**RFP 25-83305: Statewide Language Interpretation and Translation Services**

**Attachment F: Technical Proposal**

**Indiana Department of Administration**

**Instructions:** Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.

# 1.0 General Requirements, Certifications, and Availability and Service Guarantees

# 1.1 General Requirements and Definitions

1.1.1 Please list any additional terms and definitions used by your company or industry that you would like the State to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation.

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1.1.2 Please confirm you have carefully reviewed all requirements listed in the Attachment K – Scope of Work and the following requirement listed in Attachment F1 – Minimum Requirements.

The State requires that the Respondent must have a minimum of three years of experience providing the following service(s) they are proposing in their response. This experience must be demonstrated through project(s) with a similar scope to the project described in the Scope of Work. Services include:

* In-Person Interpretation and Translation Services
* Virtual Interpretation and Translation Services
* Telephonic Interpretation and Translation Services
* Document Interpretation and Translation Services

Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

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1.1.3 Please confirm you have carefully reviewed all requirements listed in the Attachment K – Scope of Work and the following requirement listed in Attachment F1 – Minimum Requirements.

The State requires that the Respondent ensures that interpreters who shall be present at court hearings can affirm that they: have training and/or credentials as interpreters, are court-qualified interpreters, and have provided interpretation services for a court hearing (over the phone or in-person).

Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

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1.1.4 Please confirm you have carefully reviewed all requirements listed in the Attachment K – Scope of Work and the following requirement listed in Attachment F1 – Minimum Requirements.

The State requires that the Respondent meet compliance with proper accessibility and non-discrimination rules as per the Americans with Disabilities Act and the Civil Rights Act of 1964.

Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

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1.1.5 Please confirm you have carefully reviewed all requirements listed in the Attachment K – Scope of Work and the following requirement listed in Attachment F1 – Minimum Requirements.

The State requires that the Respondent adheres to all applicable data privacy and protection regulations, including HIPAA for healthcare-related interpretation services.

Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

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1.1.6 Please confirm you have carefully reviewed all requirements listed in the Attachment K – Scope of Work and the following requirement listed in Attachment F1 – Minimum Requirements.

The State requires that the Respondent shall make this contract, and its pricing, available for use by other governmental bodies as outlined in Attachment K - Scope of Work section 5.6 “Extension to Other Entities”.

Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

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1.1.7 Please confirm you have carefully reviewed all requirements listed in the Attachment K – Scope of Work and the following requirement listed in Attachment F1 – Minimum Requirements.

The State requires that the Respondent must provide services for each core language listed in Technical Proposal question 1.0.10 for each service category they are proposing in their response

Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

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1.1.8 Provide a brief executive summary of your proposed approach to deliver the services outlined in the Attachment K - Scope of Work. Be certain to include a description of any subcontractors with whom you are partnering to fulfill the scope of the Contract and what roles these subcontractors will have during the life of the Contract.

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1.1.9 The State anticipates an increase in the demand for interpretation and translation services across all State agencies that will have access to the contract resulting from this solicitation. Please provide an overview of your proposed approach to scaling services to meet the growing needs of the State. Include examples of how you have successfully managed increased service volumes in similar engagements.

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1.1.10 Confirm your ability to provide interpretation and translation services in each core language for each service category(ies) included in your proposal.

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| **Language** | **In-Person** | **Virtual** | **Document** | **Telephonic** |
| Spanish |  |  |  |  |
| Haitian Creole |  |  |  |  |
| Burmese |  |  |  |  |
| Hakha-Chin |  |  |  |  |
| Arabic |  |  |  |  |
| French |  |  |  |  |
| Swahili |  |  |  |  |
| Kinyarwanda |  |  |  |  |
| Tigrinya |  |  |  |  |
| Russian |  |  |  |  |

1.1.11 For each service category, provide a list of languages (in addition to the core languages specified in question 1.0.9) that you will be able to provide interpretation and translation services for.

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| **Service** | **Languages** |
| In-Person |  |
| Virtual |  |
| Document |  |
| Telephonic |  |

1.1.12 Please describe your process for providing quarterly updates to the State on any additions or changes to your language offerings. Please submit a sample Quarterly Business Review report to supplement your response.

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1.1.13 Please specify events, if any, that your company would exclude from your service offering(s) (e.g. large conferences). If your company excludes any specific events from your service offering, please provide the justification behind the exclusion.

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# 1.2 Certifications, Qualifications, and Testing

1.2.1 Describe how you will train interpreters/translators on professionalism, including punctuality, dress code, adherence to role boundaries, and guidelines for conducting themselves at court hearings. Detail how you will ensure that interpreters maintain impartiality and refrain from providing opinions or advice during assignments.

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1.2.2 Please explain your approach to conducting background checks for interpreters and translators, particularly regarding fingerprint-based background checks for assignments involving minors or vulnerable populations.

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1.2.3 Please explain your approach to conducting health screening for interpreters and translators. Describe your method for documenting annual tuberculosis test results for interpreters providing services at State hospitals.

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1.2.4 Please detail the steps you will take to ensure that interpreters assigned to court hearings are court-qualified, trained, and have relevant experience providing interpretation services in court settings. Describe how interpreters will affirm their qualifications and comfort level with providing services in a court environment.

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1.2.5 Provide describe any certifications or credentials interpreters can receive in various sectors, including but not limited to, medical, legal/court, education, government, etc., and explain how they meet or exceed the interpreter standards as described in the Scope of Work. If applicable, please highlight unique aspects related to this service delivery method.

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1.2.6 Explain your certification processes, standards, and requirements for interpreters, including details on the qualifications, training, and experience necessary to achieve certification. Highlight any specific certifications (e.g., legal, medical, or other specialized certifications) your interpreters hold and describe how your organization ensures ongoing compliance with industry standards and best practices.

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# 1.3 Availability and Service Guarantees

1.3.1 For each service type, describe your process for responding to scheduled appointments as well as your plan to staff on-demand appointments.

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1.3.2 Please confirm your understanding of the following language within Section 1.2 of Attachment K - Scope of Work:

*“If a State agency is not satisfied with an interpreter/transcriber’s service, the Contractor(s) shall not charge the applicable State agency account for the appointment upon notification to the Contractor(s)’ account manager or customer service team. The State reserves the right to decline services from any interpreter/transcriber that the State considers to provide inadequate interpretation. In such instances, the Contractor(s) shall be responsible for providing another interpreter/transcriber. Additionally, if the Contractor(s) is unable to provide services within the State’s required period of time, the Contractor(s) understands and agrees that the State may request services through another interpretation provider.”*

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# 2.0 Interpretation and Translation Service Categories

# 2.1 In-Person Language Interpretation Services

2.1.1 Please respond to this question by stating one of either:

“Yes, I intend to propose in-person interpretation and translation services in my response”

Or

“No, I do not intend to propose in-person interpretation and translation services in my response”

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2.1.2 Please describe your capabilities to provide in-person interpretation services. In addition, please describe your experience providing in-person interpretation services.

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2.1.3 Please describe your capabilities to provide both simultaneous and consecutive interpretation services. In addition, please describe your experience providing both simultaneous and consecutive interpretation services.

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2.1.4 Please describe your approach to providing virtual services in the case where a qualified in-person interpreter for the requested language is not available within a reasonable timeframe.

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2.1.5 Fill out the table below to affirm your commitment to the performance metrics outlined in Section 1.2 of Attachment K - Scope of Work. In the “Respondent Proposal” column the Respondent may propose an alternative or functional equivalent performance metric. In the “Performance Metric Justification” column, Respondents may explain and justify their proposed alternative. Please propose any additional or alternative performance metric commitments as applicable using the empty rows at the bottom of the table.

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| **Performance Metric** | **Respondent Affirms Commitment (Yes, No)** | **Respondent Proposal** | **Performance Metric Justification** |
| The LEP’s language must be identified by the Contractor(s) within three (3) minutes for at least ninety-five (95) percent of all requested services |  |  |  |
| An interpreter must be available for at least ninety-eight (98) percent of services |  |  |  |
| An interpreter must arrive on time for their scheduled time for at least ninety-eight (98) percent of all requested in-person services |  |  |  |
| The Contractor(s) shall provide a replacement interpreter within twenty four (24) to forty eight (48) hours of an interpreter’s cancellation. The Contractor(s) shall not cancel any interpretation appointments outside of working hours (8:00 am - 4:30 pm ET) |  |  |  |
| The Contractor(s) shall achieve a score of 90 percent or better on all State agency survey results |  |  |  |
| The Contractor(s) shall confirm receipt of each work order request by email within two hours of its receipt for one-hundred (100) percent of services. The Contractor(s) shall confirm appointment information including but not limited to:   * The requested service * The provider name(s) * Mileage requirements/fees (if applicable) |  |  |  |
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2.1.6 In order to mitigate interpreter cancellations, the State envisions a system of recurring in-person, on-site meetings in which the Contractor provides interpreters at a location designated by the State to fulfill appointments scheduled by the State. Please propose your plan of action to best meet this meeting structure. Your response should include logistical details and any alternative billing considerations.

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# 2.2 Telephonic Interpretation Services

2.2.1 Please respond to this question by stating one of either:

“Yes, I intend to propose telephonic interpretation and translation services in my response”

Or

“No, I do not intend to propose telephonic interpretation and translation services in my response”

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2.2.2 Please describe your capabilities to provide telephonic interpretation services. In addition, please describe your experience providing telephonic interpretation services.

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2.2.3 Please describe your capabilities to provide both simultaneous and consecutive interpretation services. In addition, please describe your experience providing both simultaneous and consecutive interpretation services.

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2.2.4 Fill out the table below to affirm your commitment to the performance metrics outlined in Section 2.2 of Attachment K - Scope of Work. In the “Respondent Proposal” column the Respondent may propose an alternative or functional equivalent performance metric. In the “Performance Metric Justification” column, Respondents may explain and justify their proposed alternative. Please propose any additional or alternative performance metric commitments as applicable using the empty rows at the bottom of the table.

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| **Performance Metric** | **Respondent Affirms Commitment (Yes, No)** | **Respondent Proposal** | **Performance Metric Justification** |
| The LEP’s language must be identified by the Contractor(s) within three (3) minutes for at least ninety-five (95) percent of all requested services |  |  |  |
| Services shall begin within a maximum of thirty (30) seconds of the Contractor(s) identifying the language of the LEP for ninety (90) percent of calls requiring core language interpreters |  |  |  |
| Services shall begin within a maximum of sixty (60) seconds of the Contractor(s) identifying the language of the LEP for ninety (90) percent of calls requiring non-core language interpreters |  |  |  |
| The Contractor(s) shall have a qualified interpreter available for at least ninety-nine (99) percent of all service calls |  |  |  |
| The Contractor(s) shall achieve a score of 90 percent or better on all State agency survey results |  |  |  |
| The Contractor(s) shall confirm receipt of each work order request by email within two hours of its receipt, for one-hundred (100) percent of services, the Contractor(s) shall confirm appointment information including but not limited to:   * The requested service * The provider name(s) |  |  |  |
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# 2.3 Document Translation Services

2.3.1 Please respond to this question by stating one of either:

“Yes, I intend to propose document interpretation and translation services in my response”

Or

“No, I do not intend to propose document interpretation and translation services in my response”

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2.3.2 Please describe your capabilities to provide document translation services. In addition, please describe your experience providing document translation services.

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2.3.3 Please describe your process for meeting document translation deadlines, as well as meeting expedited service requests.

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2.3.4 Please describe your process for handling text within non-editable images.

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2.3.5 Fill out the table below to affirm your commitment to the performance metrics outlined in Section 3.2 of Attachment K - Scope of Work. In the “Respondent Proposal” column the Respondent may propose an alternative or functional equivalent performance metric. In the “Performance Metric Justification” column, Respondents may explain and justify their proposed alternative. Please propose any additional or alternative performance metric commitments as applicable using the empty rows at the bottom of the table.

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| **Performance Metric** | **Respondent Affirms Commitment (Yes, No)** | **Respondent Proposal** | **Performance Metric Justification** |
| Turnaround ninety-eight (98) percent of documents that require standard turnaround services within the required timeframe |  |  |  |
| Turnaround ninety-eight (98) percent of documents that require expedited turnaround services within the required timeframe |  |  |  |
| The Contractor(s) shall have a qualified translator available and able to translate the document for at least ninety-nine (99) percent of all assignments |  |  |  |
| The Contractor(s) shall achieve an accuracy score of ninety (90) percent or better on all translated documents |  |  |  |
| When the request is received, for one-hundred (100) percent of services, the Contractor(s) shall confirm request information including but not limited to:   * The requested service * The provider name(s) |  |  |  |
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# 2.4 Virtual Language Interpretation Services

2.4.1 Please respond to this question by stating one of either:

“Yes, I intend to propose virtual interpretation and translation services in my response”

Or

“No, I do not intend to propose virtual interpretation and translation services in my response”

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2.4.2 Please describe your capabilities to provide virtual interpretation services. In addition, please describe your experience providing virtual interpretation services.

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2.4.3 Please confirm your ability to provide virtual interpretation services using the video conferencing platforms specified in Section 4 of the Scope of Work. Please provide a description of alternative platforms if you are unable to meet the State’s preferred platforms.

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2.4.4 Please describe your capabilities to provide both simultaneous and consecutive interpretation services. In addition, please describe your experience providing both simultaneous and consecutive interpretation services.

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2.4.5 Fill out the table below to affirm your commitment to the performance metrics outlined in Section 4.2 of Attachment K - Scope of Work. In the “Respondent Proposal” column the Respondent may propose an alternative or functional equivalent performance metric. In the “Performance Metric Justification” column, Respondents may explain and justify their proposed alternative. Please propose any additional or alternative performance metric commitments as applicable using the empty rows at the bottom of the table.

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| **Performance Metric** | **Respondent Affirms Commitment (Yes, No)** | **Respondent Proposal** | **Performance Metric Justification** |
| The LEP’s language must be identified by the Contractor(s) within three (3) minutes for at least ninety-five (95) percent of all requested services |  |  |  |
| Services shall begin within a maximum of thirty (30) seconds of identifying the LEP’s language for 90% of sessions requiring core language interpreters |  |  |  |
| Services shall begin within a maximum of sixty (60) seconds of identifying the LEP’s language for 90% of sessions requiring non-core language interpreters |  |  |  |
| The Contractor(s) shall have a qualified interpreter available for at least 99% of all virtual interpretation requests |  |  |  |
| The Contractor(s) shall achieve a score of 90 percent or better on all State agency survey results |  |  |  |
| The Contractor(s) shall confirm receipt of each work order request by email within two hours of its receipt, for one-hundred (100) percent of services, the Contractor(s) shall confirm appointment information including but not limited to:   * The requested service * The provider name(s) |  |  |  |
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# 3.0 Logistical Requirements and Expectations

# 3.1 Customer Support

3.1.1 Describe your proposed online scheduling and customer service tools that are capable of managing real-time appointment scheduling, modifications, and customer inquiries.

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3.1.2 Describe your proposed technical support help desk approach. In your answer, detail your approach to meeting the complaint response and complaint resolution timelines provided in section 5.1 of the Scope of Work.

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3.1.3 Please describe your approach to and experience with customer support, technical support, and dispute resolutions programs. In your answer, please include average response and resolution times.

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# 3.2 Billing

3.2.1 Please describe your approach to meeting the billing requirements described in Section 5.2 of Attachment K - Scope of Work.

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3.2.2 Please describe and attach the template and format of a monthly invoice that, if awarded this contract, would be used to detail individual services and overall monthly utilization to state agencies requesting the service.

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3.2.3 Please describe how you will share billing information that can help the State link services to individuals without including Personal Identifiable Information (PII).

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3.2.4 Please describe how your organization proposes billing for mileage, particularly in scenarios where not all mileage is used exclusively for travel to and from State appointments.

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# 3.3 Confidentiality, Accountability, and Disclosure of Conflict

3.3.1 Please describe your approach to meeting the confidentiality, accountability, and disclosure of conflict requirements described in Section 5.3 of Attachment K - Scope of Work

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6.2.2 Please describe your approach to and experience with Emergency Business Continuity and Disaster Recovery Plans and Quality Assurance Programs.

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# 3.4 Account Management and Reporting

3.4.1 Please describe your approach to meeting the account management and reporting requirements described in Section 5.4 of Attachment K - Scope of Work.

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3.4.2 Please describe your proposed account management approach and the structure of your account management team. When applicable, please provide names, roles, contact information, and resumes.

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3.4.3 Please describe and attach the template and format of a usage report that would be used to detail the data listed Section 5.4 of Attachment K - Scope of Work, for each service category.

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3.4.4 Please describe your customized and ad hoc reporting capabilities.

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3.4.5 Please describe how you will establish and provide an online survey or other survey tool that can be sent to agencies utilizing the Contractor's service.

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# 3.5 Implementation

3.5.1 Describe how you will provide the state with electronic instructions for ordering interpretation and translation services to any State agency requesting such materials.

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3.5.2 Describe your approach to holding webinars during which State agencies may ask questions about using your services.

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# 3.6 Extension to Other Entities

3.6.1 Please detail how you will make this contract and its pricing available for use by other governmental bodies.

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# 3.7 Emerging Technologies

3.7.1 Please describe any emerging technologies and trends in the interpretation and translation space that you will provide to the State upon contract go-live.

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3.7.2 Please describe your plan to stay informed on emerging technologies and trends in the interpretation and translation space during the contract term. Describe how you will ensure that the State is made aware of emerging technologies and trends in the ASL interpretation space during the contract term.

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# 3.8 Data Security and Privacy

3.8.1 Describe your approach to meeting the Data Encryption, Data Retention, and Data Disposal requirements as described in Section 5.8 of Attachment K - Scope of Work.

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3.8.2 Describe your ability to adhere to all applicable data privacy and protection regulations, including HIPAA for healthcare-related interpretation services. Your response should include your approach to conducting regular compliance audits.

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3.8.3 Describe your approach to creating and maintaining a data breach prevention strategy and comprehensive response plan.

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3.8.4 Provide your data privacy policy outlining how personal information is collected, stored, and used.

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3.8.5 Provide your approach to providing ongoing data security and privacy best practices training to your personnel.

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3.8.6 Please describe your approach to handling and keeping Personal Identifiable Information (PII) secure.

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# 3.9 Sub-agreements

3.9.1 Please describe your approach to developing sub-agreements as described in Section 5.9 of Attachment K - Scope of Work.

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# 3.10 Meetings

3.10 Please confirm your ability to meet the requirements for each meeting described in Section 5.10 of Attachment K - Scope of Work.

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