**Fact Sheet**
Relay Conference Captioning (RCC) Contract
GS-10F-143AA

Contractor: Mid-Atlantic Interpreting Group, Inc. (MAIG)

POC: Office of Civil Rights/Disability Employment Division: ReasonableAccommodations@usaid.gov

COR: Danovan Wilson, M/CIO/ITO, (571) 527-9390, danwilson@usaid.gov

Purpose: The Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990 requires employers to provide services and activities that are accessible to individuals with disabilities, including those who are Deaf and Hard of Hearing.

Scope: To provide Relay Conference Captioning (RCC) for Federal employees who are Deaf or Hard of Hearing. This requirement includes Internet-based technology and services that ensure USAID employees can join and participate in teleconference calls and web conferencing. Captions shall provide closed captioning for live meetings and ensure-real-time text can be streamed to employee devices.

Ordering: The individual requesting captioning services must submit a request for RCC services using the MAIG request portal. It is important to include preparation information for the service provider. Ideally the following information should be submitted: agendas, speaker/presenter names and spelling, technical terms and acronyms, slide decks, and web links for the event.

Minimum Notice: Requests should be submitted three (3) business days or more in advance. Any assignment submitted with less than three (3) business days' advance notice is considered a "rush request." While MAIG will make every effort to fill requests with as little as one business days' notification, these assignments may result in a rush charge.

Changes: Any changes to your RCC requests must be submitted through your MAIG user account.

Cancellation: Please cancel requests in the MAIG portal using your MAIG log-in. Any cancellation with less than two (2) business days' advance notice is considered "untimely" and is billable.

Verification: Users will receive information regarding the status of their request via their MAIG user portal. Requestors are encouraged to pay attention to their color-coded request status (legend below) to determine if further action is needed.
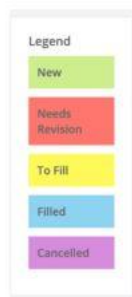
Green: New request
Red: Needs revision
Yellow: To fill (MAIG is searching for a service provider)
Blue: Filled
Purple: Cancelled