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**ALABAMA DEPARTMENT OF MENTAL HEALTH**  
**RFP 2024-16: Interpreting and/or Computer Assisted Real Time Captioning (CART)**  
**Q&A**

Re-Announcement

1. Do we have to bid on all services?  
**All services are included in the contract, but a vendor does not have to provide all of the services listed.**
2. What type of award will this be? multiple?  
**This RFP is referred to as an any willing vendor contract which allows for the selection of multiple vendors.**
3. Regarding the fee schedule. Is this the fees AL Department of mental Health has set to pay? What are the pricing instructions?  
**This is the fee schedule established by the department. Invoices are submitted based on this fee schedule once work is complete.**
4. For CART, is this onsite or remote?  
**Either.**
5. Can you provide the estimated volume of services?  
**The future potential is unknown. However, currently the department is seeking ongoing work for four hours daily, five days a week. More services are anticipated in the future.**
6. Can you provide any historical volume of services?  
**None available. This service and contract are new for ADMH/DD.**
7. Who is the current service provider?  
**None. This service and contract are new for ADMH/DD.**
8. Are partial bids accepted? For instance, if we want to bid on remote services, will we be evaluated for only those services? **Yes.**

