

RFP for Language Assistance Services 2022



PROPOSER INFORMATION

Proposer Name: Linguistica International, Inc.

Authorized Representative Name & Title: Sabrina Morales, CEO

Address: 4250 W 5415 S., Kearns, UT 84118

Telephone: [REDACTED]

Email: admin@linguisticainternational.com

Website: <http://www.linguisticainternational.com>

Legal Status: ☒ For-Profit Corp. ☐ Nonprofit Corp. ☐ Sole Proprietor ☐ Partnership

Date Incorporated: [REDACTED]

Partners and/or Subcontractors included in this Proposal: None

How did you hear about this RFP? *Please be specific.* BidSync

Does your organization have a telecommunications device to accommodate individuals who are deaf or hard of hearing? ☐ Yes ☒ No

REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Sabrina Morales	[REDACTED]	[REDACTED]
Contract Processing Contact	Jordan Daines	[REDACTED]	[REDACTED]
Chief Information Officer	[REDACTED]	[REDACTED]	[REDACTED]
Chief Financial Officer	[REDACTED]	[REDACTED]	[REDACTED]
MPER Contact*	Jordan Daines	[REDACTED]	[REDACTED]

* [MPER](#) is DHS's provider and contract management system. Please list an administrative contact to update and manage this system for your agency.

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BOARD INFORMATION

Provide a list of your board members as an attachment or in the space below.
NA

Board Chairperson Name & Title: NA

Board Chairperson Address: NA

Board Chairperson Telephone: NA

Board Chairperson Email: NA

REFERENCES

Provide the name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization. *Please do not use employees of the Allegheny County Department of Human Services as references.*

[REDACTED]

[REDACTED]

[REDACTED]

PROPOSAL INFORMATION

Date Submitted 4/26/2022

Amount Requested: [REDACTED]

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CERTIFICATION

Please check the following before submitting your Proposal, as applicable:

☒ I have read the standard County terms and conditions for County contracts and the requirements for DHS Cyber Security, EEOC/Non-Discrimination, HIPAA and Pennsylvania's Right-to-Know Law.

☒ 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.

Choose one:

☒ My Proposal contains information that is either a trade secret or confidential proprietary information and I have included a written statement signed by an authorized representative identifying those portions or parts of my Proposal and providing contact information.

OR

☐ My Proposal does not contain information that is either a trade secret or confidential proprietary information.

ATTACHMENTS

Please submit the following attachments with your Response Form. These can be found at <http://www.alleghenycounty.us/dhs/solicitations>.

- Partner commitment letters, if applicable
- MWDBE and VOSB documents
- Allegheny County Vendor Creation Form
- Audited financial reports or other financial documentation for the last three years
- W-9
- Completed pricing template

REQUIREMENTS

All Proposers must complete the Organizational Experience and Budget Sections. Please complete these sections only once, regardless of the number of Language Assistance Services proposed.

Complete only the sections for the Language Assistance Services you wish to propose. Services not included in your proposal may be left blank. Please stay within the page limit listed at the top of each section.

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The scores from the Organizational Experience and Capacity and Budget sections will be added to the score for each Language Assistance Service proposed. The maximum score a Proposal can receive in each service is:

- Spoken Language Interpretation = 105 points possible
- Sign Language Interpretation = 95 points possible
- Written Translation = 105 points possible

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Organizational Experience and Capacity (25 points possible)

All Proposers must complete this section. Your response to this section must not exceed 5 pages.

1. Describe your organization's experience delivering Language Assistance Services in the field of human services and/or local government. Please include the duration of experience and provide evidence of high-quality service delivery.

Linguistica International, since its founding in [REDACTED], has acquired substantial and successful experience providing excellent medical interpretation and translation to healthcare organizations. For example, one of our first, longest, and most successful running contracts, dating back to [REDACTED] is with Utah State Medicaid, for whom we have provided over the phone interpretation services for a variety of medical calls including medical visits, applying for Medicaid, patient legibility, clinical trials, questionnaires, information for medical programs, provider discharge instructions among others. Currently, we are the language service provider of choice for over [REDACTED] active clients within the U.S., many of them based in the medical sphere. In addition to our extensive experience providing medical over the phone services, Linguistica also provides translation services and on-site interpretation services, all across the healthcare and public sectors. In [REDACTED] we successfully covered [REDACTED] minutes of over the phone interpretation, and over [REDACTED] translations varying in size and scope. Given our present volume, if awarded the Wyoming Department of Health contract, we feel confident that we can incorporate the amount of volume generated by this contract into our daily operation and systems to both meet and exceed expectations required in the contract.

2. Describe the organization's resources and capacity that will enable you to effectively meet the standards outlined in the RFP.

Linguistica International is a Certified Minority Women-Owned business. Our founder Sabrina Morales, staff and trainers work in the field of interpretation and translation nationally and internationally and are recognized in the interpreting and translation sector as leaders and innovators. We are active in many interpretation and translation associations and were instrumental in founding the National Code of Ethics and National Standards of Practice for interpreters, and in healthcare established through the National Council on Interpreting in Healthcare.

Linguistica was founded in [REDACTED] and since then has been providing language services in over [REDACTED] different languages to public and private healthcare systems, as well as government agencies across the United States. Our management and support team operates from our HQ in Salt Lake City.

Linguistica currently utilizes a team of over [REDACTED] over the phone interpreters available 24/7/365. Our coordination center connects over [REDACTED] medical interpretation calls daily.

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Requests range from the most common Spanish and Mandarin to languages of lesser diffusion, such as Mandingo and Quechua.

Over the past two decades we have acquired substantial and successful experience providing specialized services to medical and healthcare organizations nationwide. We currently interpret over the phone, onsite and virtually through Video Remote Interpreting (VRI) services as well as provide document translation services. We have extensive experience in healthcare interpretation and translation, including in large acute teaching hospitals, psychiatric, and mental health settings. We are the main interpretation and translation vendor for hundreds of medical facilities nationwide including New York Health and Hospitals, Primary Children's Hospital, Yale New Haven Hospital, California State Hospital, Smilow Cancer Centers, among others.

We understand the unique challenges faced by interpreters and translators working in healthcare settings and the skill set needed to successfully meet these challenges. As a result, our training program includes targeted healthcare modules, covering specialty terminology, the National Standards of Practice for Interpreting in Healthcare, and the National Code of Ethics for Interpreters in Healthcare.

At Linguistica International, we understand that health care interpreting requires the ability to use multiple interpreting approaches including 1st person, narrative, descriptive, simultaneous, consecutive, and working with a professional health provider or team. Our interpreters are trained in all methods and techniques to ensure the most accurate delivery of interpreting services.

3. Describe your organization's standard data collection and reporting processes and mechanisms and how you would apply them to DHS's key performance data collection and reporting requirements.

Linguistica International has successfully implemented language service contracts for many medical clients over the past 16 years. Due to the continuation of development of new and innovating technology we have been able to increase our call fill rates every year.

██████ was a year of improvement for Linguistica as our call fill rates increased by ██████ compared to the previous ██████ years. We are committed to provide superior quality services as well as include the newest technology to improve the work environment while still maintaining competitive rates. Our quality assurance plan described below has allowed us to increase our ability to cover all call requests and maintain excellent quality interpreters and services. Linguistica International conducts ongoing quality assurance evaluations on all service areas to minimize and address any potential and actual deficiencies.

Our evaluations are focused on meeting the highest quality levels. All of Linguistica's over the phone interpreters are evaluated at least once per quarter and are provided with clear steps

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to address any deficiency. Quarterly evaluations are electronically maintained for reporting purposes.

All interpreters that are required to undergo additional training will be evaluated on a weekly basis until they are cleared for standard reactivation.

The supervisor stores results electronically. These reports will be made available to DHS upon request.

DHS may dial our toll-free number and ask to speak to a supervisor such as the assigned HR supervisor(s) or the Account Manager for the account. All calls are stored and monitored in our proprietary system.

DHS may also send an email to the designated supervisor or account manager email address for issues that are not time sensitive.

The HR supervisor(s) and or account manager will open an investigation concerning the issue and contact DHS in 24 hours or less. Contact List: HR Supervisor(s), Account Manager(s), Executive Team, CEO.

Clients wishing to provide feedback may do so through the following methods: telephone, Mylinguistica, and email.

Telephonic feedback may be provided by calling our toll-free number: 866-908-5744. All calls are recorded and stored in our secure and encrypted server. This allows us to track the time and date the call was received and reply/resolve any question, comment, or concern the client may have regarding services or his/her account. Feedback will be forwarded to the corresponding supervisor and a solution will be offered in a timely manner.

DHS authorized staff will have access to our client web-portal via our proprietary system. Mylinguistica has a dedicated function tab that allows feedback to be provided online. In order to submit feedback users will need their credentials to log into the system. Once submitted it will be tracked and delivered to the appropriate Account Manager. All feedback will be reviewed and resolved within 24 hours.

Feedback may also be submitted via email. Upon contract execution DHS will be provided with the email (and phone number) of their account manager, who will be in charge of overseeing their account and personally addressing any concerns and feedback.

4. Describe your organization's internal processes and mechanisms for evaluating the quality and effectiveness of your services and how you would apply them to the Language Assistance Services you would provide to DHS.

The quality evaluation process for over the phone interpreters involves:

- Calls are recorded and stored in secure encrypted servers.
- Calls are retrieved to perform evaluation.

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- Supervisor's schedule quarterly evaluations of recorded calls for every interpreter.
- Each call is evaluated using point system that will result in a percentage of compliance.

The interpreter is evaluated following specific steps included in our quality control evaluation sheet for over the phone interpreters.

The interpreter evaluation index feeds off of a data set gathered and maintained in a mylinguistica contractor score card, giving us visibility to work traits such as accuracy, completeness, professionalism, interpreting code of ethics compliance, proper use of terminology and courtesy/respect. Understanding the behavioral aspect and work ethic of each linguist, we are able to not only assess the suitability of the individual but also qualify and match interpreters to any given environment or assignment with the ultimate goal to provide the best patient experience.

The interpreter is then provided with feedback and a written report of the evaluation; if the interpreter scores between [REDACTED] they are required to undergo additional retraining and successfully pass a secondary evaluation. If the interpreter scores lower than [REDACTED] they are automatically removed from our active team of interpreters. All interpreters that are required to undergo additional training will be evaluated on a weekly basis until they are cleared for standard reactivation. The supervisor stores results electronically.

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Spoken Language Interpretation (45 points possible)

Complete this section only if you are proposing this Language Assistance Service. If you are not proposing this service, please leave this section blank. Your response to this section must not exceed 6 pages.

1. Describe the Spoken Language Interpretation services to be provided and how they will fulfill the standards outlined in the RFP.

Onsite Interpretation

Linguistica International will deliver Spoken Language Interpretation in-person, or face-to-face. The interpreter will be physically present with the client/participant in a variety of settings and with a variety of participants and group sizes, according to the nature of DHS programs and services. Locations of onsite interpretation may include but are not limited to: DHS offices, the offices of other public agencies and social service providers, healthcare facilities, client households and other locations throughout the Allegany County. In case the situations involving the need for services to be delivered outside of Allegheny County, we will coordinate through DHS.

In the case of the Onsite Spoken Language Interpretation involves with the sight translation. We will use interpreters capable of verbally rendering a written text from one language into another. Sight translation will be provided when, during the course of interpretation, a written text (or some part thereof) must be understood by one or more participants in order for meaningful communication to occur. Written texts that may require sight translation by the interpreters will include but are not limited to client/participant-related forms, court orders, letters, program brochures, informational guides, and other vital documents.

Our Onsite Spoken Language Interpretation services will meet additional DHS requirements and standards:

- We will provide onsite interpretation services within █ hours of receiving an official request for such services from DHS unless otherwise scheduled at a later date and time.
- We will provide expedited onsite interpretation services. In such cases, we shall provide onsite interpretation services within █ hours of receiving an official request for expedited service from DHS.
- Our onsite interpreters will be physically present at the time and location specified by DHS and abide by all security and site-related procedures and protocols.
- We will preserve DHS the ability to request a specific interpreter, when deemed important and if the interpreter is available.

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Telephone Interpretation

Linguistica International will deliver telephone interpretation of Spoken Language Interpretation over the phone, which can be utilized when the physical presence of an interpreter is not feasible (e.g., time-sensitive emergency situations), required or requested by a client/participant. We will provide telephone interpreting assistance to include any number of parties and phone lines from the same or different physical locations as required by the participants. We will make telephone interpretation services available to DHS through a single telephone number, 24 hours per day, seven days per week, 365 days per year.

Video Remote Interpretation (VRI)

Linguistica International will deliver Spoken Language Interpretation with an interpreter to utilize videoconferencing instead of onsite interpreting. We will provide videoconferencing technology, equipment, and a high-speed Internet connection with sufficient bandwidth to provide the services of a qualified interpreter to participants at a different location, and this will include any number of parties accessing a single, virtual site. We will make VRI services available to DHS 24 hours per day, seven days per week, 365 days per year.

2. Describe the key aspects of the delivery model you would use to provide Spoken Language Interpretation, including but not limited to, the business processes used for service requests and the mechanisms for account management and customer service.

Linguistica International contracts with over [REDACTED] trained and qualified linguists. In order to ensure enough interpreters are available at any time, our operations team utilizes our internally developed system “Dynamic Allocation of Resources” allowing us to track previous call volume requirements and adjusting interpreter availability to meet a minimum buffer of [REDACTED] above the previous weeks’ total volume.

Our ability to support our client’s volume is enabled in part by our coordination department which interacts with clients and interpreters utilizing various communication options, including:

[REDACTED]

[REDACTED]

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Our proprietary platform “mylinguistica” is the cornerstone of our operation, allowing clients to interact with our support team, monitor invoices as they are being created, view their complete usage records, schedule service, and more. Its elasticity automatically scales our service lines to accommodate volume spikes and provides the necessary redundancies to create reliable safety nets for all accounts.

Having extensive experience working in medical settings, we tailored mylinguistica as a platform to meet our clients’ credentialing, training and accreditation requirements. We are proud of our ability to interact with healthcare clients and have developed standards and practices to match the requirements of the strictest healthcare credentialing bodies.

Linguistica International has a robust infrastructure that provides all of our clients with an expert group of professional interpreters 24/7/365; each interpreter is evaluated and trained prior to activation. Our coordinators are always available to connect and assist clients with interpreters of the requested language.

Our capacity to handle spikes in volume is supported by a proprietary system we call “dynamic allocation of services”, fully integrated within our telephonic platform. In order to support any volume generated by DHS contract, our Dynamic Allocation of Resources and our roster of interpreters will ensure client access 24/7/365.

Dynamic Allocation of Resources:

Unique to our industry is our ability to track and assign resources automatically always taking into consideration client usage trends and activity. Our proprietary system can use existing data to track usage real time and automatically assigns additional resources (active over the phone interpreters) to support any additional volume generated by DHS contract as necessary. Our current over the phone active interpreter base will be composed of a minimum of 22% standby active interpreters based on system forecasts that will be immediately connected to support call spikes and ensure minimal disruption.

To ensure all language needs are met we track a set of Key Performance Indicators (KPI) real time.

KPIs	Method	Outcome
*Average Speed of Answer	Our phone system has the capability of tracking the amount of time our clients wait in the queue before their call is answered by a live coordinator. Our phone system reports are reviewed in real-time by our call center manager/s to ensure timely call handling with an average answering speed of less than ■ seconds. Our call center monitors are visible by all call center coordinators. This agency wide visibility drives team accountability and keeps our call center within adequate staffing levels. Reports generate by our phone system switch and can be modified to pull additional information as needed and or requested by DHS.	

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*Interpreter Connection Time	Currently taking into account [REDACTED] of our daily call volume we are able to connect to interpreters with an average connection time of [REDACTED] seconds.	[REDACTED]
*Language Availability	All language interpretation requests will be filled irrespective of previous requests. We will ensure our capacity via ongoing HR recruitment and outreach of Languages of Lesser Diffusion.	[REDACTED]
*Quality Assurance	Calls are recorded for quality control purposes. Our quality control process is designed to audit a minimum of [REDACTED] of total calls ensuring that every interpreter is evaluated at least once a quarter regardless of volume. This evaluation includes metrics to capture performance in the following areas: accuracy, completeness, professionalism, interpreting code of ethics compliance, proper use of terminology and courtesy/respect. The evaluation process includes a questionnaire with a point system that will result in a percentage of compliance.	[REDACTED]

Language Availability:

Unique to our industry is our ability to track and assign resources automatically, taking into consideration client trends and real-time activity. Our proprietary system is capable of using existing data to track usage real time and automatically monitor language usage data allowing HR supervisors to implement new language needs. Implementation of daily recruitment for all languages including those of lesser diffusion allows clients to have peace of mind when requesting OPI services during any time of the day/night. HR supervisors will assign specific languages to DHS account HR team members to meet expectations for new language trends.

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3. Please provide a list of all foreign languages in which your organization will provide Spoken Language Interpretation and describe your organization's experience and proficiency for each language listed.

Unique to our industry is our ability to track and assign resources automatically, taking into consideration client trends and real-time activity. Our proprietary system is capable of using existing data to track usage real time and automatically monitor language usage data allowing HR supervisors to implement new language needs. Implementation of daily recruitment for all languages including those of lesser diffusion allows clients to have peace of mind when requesting OPI services during any time of the day/night. HR supervisors will assign specific languages to DHS account HR team members to meet expectations for new language trends.

In order to meet the needs of DHS upon award, we will make all language access services available via the preferred method selected during implementation. This may include a 1-800 toll free number that end users will be able to access 24/7/365 to requests any service category.

Linguistica International offers interpretation services in over [REDACTED] languages and dialects. Below please find a partial list of available languages.

Acholi (Sudan-Uganda)	Hausa	Neopolitan
Afghan	Hawai Creole	Nepali
Afrikaans	Hebrew	Nigerian
Akateko	Hindi	Norwegian
Akan	Hmong	Nuer (Sudan)
Albanian	Hokkien	O'Odham
Amharic (Ethiopia)	Hunanese	Oromo (Ethiopia)
Arabic	Hungarian	Pangasinan
Armenian	Ibo	Pashto (Afghanistan)
Ashanti	Icelandic	Persian
Assyrian	Ilocano	
Azerbaijani	Ilonggo	Polish
Bangladeshi Bengali	Indonesian	Portuguese
Bambara	Inupiat	Portuguese Creole
Belorussian	Iraqi Arabic	Punjabi
Bosnian	Italian	Quiche
Brazil-Portuguese		Romanian
Bulgarian	Japanese	Russian
Burmese	Jula	Samoan
Cakchiquel	Kachchi	Saudi Arabic
Cambodian	Kanjobal	Sarahuleh/Soninke
Cantonese	Kannada	Serbian

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Cape Verdean	Karen	Serbo-Croatian
Catalan	Karenni/Kayah	Shanghainese
Cebuano	Kazakh	Sichuan/Szechuan
Chaldean	Khmer	Sicilian
Chao Chow	Kikuyu	Sindi
Cherokee	Kinya/Rwanda	Sinhalese
Chin (Falam & Hakha)	Kongo	Slovak
Chinese	Kirundi	Slovakian
Chippewa	Korean	Somali
Choctaw	Krahn	Soninke
Chuukese	Krio	Sorani
Crioulo	Kunama	Spanish
Croatian	Kurdish	Sudanese
Czech	Kurmanji	Susu/Soso
Danish	Lakota	Swahili
Dari (Afghanistan)	Lanvhou	Swedish
Dinka (Sudan)	Lao	Sylheti
Dutch	Latvian	Tadzhik
Ebon	Levantine Arabic	Taechew
Edo	Lingala	Tagalog
Egyptian Arabic	Lithuanian	Taiwanese
Eritrean	Luganda	Tamil
Estonian	Luo	Telegu
Ethiopian	Maay Somali	Thai
Ewe	Macedonian	Tibetan
Fanti	Malay	Tigrigna (Eritrea)
Farsi	Malayalam	Toisan
Filipino	Malinke	Toishanese
Fijian	Mam	Tongan
Finnish	Mandarin	Trukese/Chuukese
Flemish	Mandingo	Turkish
Foochow	Mandinka	Twi
French	Marathi	Ukrainian
French Cajun	Marshallese	Urdu
French Canadian	Mien	Uzbek
French Creole	Mirpuri	Vietnamese
Fukienese	Mixteco	Visayan
Fulani	Moldovan	Wenzhounese
Fuzhou	Mongolian	Wolof
Ga	Montenegrin	Yemeni Arabic
Garri	Moroccan Arabic	Yiddish

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Georgian	Navajo	Yoruba
German	Ndebele	Yugoslavian
Grebo		Yu'pik
Greek		Zande
Guamanian		
Gujarati		
Haitian Creole		
Hakka		

4. Describe the qualifications and standards required of interpreters to be utilized for Spoken Language Interpretation, including required knowledge, skills, experience, credentials, and other professional standards.

In order to demonstrate oral proficiency in English interpreters must show proof of one of the following:



One of the following tests (subject to change):

TOEFL (Test of English as a Foreign Language): [REDACTED] on paper; [REDACTED] on computer version; [REDACTED] on iBT.

ELPT (English Language Proficiency Test): [REDACTED]

MELAB (Michigan English Language Assessment Battery) [REDACTED]

ECPE (Examination for the Certificate of Proficiency in English): PASS

FCE (First Certificate in English, Level 3): [REDACTED]

CAE (Certificate in Advanced English, Level 4): [REDACTED]

CPE (Certificate of Proficiency in English, Level 5): [REDACTED]

IELTS (International English Language Testing System) [REDACTED]

Oral proficiency in the target language(s) -- "L2" demonstrated via:

Bachelor, Masters, PhD, or any other degree from an institution of higher education where L2 is spoken.

Graduation from a high school of the country where L2 is spoken.

ACTFL Oral Exams (American Council on the Teaching of Foreign Languages): [REDACTED] /Advanced Mid-Level (see www.actfl.org)

ACTFL comparable evaluation

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5. Describe your organizations strategies for recruiting, retaining, and evaluating performance of interpreters to be utilized for the Spoken Language Interpretation.

Linguistica International takes great pride in assessing candidates prior to activation. Once activated interpreters are assigned to specialty areas depending on their background, skills, and knowledge. In addition, our training department enhances skill sets by targeting specific client needs.

For example, in the area of education our training department creates client specific modules focusing on school-based case scenarios, parent/teacher interaction, mock calls, education terminology and program knowledge testing. Keeping in mind that a broader understanding of the education system will enhance our linguists' ability to understand and interpret calls or translate materials in a much more effective manner.

Below please find our recruitment and activation steps:

Our credentialing processes involve a comprehensive review and validation of a candidates' employment, a background check, and their eligibility to work.

All documentation including certificates are validated against each issuing institution. References and credentials are checked as part of the initial screening process. Once candidate credentials are approved, that candidate is then required to successfully pass a comprehensive test that includes interpreting code of ethics, interpreting standards, appointment workflow, terminology, confidentiality, working as part of a team and cultural competency.

All aspiring interpreters are tracked from the initial application date to activation. Interpreters are provided with access to our online portal mylinguistica where they are prompted to follow all steps and documentation requirements in order to become active in our system.

Our process guarantees transparency and results in contractors that are fully compliant with our documentation process.

In order to be activated interpreters must complete the following recruitment and credentialing steps:

[REDACTED]

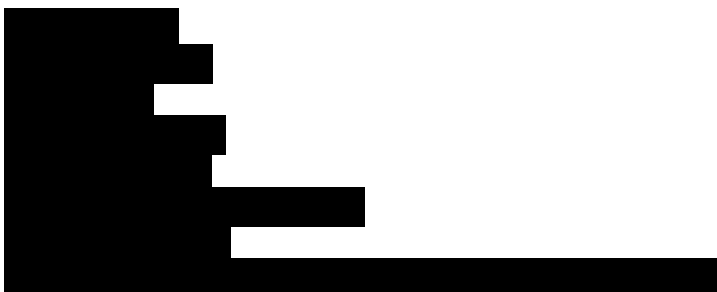
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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Each interpreter is required to successfully pass a comprehensive test that includes cultural competency as well as several supervised quality control reviews.

Continuing Education

We train all interpreters regularly to maintain high levels of cohesiveness and quality. All interpreters must participate in monthly in-house trainings and/or monthly conference call trainings. All of our trainings are available to our contracted interpreters on demand via mylinguistica and we incentivize regular participation by making it a necessary precondition for seniority interpreter status, which increases assignment preferences.

Our interpreters can log on to their mylinguistica account anytime and view over 100 different trainings focused on terminology, specific specialty areas, and healthcare interpreter standards among others. Interpreters are also able to view client specific materials aimed at aiding them in their specific assignment area.



Sign Language Interpretation (45 points possible)

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Complete this section only if you are proposing this Language Assistance Service. If you are not proposing this service, please leave this section blank. Your response to this section must not to exceed 5 pages.

1. Describe the Sign Language Interpretation services to be provided and how they will fulfill the standards outlined in the RFP.

DHS is seeking Sign Language Interpretation services—the transmission of communication between spoken English and American Sign Language (ASL) and the transliteration of spoken English and a signed representation of English—to be delivered via onsite and video remote formats.

Onsite Interpretation

We will deliver the Sign Language Interpretation in-person, or face-to-face. Our interpreter will be physically present with the client/participant in a variety of settings and with a variety of participants and group sizes, according to the nature of DHS programs and services. The locations of the onsite interpretation will include, but are not limited to: DHS offices, the offices of other public agencies and social service providers, healthcare facilities, client households and other locations throughout the County. We understand that nearly all onsite interpretation services will be located in Allegheny County. In the case of the situations involving the need for services to be delivered outside of Allegheny County will be coordinated through DHS.

We will provide the onsite Sign Language Interpretation to include DHS additional requirements and standards:

- We will provide the onsite interpretation services within █ hours of receiving an official request for such services from DHS unless otherwise scheduled at a later date and time.
 - We will provide the expedited onsite interpretation services. In such cases, we will provide the onsite Interpretation services within █ hours of receiving an official request for expedited service from DHS.
 - Our onsite interpreters will be physically present at the time and location specified by DHS and abide by all security and site-related procedures and protocols.
 - We will preserve DHS the ability to request a specific interpreter, when deemed important and if the interpreter is available.

Video Remote Interpretation (VRI)

Linguistica International will deliver the Sign Language Interpretation with an interpreter to utilize videoconferencing instead of onsite interpreting. We will provide videoconferencing technology, equipment, and a high-speed Internet connection with sufficient bandwidth to provide the services of a qualified interpreter to participants at a different location, and this will include any number of parties accessing a single, virtual

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site. We will make VRI services available to DHS █ hours per day, seven days per week, 365 days per year.

- 2. Describe the key aspects of the delivery model you would use to provide Sign Language Interpretation, including but not limited to, the business processes for services requests and the mechanisms for account management and customer service.**

Linguistica International will deliver and provide ASL services with the same business processes for services requests and the mechanisms for account management and customer services as the Spoken Language Interpretation.

- 3. Describe the qualifications and standards required of interpreters to be utilized for Sign Language Interpretation, including required knowledge, skills, experience, credentials and other professional standards.**

Linguistica international will require the ASL interpreters to have the same qualifications and standards as the Spoken Language Interpretation.

- 4. Describe your organizations strategies for recruiting, retaining, and evaluating performance of interpreters to be utilized for the Sign Language Interpretation services.**

Linguistica International will recruit, evaluate performance of ASL interpreters same as the Spoken Language Interpretation.

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Written Translation (45 points possible)

Complete this section only if you are proposing this Language Assistance Service. If you are not proposing this service, please leave this section blank. Your response to this section must not exceed 5 pages.

1. Describe the Written Translation services to be provided and how they will fulfill the standards outlined in the RFP.

Linguistica International will provide DHS written translation services for a variety of texts, including, but not limited to client-related forms, court orders, letters, program brochures, informational guides and other vital documents. We will also provide DHS written translation services to support additional forms of media and informational content, including but not limited to webpages, social media, graphic design, or audio recordings.

Our Written Translation services will include, but are not limited to, and shall meet the following DHS requirements and standards:

- We will provide accurate Written Translation services from English into source language and/or source language into English, maintaining original source formatting, including, but not limited to, annotations, table of contents, abstract, main texts, references, and charts.
- We will receive source documents and deliver translated documents through a variety of communication channels, including but not limited to email, other electronic means, postal service, or courier. We anticipate the majority of texts for Written Translation will be sent and received by email.
- We will manage source and translated texts electronically and provide translated texts to DHS in universally acceptable formats, such as Microsoft Word, Excel, and PDF.
- We will provide Written Translations with correct spelling, grammar, and language structure.
- We will provide Written Translations that accurately reflect cultural nuances of the source document, considering not only words, but original meaning and concepts as well.
- We will provide review, editing and proofreading of already-translated documents for accuracy.
- We will complete and delivery of the routine Written Translations within five business days from the day DHS sends the source document electronically. We understand the Routine Written Translations will be considered documents of ten or fewer pages that are not considered urgent. Time frames for delivery of translated documents that exceed ten pages will be adjusted according to DHS requirements and our capacity of delivery.
- We have the capacity to provide expedited Written Translation services upon request. We also understand the Expedited Written Translation will be considered documents of ten or fewer pages that are deemed urgent. We will complete and deliver the expedited Written Translation within two business days from the day DHS sends the source document electronically. Time frames for delivery of translated documents that are deemed urgent and exceed ten pages will be adjusted according to DHS requirements and the capacity of our delivery.
- We anticipate that DHS will notify us of any source documents sent through other than electronic means and will adjust time frames for delivery appropriately.

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2. Describe the key aspects of the delivery model used to provide Written Translation, including but not limited to, the business processes used for service requests and the mechanisms for account management and customer service.

Linguistica International will deliver Spoken Language Interpretation with an interpreter to utilize videoconferencing instead of onsite interpreting. We will provide videoconferencing technology, equipment, and a high-speed Internet connection with sufficient bandwidth to provide the services of a qualified interpreter to participants at a different location, and this will include any number of parties accessing a single, virtual site. We will make VRI services available to DHS 24 hours per day, seven days per week, 365 days per year.

Translation projects are handled on a case-by-case basis via our translation coordination team. Due to the variation of documents received. The requirement of each document is evaluated prior to committing a specific time frame. For example, a [REDACTED]-page Arabic instruction manual will take longer than a school flyer. If a translation is required within a [REDACTED]-hour timeframe that information is provided to the translation coordination center and the translation is expedited and processed. Most translations, however, follow our standards [REDACTED] days delivery timeframe.

Below please find additional KPI's and methods followed.

KPIs	Method
Average Speed of Translation	Linguistica International ensures that translations ranging from [REDACTED] words, once received, will be completed within [REDACTED] calendar days. All other translation volumes will be estimated on a case-by-case basis.
Language Availability	All translation requests will be filled irrespective of previous requests. We will ensure our capacity via ongoing HR recruitment and outreach of languages of lesser diffusion.
Quality Assurance	Translations are reviewed for quality control purposes. Our quality control process is designed to audit final translations. This evaluation includes metrics to capture performance in the following areas: accuracy, completeness, professionalism, and free from errors or omissions.

Linguistica works with thousands of clients needing document translation services. Each document requiring specific desktop publishing, formatting, or design work.

Our experience has enabled us to work with multiple document management platforms and be able to provide exact duplicates of documents into the required target-languages.

We can accommodate to all project needs and have considerable experience working with the following design software tools.

- Adobe InDesign
- Microsoft office publisher
- Scribus
- QuarkXPress

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- Serif Page Plus
- Swift Publisher
- Lucid Press
- Spring Publisher
- Adobe PageMaker
- PageStream
- Apache OpenOffice Draw
- iStudio Publisher
- Xara Page & Layout Designer
- PrintMaster
- The Print Shop Professional
- Viva Designer

Our translation and design team typically works on the following types of translation requests:

- Brochures
- Newsletters
- Ads
- Presentations
- Websites
- White papers
- Press releases
- Branded content
- Banner ads
- Reports
- Announcements
- Case studies

All projects are completed, and final drafts are submitted to client for review and to accommodate any modifications. Once project is complete and final modifications made the final is submitted and final modifications made the final is submitted ready to print.

3. Please provide a list of all foreign languages in which your organization will provide Written Translation and describe your organization's experience and proficiency for each language listed.

Linguistica International will provide translation services for all the languages listed with the Spoken Language Interpretation.

4. Describe the qualifications and standards required of translators to be utilized for Written Translation, including required knowledge, skills, experience, credentials and other professional standards

Linguistica international will require the translators to have the same qualifications and standards as the Spoken Language Interpretation.

5. Describe your organizations strategies for recruiting, retaining and evaluating performance of translators to be utilized for the Written Translation services.

Linguistica international will require the translators to have the same qualifications and standards as the Spoken Language Interpretation.

RFP for Language Assistance Services

Budget (35 points possible)

All Proposers must complete this section. Your response to this section must not exceed 3 pages (budget template not included in the page count).

1. **Using the pricing template available on our website, provide pricing for each Language Assistance Service being proposed, identifying rates across the service delivery modalities (e.g., onsite, telephonically, VRI) and supported languages.**

Refer to attached pricing list.

2. **Provide a pricing narrative that describes and supports all costs and cost-related factors that impact the proposed pricing. Examples include but are not limited to shift differentials, minimum order values, cancellation policies, reimbursable costs, and certified or specialized language services.**

Over the phone interpreting pricing includes all languages. Our services will be available 24/7 365 days a year. If awarded, we can create a voice to text or dial by number directory for top languages to expediate interpreter connection times.

All over the phone services will be billed on a per minute basis with no minimum minutes billed. The New Hampshire Department of Education will be provided with a toll-free number and client access code to access all over the phone services. End users with administrative access will be provided with a username and password to our proprietary platform mylinguistica where they may request services and view usage.

Video Remote Interpreting services will be available on a pre-scheduled basis with a minimum of █ hours in advance for Spanish and 24 hours in advance for other top languages. A minimum of █ min. will be billed for each video appointment. A cancellation rate of █ min. will be billed per appointment if client does not call in at the scheduled time.

Translation services will be billed per word with a minimum request fee of █ per document. All translation services will include proof reading to ensure accuracy and completeness. Translation end users will be able to email or upload their documents to our proprietary platform mylinguistica.

Desktop publishing will be billed at █ per hour. Most translation will not require desktop publishing.

Translation services will be billed per word with a minimum request fee of █ per document.

If awarded, we will provide DHS with an electronic monthly invoice and monthly utilization summary containing all the necessary information as listed in the RFQ. We will send electronic copies to DHS or the designated point of contact. Our invoices will include the name of the document, language translated, rate charged and total cost. At the end of year, we will provide a yearly summary listing each document translated, the translation language, the rate and total charge for each document, and the clinic/program that requested the translations.

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

RFP for Language Assistance Services 2022

Pricing Template

Proposer Name: Linguistica International, Inc

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.). Leave cells blank 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.

SPOKEN LANGUAGE INTERPRETATION

Onsite Interpretation

		Rate	Unit
Arabic		\$ [REDACTED]	per hour (2 hour minimum)
Burmese		\$ [REDACTED]	per hour (2 hour minimum)
French		\$ [REDACTED]	per hour (2 hour minimum)
Karen		\$ [REDACTED]	per hour (2 hour minimum)
Mandarin, Chinese		\$ [REDACTED]	per hour (2 hour minimum)
Nepali		\$ [REDACTED]	per hour (2 hour minimum)
Russian		\$ [REDACTED]	per hour (2 hour minimum)
Spanish		\$ [REDACTED]	per hour (2 hour minimum)

List other languages below, individually or in groups

		Rate	Unit
all other spoken languages		\$ [REDACTED]	per hour (2 hour minimum)

Telephone Interpretation

		Rate	Unit
Arabic		\$ [REDACTED]	per minute
Burmese		\$ [REDACTED]	per minute
French		\$ [REDACTED]	per minute
Karen		\$ [REDACTED]	per minute
Mandarin, Chinese		\$ [REDACTED]	per minute
Nepali		\$ [REDACTED]	per minute

Russian		\$		per minute
Spanish		\$		per minute
<i>List other languages below, individually or in groups</i>		Rate		Unit
all other languages		\$		per minute
Video Remote Interpretation				
		Rate		Unit
Arabic		\$		per hour (minimum of 2)
Burmese		\$		per hour (minimum of 2)
French		\$		per hour (minimum of 2)
Karen		\$		per hour (minimum of 2)
Mandarin, Chinese		\$		per hour (minimum of 2)
Nepali		\$		per hour (minimum of 2)
Russian		\$		per hour (minimum of 2)
Spanish		\$		per hour (minimum of 2)
<i>List other languages below, individually or in groups</i>		Rate		Unit
all other languages		\$		per hour (minimum of 2)
SIGN LANGUAGE INTERPRETATION				
Onsite Interpretation		Rate		Unit
				per hour (minimum of 2)
Video Remote Interpretation		Rate		Unit
				per hour (minimum of 2)

[illegible]