



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

Request for Information (RFI)

For

Statewide Interpreter Mentorship Program

**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 via sign language interpreters. The Commission works closely with members of the d/Deaf, DeafBlind and hard of hearing communities to identify gaps and to 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 oversight and professional development support to the sign language interpreter workforce in Louisiana.

Purpose of RFI

This Request For Information (RFI) is issued for the purpose of gathering information from qualified companies, individuals, etc., who show a demonstrated capacity to administer the Louisiana Commission for the Deaf's Statewide Interpreter Mentorship Program for the sign language interpreting workforce in Louisiana. The Interpreter Mentorship Program is designed to support the provision of high-quality communication access for Louisiana's Deaf, DeafBlind and hard of hearing individuals by increasing the quality and quantity of sign language interpreters in Louisiana. The Interpreter Mentorship Program encompasses statewide administration, coordination, and provision of sign language interpreter mentorship, including recruitment of mentor and mentee/participant recruitments, development of curriculum and resources, training of interpreters, professional development opportunities, and program development, monitoring, and quality assurance. 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 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 sign language interpreting, consultation, advocacy support, and/or accessibility support services, training, professional development opportunities, and/or other related 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- Statewide Mentorship Program 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 Statewide Interpreter Mentorship Program for the Louisiana Commission 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 the duration of the social services contract.
- The provider will ensure all providers of the Statewide Interpreter Mentorship Program adhere to the National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID) Code of Professional Conduct, as well as the National Association of Interpreters in Education (NAIE) Code of Ethics for the duration of the social services contract.
- The Provider will ensure services, quality, safety, and stability of the Statewide Interpreter Mentorship Program for the Deaf and the Interpreting Workforce will adhere to the terms of the social services contract.
- The Louisiana Commission for the Provision Services Manual will be used to guide the provision of services, and assess and guide quality improvement.
- The Executive Director/Owner of the organization administering the Statewide Interpreter Mentorship Program will serve as the point of contact with the Commission's Program Manager.
- The Statewide Interpreter Mentorship Program will provide mentoring services in all regions within Louisiana. Services may be provided virtually or in-person to ensure statewide reach as appropriate.

Scope of Services

This RFI is soliciting information about potential providers' interest and capacity to establish, operate, and maintain a Statewide Interpreter Mentorship Program for the sign language interpreting workforce in Louisiana on behalf of the Louisiana Commission for the Deaf.. Persons to whom services shall be provided are those who are sign language interpreters, aspiring sign language interpreters, college students pursuing degrees or certificates in Deaf studies or interpreting training, and Deaf sign language interpreters. The Statewide Interpreter Mentorship Program agency is designed to serve as a centralized, state-level support center staffed with knowledgeable personnel who can assess, coordinate, and deliver mentoring services to sign language interpreters residing in Louisiana.

The approach to improving the quality and quantity of sign language interpreter services may vary across regions, and the availability of resources is often dependent on the specific needs of the interpreter(s) and the d/Deaf, Deafblind and Hard of hearing, and their families.

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. Proposals should clearly outline how the organization plans to deliver mentoring services in compliance with the National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID) Code of Professional Conduct, and the National Association of Interpreters in Education (NAIE) Code of Ethics, and how they plan to ensure services are provided in accordance with the Americans with Disabilities Act and other relevant federal and state laws.

The Statewide Interpreter Mentoring Program agency will serve all regions within the state of Louisiana; however, careful consideration must be given to rural areas across all regions. Services may be provided virtually and/or in-person and will largely be contingent upon the applicants received per fiscal cycle, and the availability of mentors in the state. Providers should utilize creativity to ensure that these services can be provided regardless of the participant's location. Organizations must agree to serve every parish listed in the region(s) selected, according to the [Louisiana Department of Health region\(s\)](#) list. **See Attachment III**

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

Program Requirements

1. The Statewide Interpreter Mentoring Program agency, on behalf of the Louisiana Commission for the Deaf will adhere to [La. RS 46:2353](#) and provide the following services and support for individuals in Louisiana: aspiring sign language interpreters, college students pursuing degrees or certificates in Deaf studies or interpreting training, sign language interpreters currently working in the community or employed through a school system who wish to enhance their current skill level or certification, and Deaf sign language interpreters. The Provider shall:
 - Develop and implement robust recruitment, training, and onboarding procedures for sign language mentors.
 - Inform, educate, and advise the public of the availability of opportunities and pathways to actively recruit mentees/participants to participate in the Interpreter Mentorship Program.
 - Develop and implement various pathways for sign language interpreters to enhance their interpreting skills.
 - Develop processes to recruit aspiring sign language interpreters to gain exposure to the interpreting profession through job-shadowing opportunities.
 - Provide ongoing professional development opportunities tailored to the mentors' and mentees' needs.
 - Organize and provide a minimum of one annual training session to enhance mentors' skill and knowledge abilities to effectively mentor.

- Develop and maintain a comprehensive online resource library for mentors and mentees participating in the program.
 - Promote the accessibility of all public and private services through informing, educating, and advising businesses, industries, and other sectors on effective communication and the importance of mentoring for sign language interpreters to ensure mentees gain exposure to the interpreting profession.
 - Develop and implement administrative processes to ensure continuity of all supports and services to mentors and mentees.
 - Remain forward-thinking in opportunities to improve current supports and services, and innovative in opportunities for program enhancement.
 - Submit detailed reports to the Louisiana Commission for the Deaf Program staff following the Commission's defined reporting mechanism outlined in the Statewide Mentorship Program Provision Manual.
2. The Statewide Interpreter Mentorship Program will function in the following four categories: recruitment, coordination, supports, and services.
 - Recruitment includes but is not limited to promoting open application cycles, ongoing program highlights, conducting interviews with mentors to determine qualifications to qualify as a mentor, recruiting mentees to participate in the program, and onboarding new mentors.
 - Coordination includes but is not limited to hiring mentors, matching mentors and mentees to ensure healthy mentoring relationships; reviewing ongoing reports and monitoring program deliverables, identifying and securing workshop presenters for mentors and mentees to continue to provide ongoing professional development opportunities.
 - Support includes but is not limited to advocacy for the expressed goals of the programs needs and in compliance with the Americans with Disabilities Act, the National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID) Code of Professional Conduct and the National Association of Interpreters in Education (NAIE) Code of Ethics; collecting, developing and disseminating information regarding the importance of effective mentoring and various opportunities mentees can utilize to enhance their mentoring experience.
 - Services include but are not limited to facilitating the provision of direct mentoring services through the use of trained mentors, which include knowledgeable individuals with experience in areas such as sign language interpreting, interpreting pedagogy, linguistics of American Sign Language, and Deaf culture.
 3. The Statewide Interpreter Mentorship Program 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, an Interpreter Mentorship Program Coordinator to manage and coordinate services. The program coordinator must possess extensive knowledge of the interpreting profession and demonstrate the ability to manage, identify, and access resources necessary to support program requirements.

5. The provider shall ensure all individuals serving as Interpreter Mentors for the program are credentialed and registered appropriately with the Louisiana Commission for the Deaf.
6. The provider will use the Louisiana Commission for the Deaf Interpreter Mentorship Provision Manual for service delivery, but also shall establish internal policies and procedures for administering the program.
7. The provider will work collaboratively and cooperatively with the Louisiana Commission for the Deaf to implement services and provide quality program assurance according to the terms of the contract.
8. The provider must maintain adherence to all applicable federal and state regulations for serving persons with disabilities and will meet all conditions of participation annually for the term of the contract.
9. The provider must maintain adherence to the National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID) Code of Professional Conduct and the National Association of Interpreters in Education (NAIE) Code of Ethics in the delivery of program at all times.
10. 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.
11. The provider will have policies and procedures on obtaining participants' satisfaction information, such as surveys or other reporting mechanisms.
12. The provider will develop policies and procedures on receiving complaints and complaint resolution to address any complaints or concerns regarding the provision of services, or the lack thereof.

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 program for the term of the contract.
3. The provider shall have the financial resources and financial stability adequate to establish and operate the program successfully for the term of the contract.
4. The provider will provide to the Louisiana Commission for the Deaf 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 direct mentoring services between mentor and mentees shall be flexible based on the availability of mentors, mentees, and interpreting assignments.
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/or Continuity of Operations plan providing program policies during 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 Louisiana Commission for the Deaf 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.

More Information

To learn more about the Louisiana Commission for the Deaf's Interpreter Mentorship Program, please visit https://Louisiana Commission for the Deaf.la.gov/interpreting_mentorship_program/

Attachment II

Cost Estimate

Responders may use the chart and explanations provided below to give estimated costs associated with program administration and delivery. Proposals shall not exceed maximum total expenses provided below.

Year	Maximum Total Expenses
Year 1 (SFY27)	\$147,750.00
Year 2 (SFY28)	\$151,450.00
Year 3 (SFY29)	\$155,240.00

Expense Category	Year 1 (FY27)	Year 2 (FY28)	Year 3 (FY29)
Salaries			
Related Benefits			
Travel			
Operating Services			
Supplies			
Professional Services			
Capital Assets			
Indirect/Admin Cost			

Expense Category Definitions

Salaries and Wages: Compensation paid to employees working directly on contract deliverables, up to 40 hours per week.

Related Benefits: Cost for employee benefits. Examples may include retirement, group insurance contribution, and unemployment for full-time staff, if applicable. Rates should be calculated at no more than 30% of salary cost.

Travel Expenses: Cost for general travel expenses. All expenses must adhere to the state's General Travel Regulations defined by the Division of Administration Policy and Procedures Memorandum No. 49. Examples may include mentor travel costs related to in-person mentoring sessions and assignments, and routine staff travel.

Operating Services: Cost for reoccurring, non-professional services necessary for day-to-day functions. Examples may include printing, mailing services, telecommunication services, etc.

Supplies: Cost for supplies and materials essential to fulfilling the contract's scope of work. Examples may include paper, pens, ink, etc.

Professional Services: Cost for professional development training workshops/presenter fees, mentor stipends, or other professional, personal, consulting or social services necessary to implement the program effectively.

Capital Assets: Cost for equipment defined as tangible, non-consumable, moveable property with a unit cost of \$1,000 or more and a useful life of one year or more. Must follow state's procurement procedures for purchase.

Indirect/Administrative Cost: Cost for indirect administrative overhead costs for program coordination. Not to exceed 12% of total budget.

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