**General Services Administration (GSA)**

**Federal Acquisition Service (FAS)**

**Request for Information (RFI)**

**Reader Services for Visually Impaired NAICS Code: 541930**

This REQUEST FOR INFORMATION (RFI) is for information and planning purposes only. This does not constitute a Request for Quotation (RFQ). Other than acknowledgement of receipt if requested, those who respond to this RFI should not anticipate feedback with regard to their submissions. All costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFQ. The information provided in this RFI is subject to change and is not binding on the Government. All submissions become the property of the Government, and will not be returned. Based in part on the feedback received in response to this RFI, GSA may issue a RFQ. Sources responding to this RFI should submit the minimum information necessary for the Government to make a determination that the Government’s objectives are feasible and realistic given current industry capabilities.

**A. OBJECTIVES OF THE RFI**

This RFI is part of GSA’s continuing market research efforts related to the Reader Services for a visually impaired associate. The Reader Services acquisition may be solicited under the GSA Multiple Award Schedules Contract, Language Services Special Item Number (SIN) 541930. To be eligible, Reader Services must be listed on your current GSA MAS Contract.

**B. REQUESTED INFORMATION**

GSA is interested in responses from GSA MAS Schedule holders that can provide the following services for a visually-impaired associate:

● Read a variety of handwritten and printed documents pertaining to the evaluation of offers, contract administration, and the overall support of the GSA FAS Information Technology Category’s mission.

● Maintain the necessary electronic files and records to facilitate access to desired information.

● Perform related duties such as accompanying a visually-impaired associate to meetings and/or training sessions, both at Government site(s) or off-site location(s). Offsite location(s) will be determined at least three (3) workdays in advance and the contractor shall be notified

of such as necessary.

● Technical Proficiency of the English language at a level necessary to read and comprehend professional and technical documents related to acquisition or procurement.

● Proficiency in Microsoft Office applications including, but not limited to (Word, Excel, Access, PowerPoint), web-based email applications (i.e. Google mail) and the Google Suite (i.e. Google Sheets, Google Docs, etc.).

● Ability to quickly acquire familiarity with the Government contract documentation, system terminology, and internal systems in order to efficiently support the work activities of an associate who is visually impaired.

● Proficiency with rules of grammar to clearly and coherently express the information being reviewed and/or read.

● Knowledge of document preparation and formatting (including fonts).

● Knowledge of clerical steps in processing documents, filing for easy access, and retrieval of information (attention to detail).

● Skill in reading handwritten and printed material rapidly, clearly, with proper pronunciation and enunciation.

● Skill in describing and explaining various handwritten and print materials such as charts, graphs, tables, financial statements, bar graphs and other documents in the contract file, both in digital or paper formats.

**C. RESPONSE GUIDELINES:**

Respondents shall briefly describe its company’s background and experience in providing reader services and its responses to Sections B (Requested Information) and E (RFI Questions) of this RFI. Responses are to be sent electronically not to exceed five (5) pages in length. All documents shall be fully readable and shall be in format compatible with Microsoft Word or .pdf. All pages shall be single spaced, Times New Roman, 12-point font and 1-inch margins. Acceptable graphics, figures, tables, footnotes and legend font shall be no smaller than 8-point font. Respondents should ensure that their submissions address items outlined within this RFI. Respondents shall not provide marketing material.

Proprietary information is neither sought nor desired by GSA. All information received will be treated as being ***nonproprietary***.

**D. RESPONSE FORMAT:**

The Capabilities Statement in response to this RFI shall adhere to the format outlined above. Please note RFI responses received may be shared amongst other GSA offices.

**E. RFI QUESTIONS:**

**1.** What contract type (i.e. firm fixed price, labor hour, etc.) would you recommend for this effort and why?

**2.** What do you determine to be the appropriate qualifications of the reader and why?

**3**. Has your company provided this type of service? If available, please provide the name of the federal agency and a copy of the order/contract (not included in 5 page limitation).

**4**. If an RFQ is posted, do you plan to submit a Quote? Yes\_\_\_\_\_ No\_\_\_\_\_. If no, please provide a reason.