



Allegheny County Department of Human Services

RFP Response Form

Language Assistance Services 2022

PROPOSER INFORMATION

Proposer Name: Sign Language Interpreting Professionals LLC (SLIP).

Authorized Representative Name & Title: Joanne L. Sharer, President/Founder.

Address: [REDACTED]

Telephone: [REDACTED]

Email: slippresident@gmail.com

Website: www.slipasl.com

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

Date Incorporated: Date Established July 2003

Partners and/or Subcontractors included in this Proposal: ASL Interpreters are subcontractors.

How did you hear about this RFP? *Please be specific.* Since we currently have a contract with Allegheny County, I was alerted there was an RFP open. Allegheny Co. DHS has used our services when the current contracting agency was unable to satisfy the request.

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	Joanne Sharer	[REDACTED]	slippresident@gmail.com
Contract Processing Contact	Joanne Sharer	[REDACTED]	slippresident@gmail.com
Chief Information Officer/Vice President of Operations	Danielle Filip	[REDACTED]	slipoperations@gmail.com
Chief Financial Officer	Joanne Sharer	[REDACTED]	slippresident@gmail.com
MPER Contact*	Danielle Filip	[REDACTED]	slipoperations@gmail.com

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

BOARD INFORMATION

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

Board Chairperson Name & Title: Click here to enter text.

Board Chairperson Address: Click here to enter text.

Board Chairperson Telephone: Click here to enter text.

Board Chairperson Email: Click here to enter text.

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.*

Amie Downs, Allegheny Co Communications Director, [REDACTED]
[REDACTED]

Greg Sikes, Allegheny Co Court Administrator, [REDACTED]

Bo McCleary, Mercer County Court Administrator [REDACTED]
[REDACTED]

PROPOSAL INFORMATION

Date Submitted 4/26/2022

Amount Requested: Click here to enter text.

CERTIFICATION

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

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☒ 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.

RFP for Language Assistance Services

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

RFP for Language Assistance Services

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.
Sign Language Interpreting Professionals LLC (SLIP) has been providing ASL interpreting services since 2003. SLIP has satisfied customer requests with an average fill rate of 98.9% over the last 3 years. We currently provide interpreting services to Allegheny County for communications such as County Executive press briefings, ACHD COVID19 briefings, and provided for COVID19 vaccination clinics. SLIP provides as needed services of AOPC credentialed interpreters to the county court systems of Butler, Beaver, Mercer, Erie, Fayette, Lawrence, Elk, Venango and Allegheny County. Furthermore we provide both remote and onsite services to Crawford County Human Services and Forest Warren Human Services to meet their client needs on an on-going basis.
2. Describe the organization's resources and capacity that will enable you to effectively meet the standards outlined in the RFP.
SLIP contracts with qualified ASL interpreters across the region to meet the needs of the Deaf community. SLIP's office is staffed 830a-430p Monday – Friday to manage customer requests and interpreters are able to be reserved to provide onsite and remote services 24/7/365.
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.
SLIP maintains records of customer requests thereby allowing us to keep accurate data on fill rate, customer satisfaction and to provide consistency of communication access to clients. Data is able to be reported to clients on an as needed basis.
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.
SLIP maintains open lines of communication with customers and Deaf clients – having staff fluent in ASL we welcome contact from the users of interpreting services so that we are able to properly fill future requests. SLIP ensures credentials of contracted interpreters are up to date and that interpreters are maintain the continuing education credits required by certifying bodies.

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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.
[Click here to enter text.](#)
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.
[Click here to enter text.](#)
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.
[Click here to enter text.](#)
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.
[Click here to enter text.](#)
5. Describe your organizations strategies for recruiting, retaining and evaluating performance of interpreters to be utilized for the Spoken Language Interpretation.
[Click here to enter text.](#)

RFP for Language Assistance Services

Sign 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 5 pages.

1. Describe the Sign Language Interpretation services to be provided and how they will fulfill the standards outlined in the RFP.
SLIP will provide ASL interpreters to meet the communication access needs of the customer(s) as requested for events taking place where Deaf/Hard of Hearing individuals require communication access to participate fully in the event. The provision of this service will ensure compliance with the ADA (Title II applies to State and local government entities, and, in subtitle A, protects qualified individuals with disabilities from discrimination on the basis of disability in services, programs, and activities provided by State and local government entities.).
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.
The delivery model would require the customer to: 1) request services from SLIP's office via email to SLIPrequests@gmail.com or phone 412-400-2021 during business hours 830a-430p (Eastern time) M-F including, The name of the Deaf person for whom we would be interpreting, The name and contact information for an onsite contact, The date(s) of the appointment(s), Start and end time, The nature of the appointment(s), The location, Any protocols the interpreter should follow (regarding - COVID19, dress code, etc). 2) All requests for services will receive a response on the same business day confirming receipt. 3) The name of the confirmed interpreter will be provided to the client, via email, by the close of business Thursday prior to the event if requested with greater than 1 week notice. For requests with less notice, the interpreter's name will be provided no later than the close of business on the day prior to the event.
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.
SLIP operates using State Registered interpreters, as managed by the PA Office for the Deaf and Hard of Hearing in accordance with Act 57 and otherwise qualified interpreters. Registration requires National Certification through the Registry of Interpreters for the Deaf. Furthermore, SLIP operates in accordance with ASTM F2089-15 and ASTM F3130-18. Contracted interpreters files are audited annually by SLIP to ensure adherence with ODHHS registration, RID Membership, insurance requirements, criminal background check, FBI fingerprinting, PA Child Abuse Clearance, Drug Screening and health checks as contractually required (such as COVID19 vaccination, TB Testing, annual influenza vaccine). Contracted interpreters are provided CMS mandated documentation to sign off on annually.
4. Describe your organizations strategies for recruiting, retaining and evaluating performance of interpreters to be utilized for the Sign Language Interpretation services.

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SLIP actively recruits qualified interpreters by maintaining a relationship with the Interpreter Training programs across the state, by having an open posting for contract positions posted on social media channels, and by sponsoring industry events. Additionally the list of ODHH registered interpreters is a public document and SLIP is able to contract with any interpreter who may be requested by name by a client. Interpreters are contractors, per IRS and PA DOL regulations workers are independent contractors and therefore are neither retained outside of the scope of their contract terms, nor evaluated beyond ensuring compliance with contract terms.

RFP for Language Assistance Services

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.
[Click here to enter text.](#)
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.
[Click here to enter text.](#)
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.
[Click here to enter text.](#)
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
[Click here to enter text.](#)
5. Describe your organizations strategies for recruiting, retaining and evaluating performance of translators to be utilized for the Written Translation services.
[Click here to enter text.](#)

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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.
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.

Our fees and policies document below outlines all fees and pricing and clarifies the questions asked above in detail.

RFP for Language Assistance Services

	Service	Timeframe	Hourly Rate*	Minimum Charge	Additional Fees *For a detailed explanation of these fees please see page 2*
SLIP	On-Site Interpreting	Monday - Friday 8a-5p	\$57	2 hours	<u>If Applicable</u> : Portal to portal @ \$28 per hour (if > 40 miles from SLIP office) <u>If Applicable</u> : Parking (Flat Fees: \$9 for 0-4 hrs & \$15 4+ hrs) <u>If Applicable</u> : Out of Town Expenses / <u>If Applicable</u> : Team Interpreters
		Monday - Friday 5:01p-7:59a	\$60	2 hours	<u>If Applicable</u> : Portal to portal @ \$28 per hour (if > 40 miles from SLIP office) <u>If Applicable</u> : Parking (Flat Fees: \$9 for 0-4 hrs & \$15 4+ hrs) <u>If Applicable</u> : Out of Town Expenses / <u>If Applicable</u> : Team Interpreters
		Weekends Friday 5:01p - Monday 7:59a	\$60	2 hours	<u>If Applicable</u> : Portal to portal @ \$28 per hour (if > 40 miles from SLIP office) <u>If Applicable</u> : Parking (Flat Fees: \$9 for 0-4 hrs & \$15 4+ hrs) <u>If Applicable</u> : Out of Town Expenses / <u>If Applicable</u> : Team Interpreters
SLIP _{RI}	Video Remote Interpreting	Monday - Friday 8a-5p	\$62	1 hour	<u>If Applicable</u> : Out of Town Expenses *Recorded Content will require signed agreement between parties.
		Monday - Friday 5:01p-7:59a	\$65	1 hour	<u>If Applicable</u> : Out of Town Expenses *Recorded Content will require signed agreement between parties.
		Weekends Friday 5:01p - Monday 7:59a	\$65	1 hour	<u>If Applicable</u> : Out of Town Expenses *Recorded Content will require signed agreement between parties.
SLIP	Immediate Dispatch "Emergency" On-Site Interpreting	24/7/365	\$65	2 hours	<u>If Applicable</u> : Portal to portal @ \$28 per hour (if > 40 miles from SLIP office) <u>If Applicable</u> : Parking (Flat Fees: \$9 for 0-4 hrs & \$15 4+ hrs) <u>If Applicable</u> : Out of Town Expenses / <u>If Applicable</u> : Team Interpreters

NOTES: * Hourly rate is billed per interpreter, per hour. * Video Remote Interpreting feasibility varies, please contact SLIP for details. Additional details and explanations of fees on page 2.

Additional Fees:	
The following fees are billed if applicable based on the terms below.	
Portal to Portal Applicable to Services performed at locations greater than 40 miles from the SLIP Office	Assignments which are greater than 40 miles from the SLIP office will be charged a portal to portal fee at the hourly rate of \$28.00/hr. The portal to portal hourly charge is figured via Google Maps from 4018 Mt. Royal Blvd Allison Park, PA 15101 to the destination address. All portal to portal charges will be discussed in advance with the paying entity. Portal to portal does not apply to any assignment with in the Pittsburgh city limits.
*SLIP does NOT bill mileage except when governed by the AOPC for legal assignments or other entities who require mileage charges.	
Parking	Parking stamps, tickets or parking accommodations may be arranged by the hiring entity in advance or a flat fee will be charged when incurred. Flat fees will be 0-4 hours \$9.00, and over 4 hours \$15.00
Out of Town Expenses	Accommodations reimbursement (at face value) will occur for any overnight and/or out of town assignment. Meal per diems will be reimbursed at a flat rate per day, if overnight stays occur - rate will be discussed with client prior to the assignment. Receipts provided upon request.
Team Interpreting *The Hourly rate is billed per interpreter per hour	As per industry standards, in order to ensure quality and accuracy, a team of interpreters may be needed for certain assignments. The need will be determined by the intensity, the length, and/or the needs of the consumers involved. This includes college level classes. Notification of an assignment which requires more that one interpreter will be made when services are requested. Changes to the number of interpreters may be made at any time by SLIP with notification being made to the hiring entity prior to the change.
Consultation & Presentation	Fees available upon request for consultation and presentation services by SLIP associates.
Expert Recorded Testimony	Fees available upon request.
Proceeding with a scheduled interpreting assignment creates an express agreement that the fees and policies contained in this document are accepted.	

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Terms:	
Proceeding with a scheduled interpreting assignment creates an express agreement that the fees and policies contained in this document are accepted.	
On Site Interpreting	On site interpreting services are face to face, in person interpreting services where the interpreter travels to a designated location where participants are also present. These services are rendered as a means of communication access for a deaf person in accordance with the ADA. For additional information please contact SLIPoperations@gmail.com .
Scheduling Requirements	Date & Time of service (start and end), name of deaf person, type of appointment, location of appointment, onsite contact name and phone number, billing address. To schedule an appointment, please contact us via email at SLIPrequests@gmail.com or by phone at (412) 400-2021.
Video Remote Interpreting	Remote interpreting is accessed via SLIP _{RI} an online service offering which allows for point to point video and audio connection. Customer and SLIP can determine the best platform for the interaction taking into account technical considerations; a test call can be conducted free of charge.
Scheduling Requirements	Date & Time of service (start and end), name of deaf person, type of appointment, contact name and phone number, billing address and completed test call prior to the first date of service. To schedule an appointment, please contact us via email at SLIPrequests@gmail.com or by phone at (412) 400-2021.
<i>Video Remote interpreting services are not applicable for all situations. The final decision regarding feasibility of Video Remote Interpreting services lies with SLIP, and is based on discussion with the customer at the time services are requested. Feasibility varies based on each situation - SLIP prides itself on making these decisions with the communication needs of the deaf client as our first priority, taking into account customer input. Please note, the interpreters provided via Video Remote Interpreting are the same credentialed interpreters whom you would see for onsite assignments.</i>	
Night and weekend rate terms	Any assignment where the start time is before 5pm but the length of the assignment extends beyond 5pm, will be charged the night/weekend rate for the entire scheduled hours, when more than 50% of the time worked extends beyond 5pm.

Policies:	
Proceeding with a scheduled interpreting assignment creates an express agreement that the fees and policies contained in this document are accepted.	
Cancellation	All appointments require at least 24 hours notice of cancellation for any reason including but not limited to no-show by any of the consumers (deaf or hearing). Cancellation with less than 24 hours notice will be billed for the total time scheduled per interpreter. Any appointment taking place Sunday or Monday must be cancelled prior to our close of business on Friday in order to avoid charges.
*Legal assignments follow the AOPC guideline for cancellation.	
Force Majeure	Cancellations due to any occurrences beyond the involved parties' reasonable control shall not be billed regardless of which party cancelled the assignment, unless interpreter(s) is already at the assignment site. Such occurrences include but are not limited to acts of God; civil disorder; acts of war; union labor disputes; and/or business closure due to extreme weather conditions, failure of utilities, or other such similar occurrences. Traffic situations and/or accidents & COVID19 illness/individual quarantine will not be considered force majeure events. If the cancellation occurs while the interpreter is on the site of the assignment, billing shall be for the full time scheduled. If the cancellation occurs while the interpreter is en-route to the job site, billing shall be for one half of the scheduled time and portal to portal shall be charged.
SLIP _{RI} Recorded Content	When an interpreted event is being video recorded, a signed video recording agreement will be required prior to the event. The agreement will outline the agreed upon future use of the interpreted content and any potential additional charges.
Payment Policy	An invoice will be sent at the end of each month. SLIP will send either electronic or paper invoices based on customer preference. Payment is expected upon receipt of the invoice. Any invoice unpaid after 31 days from invoice date will be charged a 1% late fee per month; minimum late fee \$50.00. Credit cards are an acceptable form of payment - Invoices over \$500 will incur a handling fee of 2.5% when paid by credit card.