



Office of Public Health
Bureau of Family Health
Louisiana Commission for the Deaf

Request for Information (RFI)

For

Regional Support Centers for the Deaf

**RFI due date/time: Monday, October 31, 2025
by 4:00 pm (CST/CDT)**

NOTE: This Request for Information (RFI) is solely for information and planning purposes and does not constitute a solicitation. This information will be reviewed and discussed by the state agency and may result in the advertisement of a formal and competitive Request for Proposal for any or all of the services included in the RFI.

Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within a response to this RFI identified as such must be clearly marked and will be handled in accordance with the Louisiana Public Records Act. R.S. 44:1-44 and applicable rules and regulations. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

October 14, 2025

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GENERAL INFORMATION

Background

Act 680 of the 1980 Regular Session of the Louisiana legislature provided for the promotion, coordination, and facilitation of accessibility to public and private services for persons who are d/Deaf, DeafBlind or hard of hearing. The Louisiana Department of Health, Office of Public Health, Bureau of Family Health, Louisiana Commission for the Deaf, herein referred to as the Commission, has determined that accessibility support and services to persons living throughout Louisiana may be provided more cost-effectively through contracts with regional organizations rather than through a state-operated facility with state personnel.

The Louisiana Commission for the Deaf is dedicated to ensuring that individuals who are d/Deaf, DeafBlind or hard of hearing are able to acquire the information, tools, and resources they need to participate in society and reach their full potential. This is achieved through the coordination of access to public and private services through various strategies, such as communication access services, telecommunications equipment and assistive technology, informational resources, independent living skills training, and advocacy efforts. The Commission works closely with members of the d/Deaf, DeafBlind and hard of hearing communities to identify gaps and continuously improve programs and services in the state of Louisiana.

The mission of the Louisiana Commission for the Deaf is to engage, empower, and enrich the lives and opportunities of Louisiana's d/Deaf, DeafBlind, and hard of hearing people. To achieve this mission, the Commission provides support and services directly to communities through regionally based support centers.

Purpose of RFI

This RFI is issued for the purpose of gathering information and cost information from qualified companies, individuals, etc., who show a demonstrated capacity to provide an operational Regional Support Center(s) for the Deaf (RSC) in Louisiana. These centers are designed to coordinate and provide assessment and consultation, advocacy support, independent living skills training, information, referrals, and direct services—including assistive technology—to persons who are d/Deaf, DeafBlind or hard of hearing, as well as their families in communities throughout Louisiana. The Commission/Contractor partnership will allow for ongoing oversight, data collection, and technical assistance to promote advocacy and accessibility to public and private services for persons who are d/Deaf, DeafBlind, and hard of hearing.

Project Overview

Attachment I details the overview of the project requirements. **Attachment II** details the Statement of Work inclusive of deliverables and/or desired results that the State is considering. Regional data available upon request. Email LCD@la.gov

ADMINISTRATIVE INFORMATION

RFI Coordinator

Requests for copies of the RFI must be directed to the RFI coordinator listed below:

Jana Broussard
Interim Executive Director
Louisiana Commission for the Deaf
Jana.broussard@la.gov

This Request for Information can also be found by visiting the Louisiana Procurement and Contract Network (LaPac) website at <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubmain.cfm>

Schedule of Events

Activity/Event	Date
Public notice of RFI	10/21/2025
Deadline for receipt of written inquiries	10/24/2025
Response to written inquiries	10/28/2025
Deadline for receipt of RFI	10/31/2025

Louisiana Commission for the Deaf reserves the right to deviate from this Schedule of Events.

Response Content

Responses must be submitted in writing and should include detailed information for each of the following sections. If you need an accommodation under the Americans with Disabilities Act, you may submit a written request to the RFI coordinator to provide your response as a direct presentation, either orally or in American Sign Language, instead of a written proposal. All direct presentations must also include supporting documentation, such as a visual presentation (e.g., PowerPoint). Additionally, responders may provide any other relevant information not specifically requested in the following sections if they believe it is important for consideration.

Executive Summary

The responder should give a brief description of the company, including a brief history, corporate structure, organization, and number of years in business. Responders should also detail their experience managing projects of similar scope, scale, and complexity. A description of the organization's experience and qualifications with providing consultation, advocacy support, and/or accessibility support services to persons who are d/Deaf, DeafBlind, or hard of hearing, and their families should be included, if applicable.

Approach and Methodology

The responder should clearly outline how they intend to accomplish the scope of services described. Describe relevant best practices based on prior experience with similar projects. Identify and explain any additional issues or concerns not addressed in the Scope of Services that you believe warrant the agency's attention. If applicable, propose alternative solutions for achieving the project objectives. Include any other pertinent information that may assist the agency's evaluation, if applicable.

Response Instructions**Response Submittal**

Responders interested in providing information requested by this RFI must submit responses containing the information specified no later than the deadline for response to RFI as stated in the Schedule of Events. Email responses are required and should be sent directly to jana.broussard@la.gov. Please include Subject: RFI- Regional Support Center for the Deaf, unless an accommodation for direct presentation has been requested and agreed upon in writing by the RFI coordinator.

Responses misdirected or otherwise received late may not be considered.

Additional Instructions and Notifications to Responders**RFI Addenda/Cancellation**

The State reserves the right to revise any part of the RFI by issuing an addendum to the RFI at any time. Issuance of this RFI, or subsequent addendum (if any), does not constitute a commitment by the State to issue an RFP or any other process resulting in award of a contract of any type or form. Additionally, the State may cancel this informal process at any time, without penalty.

Ownership of Response

The materials submitted in response to this request shall become the property of the State.

Cost of Preparation

The State shall not be liable for any costs incurred by responders associated with developing the response, preparing for discussions (if any), or any other costs incurred by the responder associated with this RFI.

ATTACHMENT I

Scope of Services

Guiding Principles

A social services contract for the operation of the proposed Regional Support Center(s) for the Deaf shall be consistent with the following principles agreed upon by the Louisiana Commission for the Deaf and the provider:

- The provider will remain committed to promoting, coordinating, and facilitating services in accordance with the Americans with Disabilities Act of 1990 and related amendments, for that facility for the duration of the social services contract.
- Services, quality, safety, and stability of the Regional Support Center(s) for the Deaf will adhere to the terms of the social services contract.
- The Louisiana Commission for the Deaf's Regional Support Center Provision Services Manual will be used to guide the provision of services, and assess and guide quality improvement.
- The Executive Director/Owner of the Regional Support Center(s) will serve as the point of contact with the Commission's Program Manager.
- The Regional Support Center(s) will be operated within the assigned region(s) and in a facility that is ADA accessible.
- The provisions of the contract pertaining to provider responsibilities will be consistent with the mandates for legislated programs and services located in [La. R.S. 46:2351-2353.](#)

Scope of Services

This RFI is soliciting information about potential providers' interest and capacity in establishing, operating, and maintaining Regional Support Center(s) (RSC) for the Deaf in Louisiana. Persons to whom services shall be provided are those who are d/Deaf, DeafBlind, or hard of hearing, and their families. RSCs for the Deaf are intended to be a community-level support center, consisting of knowledgeable and qualified staff to assess consumer needs, provide training, and coordinate support and services for individuals residing in the designated region(s).

Communication needs vary among the d/Deaf, DeafBlind, and hard of hearing population. Resources also vary depending on the needs of the individual/family. Organizations should provide enough detailed information in their proposal for the Commission to understand the organization's expertise in supporting and/or providing support and services to this demographic or similar community groups, and how they plan to ensure services are provided in accordance with the Americans with Disabilities Act and other relevant federal and state laws.

Regional Service Center(s) may serve multiple regions; however, caution should be applied when considering the organization's capacity and the population needs across the state.

Organization(s) may need more than one location if attempting to provide services to areas outside of their immediate region, unless explicitly justified. Organizations should provide clear expectations for which region(s) of the state they are applying to serve. Organizations must agree to serve every parish listed in the [Louisiana Department of Health region\(s\)](#) chosen. See **Attachment II**

Interested providers should consider the program, operational, and insurance requirements below and ***provide a business plan outlining how the organization could meet the requirements. Providers are encouraged to be creative in their approach, incorporating elements such as technological advancements or other innovative ideas.***

Program Requirements

1. Regional Support Center(s) for the Deaf providers will adhere to [La. RS 46:2353](#) and provide the following services and support for individuals in Louisiana who are d/Deaf, DeafBlind, and hard of hearing people, and their families:
 - Promote, coordinate, and facilitate accessibility of all public and private services through informing, educating, and advising businesses, industries, and other sectors on effective communication and the needs of d/Deaf, DeafBlind, and hard of hearing individuals and their families.
 - Serve as an advocate for the needs and rights of d/Deaf, DeafBlind, and hard of hearing people and their families.
 - Collect information concerning deafness and provide for the dissemination of this information.
 - Inform, educate, and advise deaf citizens, parents, and families of the availability of programs and services for d/Deaf, DeafBlind, and hard of hearing adults and children at all levels of state and local government.
 - Provide for the administration of education, training, and/or eligibility determination for telecommunication devices and/or related assistive technology devices such as hearing aids, for d/Deaf, DeafBlind, and hard of hearing people.
 - Develop and implement administrative processes to ensure continuity of all supports and services to d/Deaf, DeafBlind, and hard of hearing people.
 - Remain forward-thinking in opportunities to improve current supports and services, and innovative in opportunities for program enhancement.
2. Regional Support Centers for the Deaf will function in the following three categories: Coordination, supports, and services.
 - Coordination may include conducting consumer intake, assessment, and consultation to determine the provision of support and/or services necessary to promote the general welfare of the consumer.
 - Supports may include advocacy for the expressed goals of the consumer and in compliance with the Americans with Disabilities Act; collecting, developing and disseminating information regarding deafness and other resources; and/or facilitating referrals to other state programs, including the Commission's

Communication Access Services and Support Service Provider (SSP) program for individuals who are deaf and blind (DeafBlind).

- Services may include facilitating the provision of communication accommodations, as needed; training and distribution of specialized adaptive equipment and/or assistive technology; independent living skills training- which may include the coordination of community based training topics relevant to the needs of the community; and/or assessment of eligibility for hearing aids and related services.
3. The provider will employ, provide through contract, or provide through other means sufficient professional and non-professional staff to meet programmatic requirements and the needs of the people supported upon initiation and throughout the term of the contract.
 4. The provider shall designate, at minimum, a Regional Support Coordinator, to coordinate services. The program coordinator must possess extensive knowledge of the needs of the d/Deaf, DeafBlind and hard of hearing communities, and demonstrate the ability to manage, identify and access resources necessary to support the program requirements. The provider will make a good faith effort to hire or contract for professional services highly-qualified d/Deaf, DeafBlind or hard of hearing individual(s) to coordinate services.
 5. The provider will have a minimum of one staff member/contractor fluent in American Sign Language (ASL) dedicated to the consumer consultation intake and assessment requirements of this program in order to provide direct access to communication and information for individuals requiring the use of ASL.
 6. The provider will follow policies and processes outlined in the Commission's Provision Services Manual, but also shall establish internal policies and procedures for internal administration of professional services.
 7. The provider will work collaboratively and cooperatively with the Commission's Program Manager to implement services according to the terms of the contract as well as in accordance with the Commission's Provision Services manual.
 8. The provider must maintain adherence to all applicable federal and state regulations for facilities serving persons with disabilities and will meet all conditions of participation annually for the term of the contract.
 9. The provider shall establish and maintain an adequate training program with qualified trainers for training direct support staff and programmatic employees for the term of the contract.
 10. The provider will have policies and procedures on receiving complaints and complaint resolution to address any complaints or concerns regarding the provision of services, or the lack thereof.
 11. The provider will have policies and procedures on obtaining consumer satisfaction information, such as surveys or other reporting mechanisms.

Operational Requirements

1. The provider will be properly credentialed to do business in Louisiana and will maintain certification of good standing with the Secretary of State.

2. The provider will have and maintain the management and organizational capacity to operate the facility for the term of the contract.
3. The provider shall have the financial resources and financial stability adequate to establish and operate this facility successfully for the term of the contract.
4. The provider will submit to the Commission monthly invoices and performance reports of supports and services in accordance with the goals, objectives, and deliverables of the contract.
5. The provider will ensure that the Regional Service Center is open for services and staff are available at a minimum from Monday-Thursday 8:00 AM - 4:00PM; and Friday 8:00 AM-12:00PM, excluding holidays.
6. The provider will assume responsibility for its personnel providing services and shall make all deductions for Social Security and withholding taxes, contributions for unemployment compensation funds; and/or certify that payments made to sub-contractors, if applicable, for work performed shall be reported to the Internal Revenue Service for which sub-contractors will receive an IRS 1099-Misc reflecting miscellaneous income upon which they shall be taxed.
7. The provider will have and maintain an Emergency Management and Continuity of Operations plan providing for effective provision of services during an emergency and/or crisis.
8. The provider will participate in transition support, data collection, and monitoring specified in the contract. Any requested facility access, information, documents, or employees will be made available to designated Commission staff person(s) for determining compliance with the contract or for data collection specified in the contract.
9. The Louisiana Commission for the Deaf will make available transition support, technical assistance, and consultation, at the Commission's discretion.
10. The standard term of the contract is three (3) years. Either party may request a change to this timeframe for just cause by providing thirty (30) days' written notice in advance.

Insurance Requirements

The provider will maintain comprehensive liability insurance in accordance with general industry standards for small businesses.

Attachment II

Statement of Work

GOALS/PURPOSE: The contract supports key service provisions, prevention activities, and health system development activities within the Louisiana Commission for the Deaf of the Louisiana Department of Health, Office of Public Health, Bureau of Family Health. The intent is to determine the capability of the provider organization to serve and provide an operational Regional Support Center (RSC) in the assigned Louisiana Department of Health region(s)- see Attachment III. Subject to the needs of the Commission, the contractor will serve as a Regional Support Center for the Deaf in order to administer the coordination and provision of advocacy and accessibility services to persons who are d/Deaf, DeafBlind, and/or hard of hearing (DDBHH). These centers are designed to coordinate and provide assessment and consultation, advocacy support, independent living skills training, information, referrals, and direct services—including assistive technology—to persons who are d/Deaf, DeafBlind or hard of hearing, as well as their families in communities throughout Louisiana. The Commission/Contractor partnership will allow for ongoing oversight, data collection, and technical assistance to promote advocacy and accessibility to public and private services for persons who are d/Deaf, DeafBlind, and hard of hearing.

Objective: The Regional Support Center shall ensure timely, consumer- oriented services in accordance with the Commission's Provision Services Manual. These services will assist with integrating consumers (DDBHH individuals in this state) into their respective communities while recognizing and respecting each consumer's individual needs.

Service Area: The Regional Support Center shall provide services in a specific region according to Louisiana Department of Health- see Attachment III.

All facilities owned and operated by the contractor must be compliant with the requirements of the Americans with Disabilities Act of 1990 (ADA).

DELIVERABLES:

The contractor will administer the following services on behalf of the Louisiana Commission for the Deaf in designated parishes of the state:

- Provide for the consultation and assessment for individuals who are d/Deaf, DeafBlind or hard of hearing, or their families, seeking support or services through the Regional Support Center. This may include:
 - o The development and use of assessment tools to provide consultation.
 - o The development and/or acquisition of appropriate information and resources needed to inform, educate, and advise, or make referral for individuals,

families, providers or the community at large of the needs and rights of individuals who are d/Deaf, DeafBlind and hard of hearing.

- Provide for support in the form of educating, advising, advocating, and informing individuals of available programs and services throughout the state.
- Provide for a coordination of care through direct referral to other state programs and services
- Administer telecommunications and assistive technology equipment distribution services on behalf of the Commission in designated parishes of the state:
 - o Through assessment and consultation, make eligibility determinations and recommendations, if applicable, to qualified individuals on the types of telecommunications and assistive technology available according to their needs.
 - o Purchase, distribute and/or replace telecommunications equipment to qualified individuals to enable communication accessibility for individuals who are d/Deaf, DeafBlind or hard of hearing.
 - o Provide consumer product information and training on the use and care of equipment at the time of distribution or at any time deemed necessary.
 - o Perform troubleshooting for devices. Assist consumers and provide reasonable solutions when a consumer presents an issue with the equipment.
 - o Maintain up-to-date, accurate record of equipment purchases and available inventory, to be properly reported in the Commission's online consumer database.
- Administer eligibility determination services to hearing aid devices for consumers in designated region(s) on behalf of the Commission.
 - o Administer the administrative services for application, determination of eligibility, and the provision of hearing aids and related services, as applicable.
 - o Schedule and coordinate audiogram (hearing screening) appointments on behalf of the consumer.
 - o Inform the consumer of the audiogram (hearing screening) appointment, providing the time, date, location, and other necessary information.
 - o Ensure approved vendor audiologists and hearing aid specialists are aware of the Commission's program and billing submission requirements.
 - o Ensure the right of the consumer to select the vendor of their choosing from a list of approved hearing aid vendors.
 - o Ensure audiologists and hearing aid specialists interested in the provision of hearing aid services are aware of the Commission's programmatic terms and conditions.
- Serve as liaison between consumers and the Commission's programmatic staff with regards to programmatic services, qualifications, complaints, and other consumer matters.
- Ensure all services provided are in accordance with state and federal law.

PERFORMANCE MEASURES:

The contractor will:

- Provide consultation, coordinate referrals, and provide the above services throughout the fiscal year as approved.
 - Agree to recruit and employ highly qualified d/Deaf, DeafBlind or hard of hearing individuals to coordinate services.
 - Agree to employ and or contract full-time a minimum of one individual who is fluent in American Sign Language in order to provide direct communication access and reduce the cost of sign language interpreting services.
 - Promote awareness of the ADA.
 - Establish and maintain an adequate training framework for onboarding new RSC staff in the understanding and application of ADA and other state and federal law, as it relates to the provision of services. Training for RSC staff should include but is not limited to: the Commission's online consumer database and reporting requirements, Deaf culture, best practices for working and/or communicating with individuals who are d/Deaf, DeafBlind and hard of hearing, best practices related to communication facilitation via sign language interpreters, and other topics as they relate to communication access and/or the needs and rights of individuals who are d/Deaf, DeafBlind or hard of hearing.
 - Conduct outreach activities within the RSC's assigned region(s) bi-annually to ensure awareness of programs and services provided by the Commission through the RSC.
- Ensure public facing information remains up-to-date and user friendly for the general public to understand and access services. This includes website, social media, external facing signage, or other information as applicable.
- Educate individuals, families, providers and other interested parties about the needs and rights of individuals who are d/Deaf, DeafBlind or hard of hearing.
 - Identify topics and engage in the coordination or provision of community and/or provider trainings intended to educate the larger community on the needs and rights of individuals who are d/Deaf, DeafBlind and hard of hearing.
 - Develop and implement policies and procedures on complaint resolution to address any complaints or concerns regarding provision of services, or the lack thereof.
 - Attend quarterly in-person or virtual meetings to provide status reports.
 - Ensure confidentiality regarding all aspects of the provision of services, as required by state and federal law.
 - Maintain files and supporting documentation of consumers qualifying for services.
 - Submit annual plans and bi-annual reporting of progress and quality assurance measures.
 - Adhere to all expenditure and billing guidelines as outlined in the contract.

The Commission will:

- Provide guidance to the contractor in the operation of the RSC, where appropriate, to maintain consistency with guiding principles agreed upon by the Commission

and the contractor.

- Ensure the contractor remains committed to promoting, coordinating, and facilitating services in accordance with the ADA and its related amendments in the operations of the RSC for the duration of this contract.
- Guarantee the effectiveness and efficiency of services, quality, safety, and stability of the RSC.
- Assess and guide quality improvement through policies, procedures, and other measures.
- Certify that services provided by RSC are fully accessible to consumers.
- Warrant that provisions of the contract pertaining to contractor responsibilities are consistent with the mandates of legislated accessibility services, as provided in LA R.S. 46:2352.

MONITORING PLAN:

- The Commission's Program Monitor will review required reports, and entries and supporting documentation in the Commission's online consumer database against the monthly invoice submitted to Commission for verification.
- The Commission's designate staff will attend site visits to ensure program compliance, and provide recommendations and corrective action plans in connection with audit findings, if applicable. The Commission's Program Manager will oversee and make final determination on the corrective action plan related to program service audit findings.
- The Commission's Program Manager will meet quarterly with the Executive Director/Owner of the RSC to discuss programmatic and operational matters. Meetings may be held in-person or virtually, based on availability of both parties.

EMERGENCY RESPONSE:

The contractor shall be required to draft and develop a formal emergency operations plan, which is to be approved by the Commission. The plan must include response procedures, capabilities and procedures when the community, recovery strategies, initiating and terminating response cannot support the RSC and recovery phases, identify alternate sites for services, and provide the name of the designated emergency services contact. The emergency services contact will be responsible for assessing potential dangers and threats in the area, devising action plans to minimize damage and deaths, and communicating necessary updates to appropriate Commission staff.

As a part of the emergency operations plan, the contractor is required to include a business continuity plan to provide measures for the RSC to respond effectively to disruptions and emergencies and restore essential business services as quickly as possible. The contractor will not be activated to provide emergency operations assistance at a state facility or on the behalf of the State of Louisiana. However, in the case of a declared public disaster or public health emergency, the contractor shall ensure the continued performance of regular and recurring emergency management responsibilities for their organization, such as finance, administration, procurement, planning, and communication. If unable to continue the

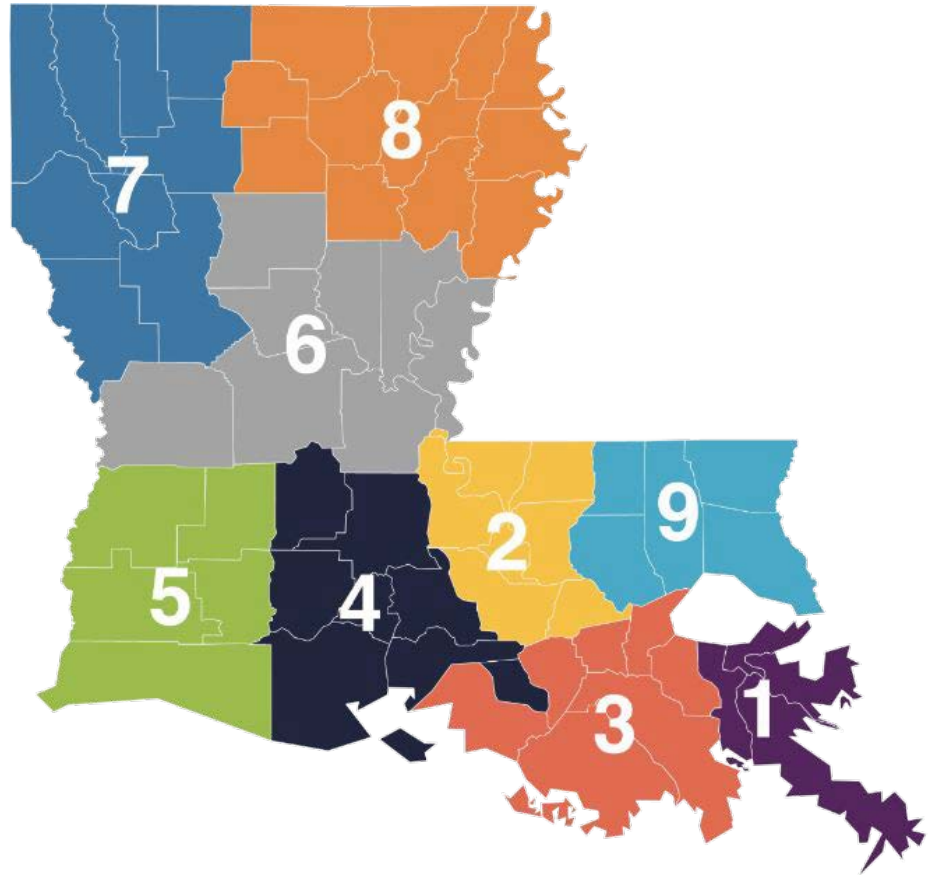
provision of such services, the contractor must immediately (within 24 hours) notify the Commission of delayed or discontinued services and provide an estimated timeframe for when services will be restored.

PAYMENT TERMS

The total contract amount is based on an annual sub-award determined by the number of consumers served in the previous year, consideration of on-going consumer service needs, and total available funds.

ATTACHMENT III

Louisiana Department of Health Regional Map



- Region 1: Serving Jefferson, St Bernard, Orleans, Plaquemines parishes
- Region 2: Serving Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, West Feliciana parishes
- Region 3: Serving Assumption, LaFourche, St. Charles, St. James, St. John, Terrebonne parishes
- Region 4: Serving Acadia, Evangeline, Iberia, Lafayette, St. Martin, St. Landry, Vermillion parishes
- Region 5: Serving Allen, Beauregard, Cameron, Calcasieu, Jefferson Davis parishes
- Region 6: Serving Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, Winn parishes
- Region 7: Serving Bienville, Bossier, Caddo, Claiborne, Desoto, Natchitoches, Red River, Sabine, Webster parishes
- Region 8: Serving Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carroll parishes
- Region 9: Serving Livingston, Tangipahoa, St. Helena, St. Tammany, Washington parishes