

BIDDERS COMPANY NAME

REQUEST FOR PROPOSAL

#6195

Language Interpreter/Translation Services



Prepared by:

Washtenaw County
Purchasing Division
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WASHTENAW COUNTY

Finance Department- Purchasing Division

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REQUEST FOR PROPOSAL # 6195

July 5, 2005

Washtenaw County Purchasing Division on behalf of the Washtenaw County Health Organization (WCHO) in conjunction with the Community Mental Health Partnership of Southeast Michigan (CMHPSM) is requesting proposals from potential bidders for Language Interpreter/Translator Services. The CMHPSM is interested in maintaining a diverse panel of interpreters/translators to assist Limited English Proficiency consumers with foreign language and sign language interpretive/translation services. Services include oral and sign interpretation and may also include translation of written materials. Interested applicants should indicate their interest to provide services for each of the following CMHPSM service areas: Washtenaw, Livingston, Lenawee, and Monroe Counties. Interested parties may submit a bid to provide service in one county or multiple counties.

Sealed Proposals: Any interested parties will deliver one (1) original with original signature(s) and two (2) copies which are clearly marked as such to the following address:

**Washtenaw County
Administration Building
Purchasing Division
220 N. Main St. Room B-35
P.O. Box 8645
Ann Arbor, MI 48107**

Initial due date: Monday, July 11, 2005 at 3:00pm.

This is open request for proposal. Requests for proposal to provide services can be submitted at any time. Please follow the steps below.

- Please use the attached self-addressed label or the envelope should be clearly marked "**SEALED RFP # 6195**".
- Please direct purchasing and procedural questions regarding this Request for Proposal to Anne Strieter at 734-222-6760 or email strietera@ewashtenaw.org
- Please direct specific technical questions regarding services being applied for under this Request for Proposal to WCHO Provider Relations Unit at wchopru@ewashtenaw.org or at (734) 544-3000.

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TIMELINE FOR RFP # 6195

RFP to WCHO Board for Review	May 17, 2005
Letter notifying potential contractors of bid availability	June 29, 2005
Bid advertised in local newspapers	July 3, 2005
Bid available to bidders in Washtenaw County Purchasing	July 5, 2005
Bid opening	July 11, 2005 at 3:00pm
Panel Appointments approved by WCHO Board	ongoing

Introduction

The Washtenaw Community Health Organization (WCHO), on behalf of the Community Mental Health Partnership of Southeastern Michigan (CMHPSM), is requesting proposals from potential bidders for Language Interpreter/Translation Services. The CMHPSM is interested in maintaining a diverse panel of interpreters/translators to assist Limited English Proficiency (LEP) consumers with foreign language and sign language interpretive services and translation. Services include oral and sign interpretation and may also include translation of written materials. Interested applicants should indicate their interest to provide services for each of the following CMHPSM service areas: Washtenaw, Livingston, Lenawee, and Monroe Counties. Interested parties may submit a bid to provide service in one county or multiple counties.

Definition

An LEP consumer is defined as “a person who is unable to speak, read, write or understand the English language at a level that permits him or her to interact effectively with health and social services agencies and providers”.

Issuing Office

This Request for Proposal (RFP) is issued by the WCHO on behalf of the CMHPSM. The WCHO is utilizing Washtenaw County Purchasing Division services to assist in the issuing of this RFP. All questions regarding procedures with bidding should be directed to Washtenaw County Purchasing Department and all questions regarding the services being bid should be directed to the to the WCHO Provider Relations Unit at wchopru@ewashtenaw.org.

Services Available for Bid

Services for which proposals are sought are listed below.

The following services are available to all CMHPSM clients:

➤ Foreign Language Interpretation/Translation

The bidder will provide language interpreter services for LEP consumers seeking services. Services include oral interpretation from the source language into the target language (and vice versa) and may also include translation of written materials from the source language into the target language (and vice versa).

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➤ **Sign Language Interpretation**

The bidder will provide language interpreter services for LEP consumers seeking services. Services include sign language interpretation. Interpreters must adhere to the National Registry of Interpreters for the Deaf (RID) Code of Ethics. To view RID's Code of Ethics visit <http://www.rid.org/coe.html>.

The bidder must have a procedure in place for providing interpreter/translation services, and the bidder must provide WCHO with documentation of this procedure in the application.

The bidder must agree to maintain confidentiality about the information being interpreted/translated. The bidder must convey information faithfully, using the language most readily understood by LEP consumers. The bidder must agree not to counsel, advise, or interject personal opinion into the interpretation/translation.

If for any reason, the bidder is not able to perform these duties, the WCHO has the authority at any time to consider the removal of the bidder from language interpretation/translation service panel.

Skill Level and Qualifications

➤ **Foreign Language Interpreters/Translators**

The bidder must have, or must employ individual interpreters/translators who have, a bachelor's degree from an accredited institution, preferably a bachelor's degree in languages or linguistics. It is preferred, but not required, that the bidder is certified as a State Court Interpreter. The bidder must possess native or near native-level fluency in the foreign language, as well as fluency in English. The bidder must also possess at least one year of specialized experience in interpreting, translating, or other work requiring the use of English and the foreign language of which the interpretation/translation is being provided. The bidder must also possess superior communication, written, and customer service skills.

➤ **Sign Language Interpreters**

The bidder must have, or must employ sign language interpreters who have, a bachelor's degree from an accredited institution, preferably a bachelor's degree in Humanities or related field. The bidder must be certified with the Registry of Interpreters for the Deaf (RID), assessed by the National Association for the Deaf (NAD), or qualified as per the State Quality Assurance (QA) Levels Descriptions as a QA Level III. The bidder must also possess at least one year of experience working with deaf and hearing impaired individuals. The bidder must also possess superior communication, written, and customer service skills.

Proposal Due Date

This is an open panel with an initial due date of July 11, 2005 at 3:00pm. Applicants are able to submit an application under this RFP at any time.

An original application with signature and two copies in a sealed envelope must be submitted to ***Washtenaw County Purchasing Division***.

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DO NOT BIND OR PLACE THE APPLICATION IN A HARD COVER. Applications should be submitted in the format provided. Specifications for attachments are noted in the application.

Criteria for Judging Bids

The WCHO reserves the right to reject any bid, to waive or not waive informalities or irregularities in bids or bidding procedures, and to accept any bid determined through the review process to represent the best interest of the WCHO and its consumers. Bids will not be awarded solely on the basis of cost and selected proposals may not be the lowest bids. Notification of the above-mentioned circumstances will be provided by the Washtenaw County Purchasing Division.

All bids will be evaluated by a committee of WCHO staff and/or board members and consumers.

For more information, visit the CMHPSM website at http://www.ewashtenaw.org/government/departments/cmhpsm/provider_information/pro_homepage.html or contact the WCHO Provider Relations Unit at wchopru@ewashtenaw.org.

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RFP # 6195

**Date Issued:
July 5, 2005**

Request for Proposal for: Language Interpreter/Translator Services

OPEN RFP

Please check the services which you or your agency would be willing to provide and the counties in which you or your agency would be willing to provide those services:

Foreign Language Interpretation

Washtenaw County

Livingston County

Lenawee County

Monroe County

Foreign Language Translation

Washtenaw County

Livingston County

Lenawee County

Monroe County

Sign Language Interpretation

Washtenaw County

Livingston County

Lenawee County

Monroe County

Please attach a rate schedule for the services you provide, or enter that information here:

**RFP 6195 Language Interpreter/Translation Services
Application**

Directions: Complete this application in full. Additional pages may be used if necessary. Incomplete applications will not be considered.

General/Identifying Information		
Name/Name of Agency: _____		
Federal Tax ID Number: _____		
Billing Street Address: _____		
City	State	Zip
Billing Phone Number: (_____) _____		
Agency Director: _____	Emergency Contact Number: _____	
Email Address: _____		
What hours/days of the week are you (or are employees at your agency) available to provide services?		
How much advance notification is required prior to providing service?		

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Skill Level and Qualifications

What is your (or the employees working for your agency's) educational qualifications to provide foreign language interpretation/translation and/or sign language interpretation services? You may attach this information on a separate page if necessary.

How long have you (or has your agency) been providing foreign language interpretation/translation and/or sign language interpretation services?

Have you (or has your agency) provided foreign language interpretation/translation and/or sign language interpretation services to any government entities in the past? If so, please discuss program specifics. If not, please indicate what other experience you (or your agency) have.

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Human Resources

For agencies, how many interpreter/translator staff does your agency currently employ?

For agencies, how do you ensure the competency of your agency's staff? Please discuss employee hiring, training, and evaluation processes. If this information is captured in agency policy, please attach a copy of the relevant personnel policies.

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For individual applicants, what type of ongoing education/training do you participate in to ensure the continued quality of your foreign language interpretation/translation and/or sign language interpretation skills?