

ALLEGHENY COUNTY
DEPARTMENT OF HUMAN SERVICES
PROPOSAL COVER PAGE

SOLICITATION: Language Assistance Services to Support Individuals with Limited English Proficiency

Contact Information	
ORGANIZATION OR INDIVIDUAL: <u>Optimal Phone Interpreters</u>	
AUTHORIZED REPRESENTATIVE:	
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Proposal Information
DATE SUBMITTED: January 14, 2016
AMOUNT REQUESTED:
*PROPOSAL ABSTRACT: Thank you for allowing Optimal Phone Interpreters the opportunity to bid for telephonic interpreting and document translation services. We use over 2500 credentialed interpreters to provide telephonic interpretation and document translation services 24/7/365, in over 200 languages. We hold many contracts that are national in scope, and would like to offer DHS the same customized service for eliminating language barriers. No special equipment is needed, as telephonic interpretation services can be accessed from any phone, and document translation from existing email/fax systems. Enclosed is a complete response that fulfills all of the requirements listed and presents what we believe to be the best option available in the industry.

*Please limit your response to 750 characters

Please check each of the following before submitting your Proposal:

My firm is registered with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises

By submitting this proposal, I agree that, if offered a contract award, I will comply with the standard County terms and conditions for County contracts.

By submitting this proposal, I agree to comply with DHS Cyber Security, EEOC/Non-Discrimination and HIPAA requirements.

By submitting this proposal, I certify and represent to the County that all submitted materials are true and accurate, and that I have not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

Allegheny County
Department of Human Services
Language Assistance Services to Support Individuals with Limited English Proficiency

1. Executive Summary: *Provide a summary of the Language Assistance Services you propose to provide and a brief description of the qualifications and capacity that enable you to provide the proposed services.*

Optimal Phone Interpreters (OPI) is the best value provider for Allegheny County Department of Human Services' (DHS) telephonic interpretation and document translation needs. With our prompt answer times and over 200 available languages, OPI facilitates communication across language and cultural barriers as seamless and accurate as possible, while making it as easy as possible to access an interpreter. OPI provides these services 24 hours a day, 7 days a week, and 365 days a year. Our bilingual live answer operators allow direct access to both English and Spanish speakers, allowing the caller to request a gender specific interpreter if needed, and assist in language identification if the caller is unsure of the Limited English Proficient (LEP) language needed.

OPI utilizes over 2500 U.S. based interpreters, and is able to provide telephonic interpretation and document translation in over 200 languages and dialects. Our average connect time to an interpreter is less than 30 seconds on average; Spanish interpretation connect time is less than 20 seconds on average. OPI has over 1400 clients spanning many different industries. Our interpreters have experience interpreting for government agencies, 911 call centers, hospitals, clinics, insurance carriers, criminal justice services, visiting nurse associations and refugee services. Our telephonic interpretation services can be accessed from any phone system, and document translation is coordinated through existing fax and/or email systems, so no additional or specialized equipment is necessary.

OPI stands ready to implement all required services outline in the statement of work provided by DHS. We understand the intended period of performance and have the necessary resources to perform efficiently. All office systems and processes are in place to fulfill any special invoicing or reporting requests, as well as begin provision of services quickly.

OPI has been providing language services since 2003. We are a certified Small Business entity, and a GSA approved contract holder for Language Services (#GS-10F-173BA). There have never been any claims, judgments, breaches, or failure to execute contracts. OPI has the financial resources and ability to comply with the duties and responsibilities of this RFP. All vendors are paid promptly.

Exhibiting the technical capabilities and past performance with customers of parallel needs and requirements, all while offering a fair, reasonable and competitive price, OPI presents what we believe to be the best option available in the industry today.

2. Proposal Narrative:

a. Organizational Experience and Capacity

i. Provide a brief description of your organization's history.

Optimal Phone Interpreters was founded in 2003. By 2006, the company provided interpreters for over 35,000 medical and legal onsite interpreting appointments and doubled telephonic provisions to help people communicate across linguistic and cultural barriers. In 2009 OPI expanded telephonic provisions and is wholly focused on providing over the telephone interpretation services, including the capability to provide document translation.

In 2010 OPI moved operations to an expanded state of the art, secure call center located in Central Florida. OPI provides a high level of customer service, both on the part of the interpreters, as well as that of the operators and administrative staff overseeing them. The service is supported by a robust network of signal line vendors, state of the art digital phone switching hardware and software, and integrated order taking/invoicing software. As we continue to add new technology and provisions we anticipate only positive impacts to our industry as a whole and to specifically to OPI.

ii. Describe any current or past experience relevant to the Language Assistance Services sought through this RFP, including duration of experience; provide evidence demonstrating your organization's ability to provide such services at a high level quality within the field of human services and/or within local government.

Many of our client accounts have been active for 10 years or more, demonstrating our ability to provide high quality services at an exceptional value. Our client base consists of multiple City and County government agencies, to include health centers, emergency services, corrections, refugee services, legal aid, and family services; we also provide services to many independent human service organizations. Our services effectively provide these agencies with compliance in local, state, and federal regulations such as Title VI of the Civil Rights Act and HIPPA.

OPI handles an average of 4000 calls per day with a success rate of 99.9%; we receive complaints on less than 0.5% of our calls. Our customer retention is 93.3%. OPI has not lost any customers due to service issues. Our service agreement contract includes a monthly minimum; the majority of customers that chose to leave were low volume users where the minimum would apply. Most of our customers that did not renew contracts cited price related reasons, or no longer a needed interpretation services.

Please refer to our references on page 14 for additional detail.

iii. Describe the background and qualifications of key administrative and managerial staff you intend to employ to support the proposed services.

Our key administrative team all have over 10 years of experience in the language services industry. Customer support is available 24 hours a day, 7 days a week, and 365 days per year.

Josh Chmilarski will be the County's dedicated account manager, to oversee all aspects of the account including implementation, education, and customer service. Josh has been with OPI for 3 years and has over 5 years of account management experience. Resumes for all key staff are available upon request.

- iv. Describe the organizational resources and capacity that enable you to effectively meet the standards of this RFP and those of your proposal. Please include a copy of your most recent financial audit or other documentation justifying your organizations fiscal performance and financial stability.*

OPI automates those parts of the business process that can be accomplished without placing additional tasks or informational burdens on the client. Executing these strategies has enabled OPI to experience significant growth over the last 12 years. Eliminating the need for access codes and specialized equipment, with a user friendly approach, OPI makes quick connections to a qualified interpreter the primary focus while minimizing the total cost of purchased services to our clients.

OPI carries a \$5 million insurance policy, with coverage to include but not limited to commercial, professional, auto, workers compensation, and cyber liability. Our insurance certificate will be provided upon award.

OPI has the financial resources and ability to comply with the duties and responsibilities of this RFP. There have never been any claims, judgments, breaches, or failure to execute contracts. We have been a debt-free company since our inception and remain so today. All vendors are paid promptly. Please see OPI's Dun and Bradstreet Company Update report on page 15 for justification of our fiscal performance and financial stability.

b. Proposed Services

i. Language Assistance Services

- *Describe the Language Assistance Services your organization will provide and specifically how the proposed services will fulfill the standards established in this RFP (see Scope of Services Requested, Language Assistance Services). Proposals may include any or all forms of Language Assistances sought through this RFP, including:*
 - 1. Interpretation (Onsite)*

OPI is not bidding for Onsite Interpretation Services.

2. Interpretation (Telephone)

OPI provides telephonic interpretation services 24 hours a day, 7 days a week, and 365 days per year in over 200 languages. A strategic decision was made early in the company history to differentiate itself by employing all bilingual operators, allowing direct access to our service by both English and Spanish speakers. This also allows the caller to request a gender specific interpreter if needed for the LEP's comfort and assist in language identification if the caller is unsure of the LEP language needed. Our operators will transfer calls to/from our call center to

the County's customer or staff, as well as add a third-party when needed at no additional charge.

All OPI calls are answered within 4 seconds, and interpreters are connected within 30 seconds on average, with Spanish interpreters connected within 20 seconds. Operators follow prompts customized by the County, obtaining only necessary demographics in order to expedite the call.

OPI can provide the County with a multi cultural line, which could enhance your customer's experience and decrease the burden on your call center. This is an incoming non English speaking customer line sending calls directly to OPI via your phone tree. OPI records a message advising to "press # for an interpreter", and that option would direct the call to our operators, who then determine the language needed, connect an interpreter, and then dial back to your main line with both the interpreter and caller already connected. There is no additional charge for this feature.

3. Written Translation

OPI provides complete and accurate translation of documents, to include forms, court orders, letters, brochures, guides and other County documents. Our translation services are always completed by translation specialists and never by computer software. OPI's translation specialists consider document content, context, tone, grammar and culture when translating documents. All documents that are translated are put through our stringent QA process of editing, proofreading, and quality control. Translations are reviewed by a professional translator after the initial translation by the native speaker to ensure accuracy of content, context, cultural nuances and tone based on environmental, scientific, legal terms and professional jargon.

We offer translation services with the turnaround time that is outlined in the RFP specification document. OPI often provides completed translations in 24-48 hours, once a client quote has been received and approved. County requests for expedited translation will be completed within 2 business days per the specifications of the RFP document. Documents can either be faxed or emailed to us at translation@callopi.com or submitted in any other agreed upon method. Once documents are received, a quote will be returned in the requested method within the 24 hour time period, which will reflect document cost and word count at the rate based on contracted terms.

Original source formatting will be maintained. OPI can accept any file type that is either an image or document (Doc, Excel, DOCX, PDF, and RTF). This includes any Office file type as well as PDF and images. OPI uses Dell Data Protection Encryption to protect the hard drives. Trend Microsoft Email Encryption is available for any document translation or email correspondence containing sensitive or confidential information. Any email correspondence containing sensitive or confidential information would be sent via this system.

- *Describe key aspects of the delivery model used to provide each proposed service, including, but not limited to, the business process used to request services and mechanisms for account management and customer service.*

Telephonic Interpretation: OPI takes pride in offering fast access to tested, trained, experienced, and proficient interpreters, while minimizing the burden other providers place on client end users to use codes and automated attendants to obtain an interpreter. By employing all bilingual operators, we allow direct access to our service by both English and Spanish speakers. This also allows the caller to request a gender specific interpreter if needed for the LEP's comfort and assist in language identification if the caller is unsure of the LEP language needed.

The County will access OPI by calling a toll free number. In less than 4 seconds, County callers are connected with one of our bilingual live operators where information requested by the County (such as language needed, location code, caller name, department, etc.) is collected to be reflected on reports and invoices. Then the call is connected with an interpreter in the language of choice in less than 30 seconds on average (less than 20 seconds for Spanish). Our operators will connect a third party if needed, or leave a message if the recipient is not available, at no additional charge. Please refer to page 21 for flow chart sample.

Document Translation: OPI document translation services are accessed by email, fax or your preferred shipping method. Once the document has been received, our translation specialists will provide the County with a quote to include expected delivery date; this is typically completed within 24 to 48 hours. Following authorization to proceed, the document will be completed and returned to the County within the agreed upon time frame. Please see page 22 for flow chart sample.

Customer support for both telephonic interpretation and document translation is available 24 hours a day, 7 days a week, and 365 days per year. Primary customer support will be provided by your dedicated account manager, with operations and IT managers always available as needed. Customer support can be accessed by both phone and email outreach. Please refer to section 3. ii and iii for additional information on our quality management processes.

Language Requirements

- *List all foreign languages in which your organization will provide the proposed services. If offering multiple forms of Language Assistance Services, clearly indicate which services will be available in which languages. You may choose any or all of the languages described in the Scope of Services Requested (see Language Requirements.) Describe your organization's experience and proficiency for each language listed.*

OPI is prepared to provide language assistance for telephonic interpretation and document translation in over 200 languages. Please see page 23 for our available language list. Our available languages include all Tier One, Tier Two and Tier Three languages identified by the County in the RFP document.

Our top 20 most requested languages for 2015 include all of the languages identified in the County's Tier One and Tier Two category of languages, as well as three of the four languages identified in Tier Three.

Our interpreter database is dynamic. We are continually adding interpreters as client needs warrant it. We have over 2500 interpreters and translators that can provide services in over 200 languages. We maintain a 99.9% rate of meeting clients' requests for interpreters. OPI management continually monitors call metrics to ensure we are appropriately staffed. Our systems provide management with alerts if call metrics fall outside of goal. This allows for quick adjustments as warranted. We strive to maintain 85% resource capacity or resources to allow for unexpected peaks in volume.

All interpreters, regardless of language, undergo the same rigorous testing and training, as well as on-going monitoring, to ensure we provide qualified, proficient, and competent interpreters in all languages. All interpreters and translators are verified by the U.S. Department of Homeland Security's E-Verify system.

ii. *Interpreters and Translators*

- *Describe the qualifications and standards required of interpreters and translators to be utilized for the proposed services, including required knowledge, skills, experience, credentials and other professional standards.*
- *Describe your strategy for recruiting, retaining and evaluating performance of qualified interpreters and translators to be utilized for the proposed services.*

OPI takes pride in attracting, developing, and retaining high quality interpreters that are all located in the United States. Our Interpreter Development Team is continually looking for new qualified interpreters. The team proactively recruits via various resources including ATA, CHIA, IMIA, and state court sites. We receive many candidates through referrals from staff and clients. All of our interpreters are culturally competent, sensitive, and respectful to all of the clients that we serve. Candidates provide a resume, certifications held, and experience profile. The Interpreter Manager interviews all candidates to ensure fluency in English and assess their skill set for telephonic interpreting and review OPI's expectations. Interpreters holding a National Certification and/or completion of a Bridging the Gap Training program is preferred. If both parties agree to move forward a VISE (Verbal Interpreting Skills Evaluation) is scheduled.

There is no nationally recognized and accepted certification test for telephonic interpreters for all languages. Many of our interpreters hold certifications from various certifying organizations. However all must still pass OPI's testing, training and on-going monitoring. This ensures we provide qualified and competent interpreters for the clients we serve.

The standards we meet are those developed by the Government's Division of Minority Health which are included below. These are from the *National Culturally and Linguistically Appropriate Services (CLAS) standards*. OPI testing and training program ensures our interpreters meet these standards.

Before one can be considered qualified to interpret, translate, or provide other communication assistance, he/she must be assessed to determine his/her competence. Language ability alone does not qualify an individual to provide language assistance. Leading organizations in the field of language assistance, as reported by the National Health Law Program (2010), have identified the requisite skills and qualifications of interpreters as follows:

- Active listening skills
- Message conversion skills
- Clear and understandable speech delivery
- Familiarity with regionalisms and slang in both languages
- Ability to identify differences in meaning due to dialects or regionalisms to ensure effective and accurate message conversion
- Ability to communicate in all registers and at varying levels of formality
- Understanding of colloquialisms and idiomatic expressions in all working languages
- Working knowledge of anatomy and physiology
- Extensive knowledge of the vocabulary and terminology related to diagnosis, prevention, treatment, and management of illness and disease
- Understanding of key concepts in health care, such as confidentiality, informed consent and patients' rights
- Command of the vocabulary related to the provision of health care in both languages

The OPI passing score of 85% is equal to 4 on the ILR (Interagency Language Roundtable) scale and “Distinguished” on the ACTFL9 (American Council on Teaching of Foreign Language) scale. This means interpreter is able to speak with a great deal of fluency, grammatical accuracy, and precision of vocabulary.

The OPI Testing system is specifically designed to ascertain the level of interpreting skill an interpreter has between their Target Language and Spoken English. Historically in the Language Industry, written tests have been administered in an attempt to determine the language proficiency of a prospective interpreter. The skill sets necessary to translate written information, and interpret verbal information do not directly coincide. For that reason, the OPI Verbal Interpreting Skills Evaluation is an *oral* test, with no written documentation provided to the prospective interpreter. The test has no practice sessions, list of study terms, time to look up terms, or preparation. The prospective interpreter must have a firm command of the specific vocabulary in both languages in order to be able to respond. If the interpreter is not already comfortable interpreting effectively at the same speed, they will not be able to pass the test. When the oral test is administered, there is only enough time provided between phrases to respond back, or interpret the phrase, mimicking what occurs in a live interpretation. Phrases are spoken at the same rate of speed as a live interpretation. The test length is the same length as an average interpretation session. The vocabulary set used in the test is derived from vocabulary utilized in the variety of calls we handle. Problematic vocabulary is included in the test to evaluate how an interpreter will respond (such as a term without a direct translation in the second language). These problematic terms are included to see if the interpreter will react

appropriately to errors and omissions. A score of 85% is necessary to pass the evaluation in order to be credentialed.

After passing testing and signing contract all interpreters participate in a 2 hour orientation which includes OPI protocols and guidelines for handling calls, as well as review of HIPAA, Interpreter Ethics, confidentiality, and medical interpretation. At least biweekly additional training in industry specific vocabulary, customer service skills, or other topics is provided to all interpreters. Interpreters are updated periodically in small groups via conference call when new interpreting issues arise, or there are customer service training issues that need to be addressed.

OPI prefers to use ATA certified translators. If one is not available in the requested language, management obtains references and reviews sample documents from potential translators to determine if they meet OPI standards. The translator then completes the OPI orientation and signs our contract, which includes OPI protocols and guidelines for handling calls, as well as review of HIPAA, Interpreter Ethics, confidentiality, and medical interpretation.

iii. Data Collection, Reporting and Evaluation Requirements

- *Describe your capacity and strategy to collect and provide key performance data regarding the proposed services to DHS staff, considering the requirements described in this RFP at a minimum (see Scope of Services Requested, Data Collection & Reporting Requirements).*
- *Describe the internal processes and mechanisms you will use to evaluate the quality and effectiveness of the proposed services, ensuring compliance with the standards of this RFP and those described in your proposal.*

OPI will customize reports and invoicing as per the County's needs. Your dedicated account manager will use the requirements found in the RFP document, as well as meet with the County to identify any other needs, and put an implementation plan in place. This information is used to customize the prompts our operators will see when they receive a call from the County.

Our quality management team monitors our interpreters continuously. Our application and testing process greatly minimizes the likelihood of sub-par performance from our interpreters, but to adhere to the commitment of ongoing quality improvement, we continue to evaluate the interpreters after their initial credentialing period. All calls that OPI processes are recorded and stored for 6 months for our quality purposes. When interpreters are initially approved to provide services, they are required to go through an orientation period which includes HIPAA training, confidentiality training, and ethics training. The interpreter's first five interpreting calls are monitored to assure their competency. In addition to scheduled evaluations, if a specific issue arises regarding an interpreter, that interpreter continues to be monitored and evaluated until the management is satisfied that the issue has been resolved, retraining has occurred with successful results, or the interpreter in question is no longer utilized. At any time, by request, the County retains the right to ask OPI not to assign a particular interpreter to future assignments. When an unprofessional Interpretation complaint is logged, OPI can upon request, provide the a copy of the recording for review, as well as the interpreter's training

records, to assess whether an interpreter should no longer be allowed to render service. Documents are also reviewed by our quality team to insure accuracy and consistency.

3. Proposed Pricing and Pricing Narrative:

- a. *Proposed Pricing (complete and submit the Pricing Template, Appendix A)*
 - i. *Pricing for the proposed services must be submitted on the accompanying Pricing Template. Follow the instructions therein and here to complete and submit the spreadsheet along with your proposal. Proposals with pricing structures that deviate from these instructions may be rejected.*

OPI's telephonic interpretation is charged by 1/100th of minute, with pricing quoted per minute. We reflect "true billing" for telephonic interpretation, as you are billed only for the time of the call, with no rounding up of call time, billing does not start until all parties are connected on the phone. There is no charge for dial-outs, special reporting or invoice requests, account management, or education tools. OPI does not apply any additional fees beyond the rates listed on the pricing sheet. No special equipment is needed, as OPI services can be accessed from any existing phone, fax or email system. Our pricing includes training and utilization materials, 24 hour technical support, and customer service from your dedicated account manager. As per the RFP document, upon award OPI agrees to make our services available to DHS-contracted providers at the same contracted rate.

- ii. *Complete the sections of the spreadsheet pertaining to the services you are proposing to provide and the languages in which they will be provided. Do not complete sections of the spreadsheet pertaining to services or languages that you will not offer.*

Appendix A Pricing Template is included both as a separate document, and on pages 12-13.

- b. *Pricing Narrative*
 - i. *Describe and support all cost and cost-related factors that impact your proposed pricing; examples include but are not limited to shift differentials, minimum order values, cancellation policies, reimbursable costs, and certified or specialized language services.*

Our telephonic interpretation pricing is quoted per minute, with calls billed by 1/100th of minute. There are no additional charges; we do not charge for dial-outs, special reporting or invoice requests, account management, or educational tools. OPI does not apply any additional fees beyond the rates listed on the pricing sheet. We reflect "true billing" for telephonic interpretation, as you are billed only for the time of the call, with no rounding up of call time. Rates do not vary based on time of day or day of the week, including holidays. Billing does not start until all parties are connected on the phone. Document translation is quoted per word. We do require a minimum for documents that are less than 250 words. No special equipment is needed, as all OPI services can be accessed from any existing phone, fax or email system. Our pricing includes training and utilization materials, 24 hour technical support, and customer service from your dedicated account manager.

ALLEGHENY COUNTY DHS - RFP Proposal Pricing Template

Language Assistance Services to Support Individuals with Limited English Proficiency

Organization Name: Optimal Phone Interpreters

Date of Proposal Submission: 1/14/2016

INSTRUCTIONS: Read all sections of the RFP carefully before completing this spreadsheet. For each service and language you are proposing, place the proposed price in the column marked "Rate." Specify the unit associated with the proposed rate in the adjacent column. (e.g., minute, half-hour, hour, word, sentence, page, etc.). Do not complete any cells for services or languages you are not proposing to provide. If necessary, you may expand the sections for "other languages" by adding rows, maintaining the same format for rate and unit cells; do not modify the template in any other way.

SERVICE: ONSITE INTERPRETATION		Rate	Unit
Arabic		\$ -	
Burmese		\$ -	
French		\$ -	
Karen		\$ -	
Mandarin, Chinese		\$ -	
Nepali		\$ -	
Russian		\$ -	
Spanish		\$ -	

List other languages below, individually or in groups		Rate	Unit
		\$ -	
		\$ -	
		\$ -	
		\$ -	
		\$ -	

SERVICE: TELEPHONIC INTERPRETATION		Rate	Unit
Arabic		\$ 0.89	minute
Burmese		\$ 0.89	minute
French		\$ 0.89	minute
Karen		\$ 0.89	minute
Mandarin, Chinese		\$ 0.89	minute
Nepali		\$ 0.89	minute
Russian		\$ 0.89	minute
Spanish		\$ 0.65	minute

List other languages below, individually or in groups		Rate	Unit
all other languages (see page 23 for detail)		\$ 0.89	minute
		\$ -	
		\$ -	
		\$ -	

		\$ -	
SERVICE: WRITTEN TRANSLATION			
		Rate	Unit
Arabic		\$ 0.25	word
Burmese		\$ 0.25	word
French		\$ 0.25	word
Karen		\$ 0.25	word
Mandarin, Chinese		\$ 0.25	word
Nepali		\$ 0.25	word
Russian		\$ 0.25	word
Spanish		\$ 0.20	word
List other languages below, individually or in groups			
		Rate	Unit
all other languages (see page 23 for detail)		\$ 0.25	word
**minimum \$30 per project - Spanish		\$ 30.00	project
**minimum \$40 per project - all other languages		\$ 40.00	project
		\$ -	
		\$ -	

4. References:

- a. *Provide the name, affiliation and contact information (include email address and telephone number) for three references who have direct knowledge of and can address the current and/or past experience of your organization relevant to the Language Assistance Services sought through this RFP.*
- i. *At least one reference should be a past or present client agency or organization.*
- ii. *At least one reference should be a past or present individual client who received or receives your services.*

Please find detailed references below. OPI does not provide services to individuals; however each reference identifies an individual within the agency or organization for the County to contact.

- 1. Louisville Kentucky Metro Government Public Health & Wellness
400 East Gray Street, Louisville KY 40202
Leanne French, Director

[Redacted]

A client since 2014, we provide 6,000 minutes of telephonic interpretation per month, in over 48 languages to include all but one of County’s Tiers 1-3 languages. We also provided the following document translation services: six documents in 2015, to include Arabic, French, Nepalese, Somali, Spanish and Vietnamese.

- 2. Edward M. Kennedy Community Health Center
2000 Century Drive, Worcester MA 01606
Nestor D’Oliviera, Interpreter Services Coordinator

[Redacted]

A client since 2014, we provide 1,000 minutes of telephonic interpretation per month, in over 40 languages to include all but one of the County’s Tiers 1-3 languages.

- 3. Montgomery County PA-Health Department
1430 DeKalb Street, Norristown, PA 1940
B. J. Krier-Mumford - Fiscal Office

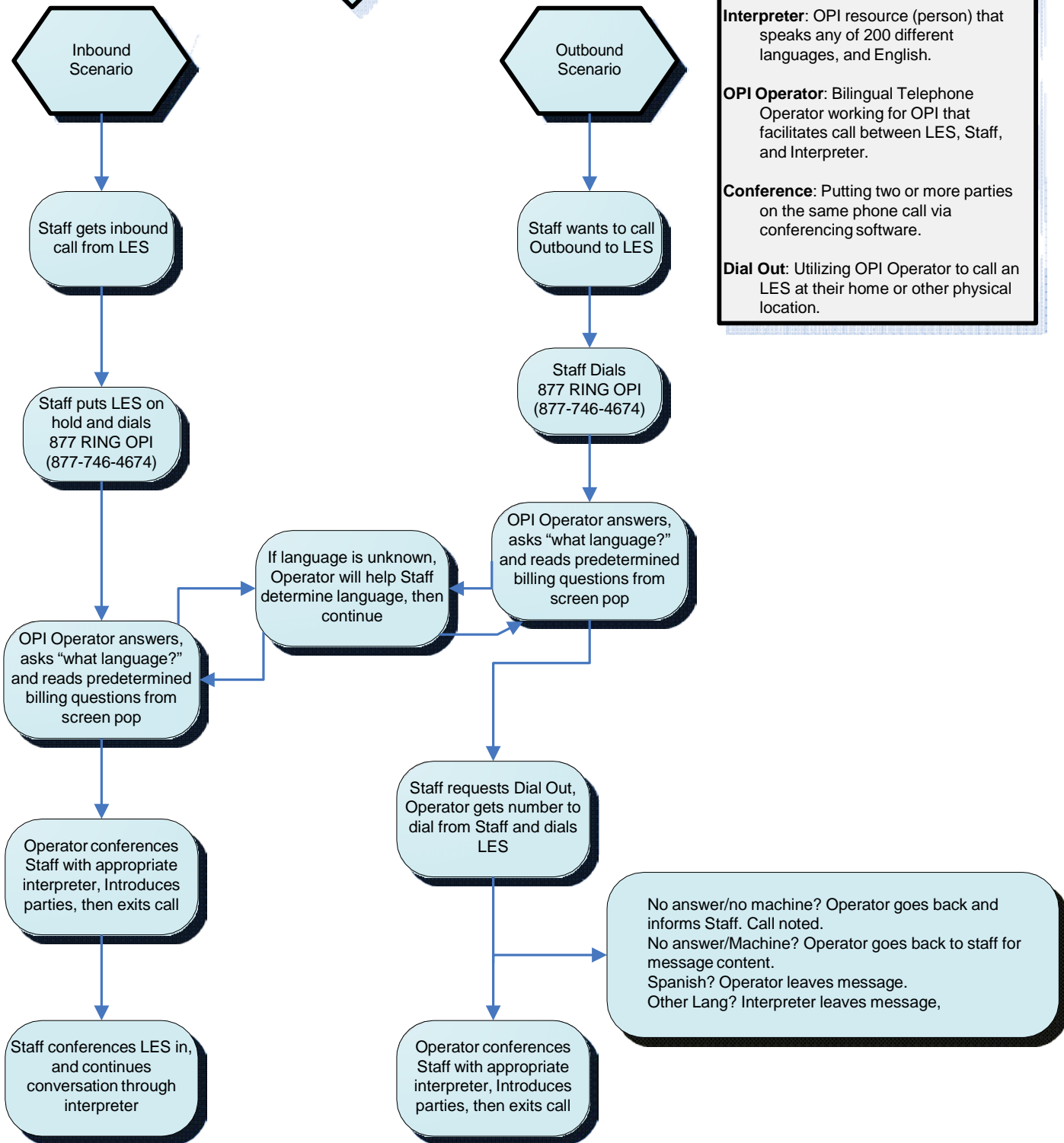
[Redacted]

A client since 2013, we provide 450 minutes of telephonic interpretation per month, in 23 languages to include all but three of the County’s Tiers 1-3 languages.

5. Required Attachments

- a. *Cover Page*
- b. *MWDBE Participation Statement Form*
- c. *W9*
- d. *Vendor Creation Form*

OPI CALL FLOW



Glossary:

OPI: Optimal Phone Interpreters

LES: Limited English Speaker

Staff: Client's English speaking staff member receiving call from LES, or dialing out to LES

Interpreter: OPI resource (person) that speaks any of 200 different languages, and English.

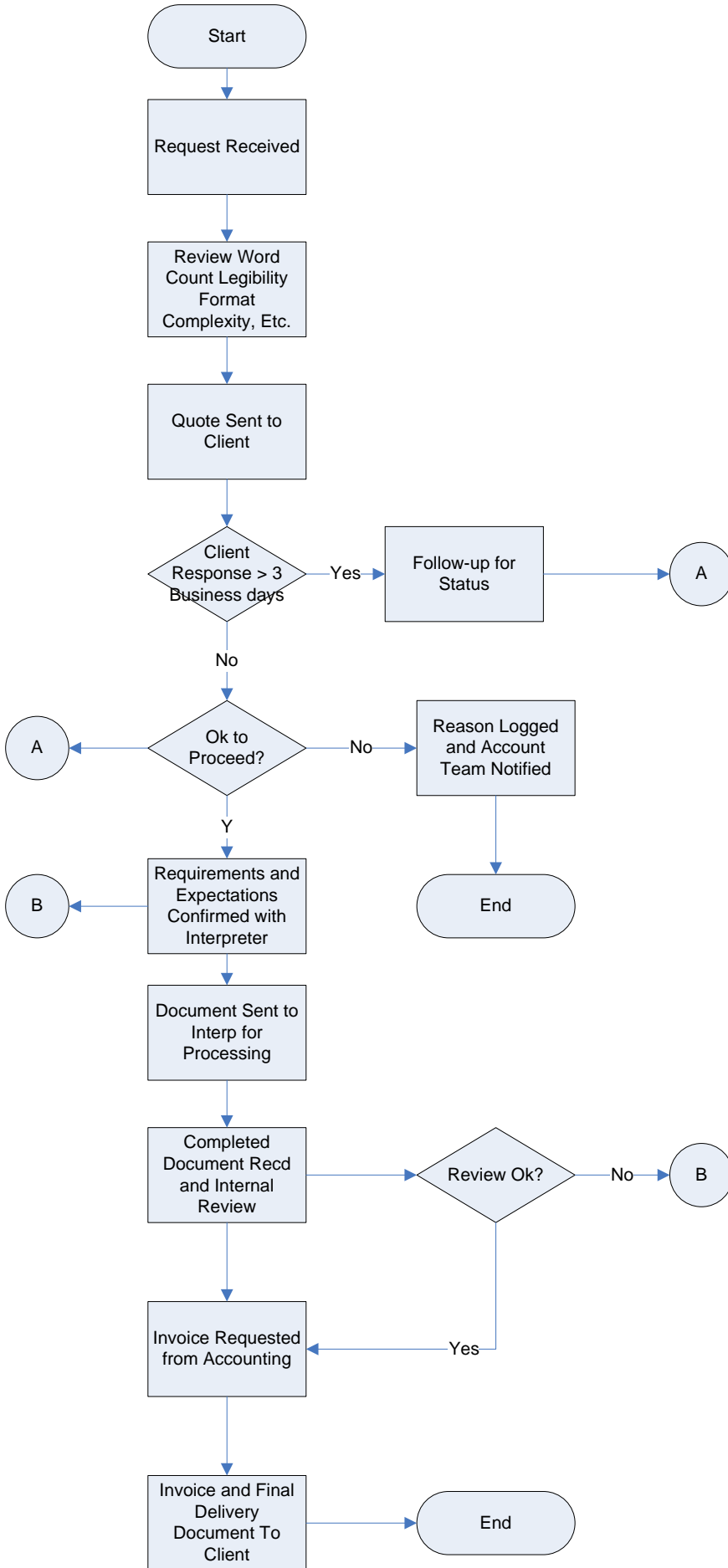
OPI Operator: Bilingual Telephone Operator working for OPI that facilitates call between LES, Staff, and Interpreter.

Conference: Putting two or more parties on the same phone call via conferencing software.

Dial Out: Utilizing OPI Operator to call an LES at their home or other physical location.

OPI Document Translation Process Flow

01/01/2015



Languages Available

Acholi	Chuj	Ilonggo	Mende	Slovenian
Afrikaans	Chuukese	Indonesian	Mien	Somali
Akan	Creole	Italian	Minangkabau	Soninke
Albanian	Croatian	Japanese	Mixteco	Spanish
Amharic	Czechoslovakian	Javanese	Mizo	Sranang
Apoi	Danish	Juba-Arabic	Moldovian	Sudanese
Arabic	Dari	Kannada	Mongolian	Swahili
Armenian	Dinka	Kanuri	Moore	Swedish
Ashanti	Dutch	Kaqchikel	Nahuatl	Szechuan
Assamese	Estonian	Karen	Navajo	Tagalog
Assyrian	Ethiopian	Karenni	Nepalese	Taiwanese
Azerbaijani/Azeri	Ewe	Kazakh	Nigerian	Tamil
Bahasa	Farsi (Persian)	Khmer	Norwegian	Tanga
Balinese	Fijian	Khmu	Nuer	Telugu
Balochi	Filipino	Kinyarwanda	Oriya	Thai
Bambara	Finnish	Kirundi	Oromigna	Tibetan
Basque	Flemish	Kongo	Oromo	Tigre
Bassa	French	Korean	Pampango	Tigrinyan
Batak	Fukienese	Krahn	Pangasinan	Toisanese
Belarusian	Fulani	Kurdish	Papiamento	Tongan
Bengali	Fuzhou	Kyrgyz	Pashto	Tshiluba
Berber	Ga	Lakota	Persian	Tsonga
Bhili	Gaelic	Lao / Laotian	Pohnpeian	Tswana
Bicol	Galician	Latin	Polish	Turkish
Boholano	Gbandi	Latvian	Portuguese	Turkmen
Borana	Georgian	Liberian	Punjabi	Ukranian
Bosnian	German	Lingala	Quechua	Umbundu
Bulgarian	Gikuyu	Lithuanian	Quiche	Urdu
Burmese	Greek	Lkale	Romani	Uyghur
Cachi	Guarani	Llahe	Romanian	Uzbek
Cambodian	Gujarathi	Llocano	Russian	Vietnamese
Canjobal	Hainanese	Macedonian	Samoan	Visayan
Cantonese	Haitian Creole	Madura	Santali	Waray
Cape Verde	Hakha	Makua	Serahule	Welsh
Creole	Hausa	Malagasy	Serbian	Wolof
Catalan	Hebrew	Malay	Serbo-Croatian	Xhosa
Cebuano	Hiligaynon	Malayalam	Sesotho	Yi
Chaldean (Aramaic)	Hindi	Maltese	Shanghaiese	Yiddish
Chaozhou	Hmong	Mam	Shona	Yoruba
Chavacano	Hungarian	Mandarin	Sicilian	Yugoslavian
Cherokee	Ibo	Mandinka	Sindhi	Zapoteco
Chichewa	Igbo	Marathi	Sinhalese (Sinhala)	Zhuang
Chin	Ilocano	Marshallese	Slovak	Zulu

All Languages, All the Time.

877-RING OPI
(877-746-4674)
CallOPI.com

COUNTY OF ALLEGHENY

M/W/DBE PARTICIPATION STATEMENT

Failure to complete this form and submit it with your contract may cause delays in processing

SOLICITATION AND COMMITMENT
MINORITY, WOMEN AND DISADVANTAGED BUSINESS ENTERPRISES

FISCAL YEAR/PERIOD 2015	NAME OF PROVIDER Optimal Phone Interpreters	ADDRESS 755 Clay Street, Winter Park, FL 32789	PHONE NUMBER 866-380-9410
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List below ALL M/W/DBE's that were solicited – whether or not commitment was obtained – Copy this form as necessary

MBE <input type="checkbox"/> WBE <input type="checkbox"/> DBE <input type="checkbox"/>		TYPES OF SUBCONTRACT WORK OR MATERIALS	DATE SOLICITED	COMMITMENT MADE <input type="checkbox"/> YES <input type="checkbox"/> NO (IF YES GIVE DATE)	GIVE REASON(S) IF NO COMMITMENT MADE
CERTIFIED BY:			SOLICITATION METHOD	MO DAY YR	Many of the interpreters we contract with are women and/or minorities, however most are very small businesses that do not obtain the MWSEB certification. We are open to working with any certified MWESB that meets our qualifications and needs. Our own company is very diverse.
COMPANY NAME			QUOTE RECEIVED <input type="checkbox"/> YES <input type="checkbox"/> NO	AMOUNT COMMITTED \$ % OF TOTAL BID	
ADDRESS					
CONTACT PERSON/PHONE					
EMAIL					
MBE <input type="checkbox"/> WBE <input type="checkbox"/> DBE <input type="checkbox"/>		TYPES OF SUBCONTRACT WORK OR MATERIALS	DATE SOLICITED	COMMITMENT MADE <input type="checkbox"/> YES <input type="checkbox"/> NO (IF YES GIVE DATE)	GIVE REASON(S) IF NO COMMITMENT MADE
CERTIFIED BY:			SOLICITATION METHOD	MO DAY YR	
COMPANY NAME			QUOTE RECEIVED <input type="checkbox"/> YES <input type="checkbox"/> NO	AMOUNT COMMITTED \$ % OF TOTAL BID	
ADDRESS					
CONTACT PERSON/PHONE					
EMAIL					
MBE <input type="checkbox"/> WBE <input type="checkbox"/> DBE <input type="checkbox"/>		TYPES OF SUBCONTRACT WORK OR MATERIALS	DATE SOLICITED	COMMITMENT MADE <input type="checkbox"/> YES <input type="checkbox"/> NO (IF YES GIVE DATE)	GIVE REASON(S) IF NO COMMITMENT MADE
CERTIFIED BY:			SOLICITATION METHOD	MO DAY YR	
COMPANY NAME			QUOTE RECEIVED <input type="checkbox"/> YES <input type="checkbox"/> NO	AMOUNT COMMITTED \$ % OF TOTAL BID	
ADDRESS					
CONTACT PERSON/PHONE					
EMAIL					

Prepared By: *Jacqueline Smoak* Title: *COB*

Date: *1/14/16*

Signature: 

**COUNTY OF ALLEGHENY
M/W/DBE PARTICIPATION WAIVER REQUEST**

PROVIDER	Optimal Phone Interpreters
ADDRESS	755 Clay Street, Winter Park, FL 32789
CONTACT PERSON	Jackie Snook, COO
TELEPHONE NUMBER	866-380-9410
EMAIL ADDRESS	jsnook@callopi.com
FISCAL YEAR/PERIOD	2015

In all instances a good faith effort must be made to meet the M/W/DBE contract goals as outlined in Section 3.10.8.8 of the "Minority and Women Business Enterprise Utilization Affirmative Action Requirements" document.

If you plan to perform the entire contract without using M/W/DBE subcontractors and/or suppliers or have not completely met the M/W/DBE goal of 13% MBE 2% WBE, the following must be attached and submitted with this form:

- * A detailed explanation of your normal business practice
- * Operation and/or Inventory Profile
- * An active company supplier/subcontractor diversity policy
- * Explanation as to why M/W/DBE participation waiver is being requested

Note: The fully completed M/W/DBE Participation Statement must accompany this waiver request, that shows your "Good Faith Effort"

Prepared By: Jackie Snook Title: COO Date: 1/14/16 Signature: 

MWDBE Wavier Justification

- *Detailed explanation of your normal business practice*

OPI takes pride in attracting, developing, and retaining high quality interpreters that are all located in the United States. We have over 2500 interpreters in our dynamic database. Our Interpreter Development Team is continually looking for new qualified interpreters. The team proactively recruits via various resources including ATA, CHIA, IMIA, and state court sites. We receive many candidates through referrals from staff and clients. Nearly all of our interpreters are individuals, and are not part of an organized business entity. As such, they do not find it necessary or advantageous to obtain M/W/DBE certification as a qualification of employment.

Our service offering includes telephonic interpretation and document translation in over 200 languages and dialects, available 24 hour a day, 7 days a week, and 365 days a year to over 1400 customers. This vast language offering and constant service availability lends itself to creation of dynamic database of interpreters spanning 5 time zones to match our client demographic.

- *Operation and/or inventory profile*

Not applicable to our business offering.

- *An active company supplier/subcontractor diversity policy*

While we do not have a formal diversity policy in place, the very nature of our business, providing interpretation services in over 200 languages, requires that our staff be diverse.

- *Explanation as to why M/W/DBE participation wavier is being requested.*

The very nature of providing interpretation services in over 200 languages requires that our staff be diverse. Our interpreters have immigrated to the US from a large number of countries. All OPI operators are bilingual Hispanics and most have immigrated to the US from other countries while some are second generation Americans.

Our own company is very diverse, with both our COO and CFO being women, and one is Finnish.

Many of the interpreters we contract with are women and/or minorities, however most are very small businesses that do not obtain the MWDEB certification. We are open to working with any certified MWDEB that meets our qualifications and needs. Referencing the Allegheny County MWDBE Contract Specifications Manual, we made every effort to utilize the subcontractors from the PA Unified Certification Program. However of the two businesses fitting our NAICS code 541930, one did not offer comparable services, and the other is a direct competitor. We welcome MWDEB interpreters to contract with OPI as the opportunity arises.

Allegheny County

Vendor Creation Form

Controller's use only:

Supplier No. _____

1099 Eligibility: Yes No

Add Change Supplier No. _____

Company Information:

Federal Tax ID (TIN)

Optimal Phone Interpreters

37-1469009

Company Name (Please type or print)

Original W-9 must be attached

Optimal Phone Interpreters

See attached W-9 on page 28

Required information
Type of Service Provided

- Independent Contractor
- Maintenance/Service Agreement
- Insurance
- Personal Reimbursement
- Other (please list)
- Rent
- Care Giver
- Legal
- Medical

Type of Commodity Provided

(please describe below)

Telephonic Interpretation and Document Translation Services.

Telephonic Interpretation and Document Translation Services.

Required Information

Minority Or Women Owned

Yes No

If yes select ethnicity and gender of the vendor below:

- Asian Pacific American
- Black American
- Hispanic American
- Native American
- Subcontinent Asian American
- Non-Minority Woman
- Other

If Yes Male Female

Certified By: PAUCP PADGS Non PA Certification

(attach copy of certification)

Non-Profits including Faith Based Organizations

- Faith Based Non-Minority
- Faith Based Minority
- African American Non-Profit
- Other Non-Profit

Outreach Manager Interface Yes No

Industry Classification by NAICS Code

Primary Industry 541930
Secondary Industry (if applicable) _____

*If code is not known go to <http://www.census.gov/epcd/naics02/naicod02.htm> and select the correct code.

Required Information

Supplier/Remit To Information (Search Type "V") – (Where check will be mailed for payment. Check must be made payable to exact name listed under TIN provided or check cannot be processed.)

Please print or type

Supplier/Payee Name Optimal Phone Interpreters
Address Line 1 PO Box 5313678
Address Line 2 _____
Address Line 3 _____
City Atlanta State GA
ZIP Code 30353-1678
Telephone Number 866-380-9410
Fax Number 888-416-6320

*If the "remit to" information provided on form does not match invoices submitted for payment, the Controller's Office MUST contact supplier to verify address information before payments are processed. Thank you for your cooperation.

If the Allegheny County Department with which you do business is known, providing the information below will help in the processing of your payments. **Failure to include the information may result in processing delays.**

Allegheny County

Departmental Contact

Name Department of Human Services
Telephone No. 412-350-1744
Fax No. 412-350-3414
EMail Address: dhsproposals@AlleghenyCounty.us

Supplier/Payee Contact Name

Name Jackie Snook, COO
Telephone No. 866-380-9410
Fax No. 888-416-6320
Email Address: jsnook@callopi.com
