

State of Hawaii
Department of Human Services
Vocational Rehabilitation and Services for the Blind
Division

Addendum 1

October 29, 2008

To

Request for Proposals

HMS 802-09-07
Interpreter Referral Services for the Deaf
October 21, 2008

October 29, 2008

ADDENDUM NO. 1

To

**REQUEST FOR PROPOSALS
Interpreter Referral Services
HMS 802-09-07**

The Department of Human Services, Division of Vocational Rehabilitation, is issuing this addendum to HMS 802-09-07, Interpreter Referral Services for the Deaf for the purposes of:

- Responding to questions that arose at the orientation meeting of <Date> and written questions subsequently submitted in accordance with Section 1-V, of the RFP.
- Amending the RFP.
- Final Revised Proposals

The proposal submittal deadline:

- is amended to <new date>.
- is not amended.
- for Final Revised Proposals is <date>.

Attached is (are):

- A summary of the questions raised and responses for purposes of clarification of the RFP requirements.
- Amendments to the RFP.
- Details of the request for final revised proposals.

If you have any questions, contact:

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HMS 802-09-07 Interpreter Referral Services for the Deaf is amended as follows:

Section 2, Service Specifications

I. (C) Description of the goals of the service

1. Maintain a pool of full-time and part-time locally classified or nationally certified interpreters.
2. Maintain a pool of real-time captioners.
3. Fill requests for interpreter services and real-time captioning.
4. Clarify the role of interpreters and real-time captioners to requesting agencies and consumers.
5. Provide information on Vocational Rehabilitation at public events.

I. (D) Description of the target population to be served

The Provider will serve all state and county agencies, community agencies and organizations, employers, deaf, hard of hearing and deaf-blind persons.

III. Scope of Work

A. Service Activities

- (1) Accept requests for interpreters and real-time captioners from state, county and community agencies and organizations, employers, individuals and deaf and hard of hearing or deaf-blind persons.
- (2) Maintain a registry of classified or certified interpreters and real-time captioners who are available for assignments and expiration date of certification/classification.
- (3) Have a system to match interpreters and real-time captioners with assignments based on requested preferences.
- (5) Provide information on the assignment to the interpreter and real-time captioner. Confirm the assignment with the interpreter and the requesting agency. Provide information on the billing process to the requesting parties.
- (6) Maintain a database of all requests with safeguards in place to maintain confidentiality of all information.
- (9) Provide information on the role of interpreters and real-time captioners, ethical considerations and confidentiality.

(10) Provide information on Vocational Rehabilitation Services at public awareness events.

B. Management Requirements

(1) Personnel

Personnel working on the project should be familiar with the Hawaii Interpreter Classification system, the Registry of Interpreters for the Deaf certification system, the National Association of the Deaf certification system, the National Interpreting Certification system and the code of ethics for interpreters and communication access providers.