



FedRelay Transition to RCC/CART and VRI

About Us

Mid-Atlantic Interpreting Group, Inc. (MAIG) provides professional ASL and CART services to the Deaf and hard of hearing (D/HH) community to foster an inclusive work environment for our customers and reduce communication barriers for our consumers. We are fully qualified to provide these services as a replacement to the FedRelay contract.

MAIG is a Deaf-owned, 8(a), SB, and EDWOSB headquartered in Elkridge, Maryland. We have provided CART and ASL services to the D/HH community in diverse federal, state, and local government environments for over 15 years. As a trusted quality provider of CART and VRI interpreting services, MAIG offers our proven corporate experience, web-based management systems, and expansive pool of experienced and certified CART providers and VRI interpreters both in-person and virtually.



We are certified to provide the best service.



SBA WOSB
Woman Owned Small Business

SBA
8(a) Certified

About FedRelay

FedRelay Services (FRS or FedRelay) was provided by Sprint under a contract with the General Services Administration. This contract ended May 15, 2021; however, the contract options currently allow services through February 13, 2022. Each agency that utilizes these services should be in the process of transitioning to the FCC's Telecommunications Relay Service (TRS) program as well as transitioning to a GSA schedule holder under NAICS 541930.

Telecommunications Relay Service (TRS) is provided by the Federal Communications Commission (FCC) under Title IV of the Americans with Disabilities Act. The FCC must ensure the provision of TRS to all 50 states, the District of Columbia, Puerto Rico, and all other US territories. FCC TRS includes Video Relay Service (VRS), Captioned Telephone Service (CPTS), Internet Protocol Captioned Telephone Service (IPCTS), Internet Protocol Relay (IP Relay), Speech to Speech (STS), and Text Telephone Relay (TTY).

Services offered by GSA MAS contract holders are captioning services (normally called CART, although also referred to as Relay Conference Captioning [RCC]), and video remote interpreting (VRI).

For additional information regarding this transition, please refer to GSA's website:

<https://www.gsa.gov/technology/technology-purchasing-programs/telecommunications-and-network-services/federal-relay-fedrelay>



Our CART and ASL providers are all certified and recognized as experts in their fields



Our nationwide pool of over 450 providers allows for professional support when and where you need it



Our reservation system is available 24/7/365 and is fully customizable to your contract requirements



Our on-demand systems are compatible with all mobile devices, tablets, and computers



CART providers transcribe the spoken word into readable text in real time. MAIG possesses one of the largest and most skilled pools of CART providers in the nation. Our personnel are dedicated to several of our contracts and provide thousands of service hours each year. With a broad network of quality CART writers, MAIG can fully satisfy CART needs at an exceptionally competitive price.

CART accommodates D/HH individuals' participation in meetings, training, and conferences. The transcribed text can be viewed on a laptop or tablet, projector screen, mobile device, or television monitor, allowing Deaf community audience members to read in real time the information being shared by presenters. Depending on the meeting environment (with the appropriate audiovisual equipment in place), CART services can be provided onsite or remotely.

We provide consistent and accurate captions during the performed service. Captions have few spelling or grammatical errors. Our CART providers maintain pace with the English dialogue spoken at the event.



**On-Demand
MAIG|VRI**

MAIG provides on-demand VRI services through our mobile application MAIG|VRI, a secure, Health Insurance Portability and Accountability Act (HIPAA)-compliant, web-based platform. MAIG|VRI allows members of the GSA D/HH community, whether clients or staff, to access interpreting when and where they need it, whether domestic or abroad, using the device most convenient to the user. MAIG|VRI supports multiple languages, including Spanish and ASL.



**Prescheduled
Telework
Remote
VRI**

During the COVID-19 pandemic, we have found that many customers who previously used onsite services transitioned to telework/hybrid virtual interpreting via Skype for Business, Microsoft Teams, Zoom, or WebEx. These services are billed at the onsite rate for unclassified services and require a two-hour minimum. This has been a seamless way for our customers to continue to work with the same team of interpreters already familiar with their work, their team, and their projects but at a lower cost than the HIPAA-compliant traditional MAIG|VRI platform. All MAIG interpreters currently providing this service are experienced using Skype for Business, Microsoft Teams, WebEx, Google Meet, Zoom for Business, and FaceTime. This hybrid pricing during the pandemic has allowed for maximum utilization without the per-minute cost of traditional VRI which is more suited to on-demand or short calls.

COMMON ISSUES WITH FEDRELAY REQUESTS

Government Requests and MAIG's Capabilities

<p>Compatible with Google Meet, FaceTime, Microsoft Teams, WebEx, Zoom, and Zoom for Government</p>	<p>MAIG can provide simultaneous captioning live across multiple platforms like Zoom, WebEx, and Teams, along with Facebook Live integration or YouTube Live integration. There are no additional fees or costs for this capability, although some platforms, such as Vimeo, may require broadcast captioning software, which is offered at an additional cost and requires special broadcast encoding software. We have the capability for all of these. Broadcast captioning pricing can be furnished upon request.</p> <p>When a customer requires on-demand VRI, we must use our own proprietary cloud-based video telehealth-compliant interpreting platform. There is no capability in platforms such as WebEx, GoToMeeting, Zoom or Teams, for the interpreter to be "at the ready" and able to route a link to a client in an on-demand fashion. This is a limitation of the commercial platform itself that it does not provide this type of functionality. However, we do offer this type of commercial platform integration for VRI through our Telework Remote VRI.</p>
<p>Compatible with Video Relay Phones and Video Relay Service Providers</p>	<p>This is a legacy requirement for Federal Relay which needs to be removed from any subsequent solicitation or contract, as it is not relevant to the current environment since FedRelay services have transitioned to the FCC. The services provided by MAIG are outside the scope of FedRelay services and are not compatible with video relay phones and video relay service providers. Only FedRelay providers can access these devices, which as of 2022, are now under the FCC.</p>
<p>Managed calling centers as a requirement</p>	<p>This is a legacy requirement for Federal Relay which needs to be removed from any subsequent solicitation or contract, as it is not relevant to the current environment since FedRelay services have transitioned to the FCC. This is an unnecessary requirement and unrealistic for the level of support requested. Only the largest providers have call centers, and even those call centers are not at full capacity due to Coronavirus Disease 2019 (COVID-19) restrictions. MAIG will not provide CART via a Call Center.</p>
<p>Option to provide services in Spanish or other dialects</p>	<p>While can provide GSA with CART services in other languages through MAIG's expansive pool of qualified and certified CART providers, it is best to allow different pricing line items for each language requested.</p>
<p>On-demand CART requested</p>	<p>This is a legacy requirement for Federal Relay which needs to be removed from any subsequent solicitation or contract, as it is not relevant to the current environment since FedRelay services have transitioned to the FCC. All CART services must be scheduled in advance; MAIG does not offer on-demand CART. On-demand CART is not common commercial practice for industry who provide these services.</p>
<p>Documents need to be maintained on a cleared system</p>	<p>The government has not defined what elements comprise a cleared system so it is not possible to respond with certainty; however, this will have to be an unclassified requirement as all of these services are delivered over unclassified systems. Documents are maintained on a FedRAMP-compliant AWS server, and encrypted end to end, in transit and at rest. Whether this satisfies the government's requirements cannot be assured without more information, but all data are maintained on a system that meets standard security requirements. There is no need for documents to be maintained on a cleared system for this type of contract if the services themselves are not also delivered on a cleared system.</p>
<p>VRI available prescheduled and on-demand</p>	<p>MAIG provides both pre-scheduled and on-demand VRI; however, these are two different services with two different delivery methods and prices. MAIG VRI is a fully on-demand service for remote VRI. If prescheduled VRI is requested, those services are provided under a separate price schedule. Please allow for two different pricing line items and two separate services to be quoted.</p>
<p>Reservations can be made 12 hours in advance of the event/meeting</p>	<p>The industry standard is a minimum of three days of advance notice for any pre-scheduled assignment. Short-notice requests are challenging to fill. The most skilled and experienced providers book their assignments two or more months in advance.</p> <p>No reservation is required for on-demand MAIG VRI services.</p>
<p>Reservations can be cancelled without any penalty at least 6 hours in advance of the meeting.</p>	<p>This is not standard industry practice. Industry standard requires a cancellation fee for any assignment not cancelled with at least 2 business days notice. All CART providers will require payment for prescheduled assignments cancelled with less than 2 days' notice.</p> <p>Since there is no reservation for on demand MAIG VRI, there is no cancellation penalty.</p>
<p>No minimum session length or charge for services</p>	<p>The industry standard is a three-hour minimum for all CART events. The most skilled and qualified providers will not accept a prescheduled virtual assignment for less than a three-hour minimum. MAIG will only accept assignments with a three-hour minimum.</p> <p>MAIG requires a minimum charge of 30 minutes to use our on-demand MAIG VRI system. All in-person or pre-scheduled Telework Remote VRI assignments require a minimum of two hours.</p>