPA CONTRACT TERMS & INDIVIDUAL ENGAGEMENT PROCEDURES

SCHEDULING

- When engaged for a specific assignment, Contractor shall appear for scheduled appointments on the date and time specified by RICDHH ICRS.
- Contractor shall include RICDHH ICRS staff to ensure coordination of services with State agencies when services are procured outside of RICDHH scheduling platform.

EMERGENCY AND SHORT NOTICE REQUESTS

Emergency Requests

The Contractor must respond to emergency requests within two (2) hours of notification, providing an interpreter either on-site at a Rhode Island facility or via a secure remote connection, as appropriate.

Short Notice Requests

For non-scheduled, non-emergency requests, the Contractor shall provide interpreting services within a reasonable timeframe once the request is accepted or assigned, ensuring timely communication access for all participants.

RATES

The Pay Schedule for interpreting services shall be established based on the hourly rates and are split up into the following categories:

- General Base Rate (Monday through Friday from 8:00am to 4:00pm);
- Legal;
- Education;
- Additional hourly fees for:
 - i. After Hours (Monday through Friday after 4:00pm)
 - ii. Weekend (Saturday and Sunday)
 - iii. Emergency or Short Notice Requests (Less than 24 hours)
- Appearance for in-person assignments to cover travel.

PAYMENTS

1. Payment will be made for actual hours worked and reflect net pricing.
2. Billing for services will begin at the time of the scheduled appointment or upon arrival of the Contractor, whichever occurs later.
 - a. Partial hours will be calculated in 15-minute increments of the net hourly pricing:
 - i. For in-person interpreting services with a two (2) hour minimum, partial hours will begin in the third (3rd) hour.
 - ii. Virtual assignments will be billed for one (1) hour, with 15-minute increments thereafter. Partial hours will begin in the second (2nd) hour.
3. On-Site Assignments: The Contractor shall charge the standard in-person rate as specified in the bid. Any travel, mileage, or related expenses incurred to provide on-site services shall be the sole responsibility of the Contractor and shall not be billed separately to the State. Contractors are expected to account for travel time and expenses within their submitted in-person rates.
4. No overtime payment shall be allowed in invoices.
5. Payment for travel, food, lodging, or other miscellaneous costs is not allowed in invoices.

Note: The Contractor is solely responsible for all salaries, wages, bonuses, Social Security, workers' compensation, taxes, federal and state unemployment insurance, liability, employee benefits (if provided), and any other taxes or obligations related to their personnel.

APPLICABILITY OF FEES FOR INTERPRETING CANCELLATION AND OTHER FAILURES TO PROCEED

1. Cancellation by RICDHH ICRS

RICDHH ICRS may cancel previously scheduled in-person or virtual appearances and shall make a good faith effort to notify Contractor of the cancellation as soon as possible. Notice may be provided in writing, including via e-mail, platform cancellation notice, and/or text message.

2. Late Cancellation by State Agency Requestor or Individual Being Served

If RICDHH ICRS, the State Agency Requestor, or the individual being served fails to provide a minimum of 48 hours' (two business days') notice prior to the scheduled start of the assignment:

- For **in-person assignments**, the Contractor may charge for two (2) hours at the hourly rate set forth in their terms.
- For **virtual assignments**, the Contractor may charge for one (1) hour at the hourly rate set forth in their terms, recognizing that travel time is not required.

3. **Late Arrival or No-Show**

- If the meeting or proceeding is cancelled or rescheduled after thirty (30) minutes past the scheduled start time:
 - For **in-person assignments**, the Contractor may charge for two (2) hours.
 - For **virtual assignments**, the Contractor may charge for one (1) hour.
- For **walk-in or on-demand in-person services**, the Contractor is expected to remain for the full duration of the scheduled assignment.

FAILURE TO APPEAR ON A SCHEDULED ASSIGNMENT

A ten (10) minute grace period applies to both in-person and virtual assignments. Repeated non-performance may result in termination of the contract and/or removal from the Master Price Agreement (MPA) for interpretation services.

SECURITY AND/OR PROPERTY POLICIES AND PROCEDURES

Contractor shall comply with all established security and/or property access policies and procedures for each state agency. This requirement applies to in-person assignments. For virtual assignments, Contractor shall follow any applicable platform security, confidentiality, and access protocols.

INTERPRETER PROFESSIONAL CONDUCT

Confidentiality: The Contractor shall ensure that all interpreters maintain strict confidentiality regarding assignment-related information. Interpreters must not disclose privileged or confidential communications or materials acquired during assignments or preparation, unless authorized by law or the Court. This includes, but is not limited to, access to private documents, police records, medical files, or any other sensitive information. The Contractor shall implement and maintain safeguards to protect confidential information and ensure compliance with all applicable State policies and procedures regarding security and confidentiality.

Professionalism: The Contractor shall ensure that interpreters conduct themselves professionally in all assignments, demonstrating appropriate demeanor, appearance, and punctuality. Interpreters are expected to adhere to the standards set forth in the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct (CPC) and act in a manner consistent with the ethical and professional requirements of their role.

SUBCONTRACTORS

The Contractor must provide names and credentials of all staff or subcontracted interpreter used for State assignment. The Contractor must obtain written approval from RICDHH ICRS before using any subcontractors.

All work performed is on behalf of the State. RICDHH ICRS may communicate directly with any subcontractor as deemed necessary.

The Contractor is solely responsible for all payment, fees, and expenses associated with subcontractors. There is no direct privity of contract between the State of Rhode Island and any subcontractors.

Upon request, the Contractor shall promptly provide performance evaluations for any subcontractor to RICDHH ICRS.

STATE-OBSERVED HOLIDAYS

New Year's Day	Labor Day
Dr. Martin Luther King, Jr. Day	Columbus Day
Memorial Day	Election Day (even years only)
Juneteenth	Veteran's Day
Independence Day	Thanksgiving Day
Victory Day	Christmas Day

GLOSSARY

- ADA – Americans with Disabilities Act
- ASCII – American Standard Code for Information Exchange
- ASL – American Sign Language
- BEI – Board for Evaluation of Interpreter
- CART - Communication Access Realtime Translation
- CIC – Court Interpreter Certification
- CRR – Certified Realtime Reporter
- ICRS -Interpreter and CART Referral Service
- MPA – Master Price Agreement
- NAD – National Association of the Deaf
- NCRA – National Court Reporters Association
- NIGP – National Institute of Government Purchasing
- RDR – Registered Diplomate Reporter
- RFQ – Request for Quote
- RICDHH – Rhode Island Commission on the Deaf and Hard of Hearing
- RID – Registry of Interpreters for the Deaf
- RMR – Registered Merit Reporter
- RPR – Registered Professional Reporter

COST (Form 1 of 2):

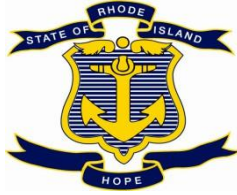
This form must be used, completely filled out and attached – all cells in **WHITE** must be filled in.

Line	INTERPRETING SERVICE	FY26 PER HOUR	FY27 PER HOUR	FY28 PER HOUR	FY29 PER HOUR	FY30 PER HOUR
1.1	ASL Interpreting – standard rates applies to both hearing and deaf interpreting	\$	\$	\$	\$	\$
1.2	Educational Interpreter Performance Assessment - 4.0 and higher	\$	\$	\$	\$	\$
1.3	After State Business Hours - 4:00 p.m. to Midnight	\$	\$	\$	\$	\$
1.4	Emergency (24 hours or less) (Emergency or Short Notice Request)	\$	\$	\$	\$	\$
1.5	Weekends	\$	\$	\$	\$	\$
1.6	State Holidays	\$	\$	\$	\$	\$
1.7	With Registry of Interpreters for Deaf (RID) Specialist Certificate: Legal for Court/Legal (SC:L) OR With Board for Evaluation of Interpreter's (BEI) Court Interpreter Certification (CIC) - Court/Legal settings only	\$	\$	\$	\$	\$
1.8	Without RID's Specialist Certificate: Legal for Court/Legal (w/o SC:L) or without RID's CLIP-R. (Proof of legal training as defined in the Section 3.1 of RICDHH Policies and Procedures. RID Certification and Legal settings)	\$	\$	\$	\$	\$
1.9	Appearance fee for in-person assignment – flat rate	\$	\$	\$	\$	\$
		\$	\$	\$	\$	\$
1.10	ASL Translation Services: Video: ASL Translation (Spoken Video to ASL Video)	\$	\$	\$	\$	\$
	Document: ASL Translation (English Text to ASL Video)	\$	\$	\$	\$	\$
	Expedited/Rush Delivery (under 48 hours)	\$	\$	\$	\$	\$

COST (Form 2 of 2):

This form must be used, completely filled out and attached – all cells in **WHITE** must be filled in by the bidder.

Line #	CART SERVICE	FY26 PER HOUR	FY27 PER HOUR	FY28 PER HOUR	FY29 PER HOUR	FY30 PER HOUR
2.1	CART Service MINIMUM two hours	\$	\$	\$	\$	\$
2.2	CART Services additional hour	\$	\$	\$	\$	\$
2.3	American Standard Code for Information Interchange (ASCII) Rough edit file fee	\$	\$	\$	\$	\$
2.4	ASCII Rough edit file fee (up to 8 hours)	\$	\$	\$	\$	\$
2.5	Special Prep Time	\$	\$	\$	\$	\$
2.6	With Certified Shorthand Reporter (CSR), Register Professional Reporter (RPR), Certified CART Provider (CCP) and Certified Realtime	\$	\$	\$	\$	\$
2.7	With CSR and CCP for Court/Legal fee	\$	\$	\$	\$	\$
2.8	With CSR for Court/Legal fee	\$	\$	\$	\$	\$
2.9	Longer than 3 hours (solo CART Provider only)	\$	\$	\$	\$	\$
	After State Business Hours - 4:00 p.m. to Midnight	\$	\$	\$	\$	\$
2.10	Weekends	\$	\$	\$	\$	\$
2.11	State Holidays	\$	\$	\$	\$	\$
2.12	Emergency (24 hours or less)	\$	\$	\$	\$	\$



State of Rhode Island and Providence Plantations
Department of Administration
Division of Purchases

DRUG-FREE WORKPLACE POLICY
Certificate of Compliance

The Bidder, intending to perform work pursuant to a contract with the State of Rhode Island, through the Division of Purchases, acknowledges that it has reviewed a copy of the State of Rhode Island Drug and Alcohol-Free Workplace Policy requiring the maintenance of a drug-free workplace. The Bidder understands that:

- (i) the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance (including without limitation, marijuana, heroin, cocaine, PCP, and crack, as well as legal drugs prescribed by a physician) is prohibited on the property of the State or in the conduct of the business of the State; and
- (ii) all workers must report for work in a fit condition to perform their duties.

As a condition for contracting with the State, and in accordance with Executive Order No. 91-14, the Bidder will comply with and require its employees and its subcontractors to comply with, this policy. The Bidder further acknowledges that any violation of this policy may result in suspension or termination of the contract.

BIDDER

Date: _____

Name of Bidder

Authorized Signature

Printed Name/Title of Authorized Signatory