

Solicitation Summary

Date of Solicitation: 05/31/2022

Number of Proposals Received: 25

Review Team Agencies:

Lori Covey	E&EA
Cassie O'Toole	Social Services
Damion Giles	Sheriff's
Geri Thostenson	Public Health

Services Description: Dakota County's desire is to contract with interpreting agencies that will provide various County departments with interpreter services. Departments may include, but are not limited to: Community Services Administration, Community Corrections, Public Health, Veterans, Social Services, Employment and Economic Assistance, Public Works, County Attorney's Office and Sheriff's Office as well as other general government departments. All clients using Dakota County services are eligible for free interpreter services regardless of their primary language.

Primary Deliverables: Dakota County intends to contract with several service providers for a period of 5 years beginning January 1, 2023 through December 31, 2027, with the possibility of extension. Dakota County is soliciting responses through this Request for Proposals (RFP) to provide the following interpretation services in all languages.

- A. On-site Face-to-Face Interpreter Services – Provide on-site general interpreter services for human services cases and other service areas, as requested, for any Dakota County department and/or contracted business providers.
- B. Telephonic and Video Interpreter Services – Provide interpreter services, including general, medical and corrections/probation interpreter services, via telephone and/or video application for any Dakota County department.
- C. Sign Language Services – Provide general, corrections/probation, and medical sign language services in American Sign Language or other sign languages for any Dakota County department. Certification by the Minnesota Supreme Court is not required to provide this level of interpretation within the criminal justice system.

- D. Document Translation - Provide document translation services, including general, medical and corrections/probation document translation services as requested, for any Dakota County department.

Solicitation Selection Criteria:

The Respondent will provide information on the following items:

1. Description of the background and qualifications of your staff and interpreters. For interpreters, include the percentage of those who have completed the University of Minnesota's Community Interpretation Program or similar nationally recognized programs. Describe any special expertise your staff and interpreters have in general. For example, this would include any medical and corrections/probation interpreting and translation expertise or certification.
2. Description of the staff development and training programs your agency provides and/or requires internally for interpreters. For example, this would include any orientations or terminology/vernacular training programs. Briefly describe the qualifications of the trainers who provide this training, your training curriculum, and training schedule, including the frequency and length of training. Also describe any *external* training or certification that is expected or required of interpreters working for your agency. For example, this would include interpreter classes conducted by the University of Minnesota for general and medical interpreting.
3. Description of how your agency tests for language competency of your interpreters and translators.
4. If your agency is proposing to provide telephone and/or video (virtual) interpreter services, description as to how your agency will provide telephone and/or video (virtual) interpreter services on an immediate basis for all languages and/or indicate approximate wait times for specific languages.
5. Description of your agency's video production capability for translation of documents and/or instructions into ASL.
6. Description of your agency's audio translation services for recordings that need transcription.
7. If your agency is proposing to provide sign language services, description of the types of sign language services you can provide (e.g., American Sign Language and/or other sign languages), the certification required of your general and medical sign language interpreters, and how your agency will provide or secure sign language services. In a limited number of cases there may be an immediate need for interpreter services, so please describe how your agency will address this issue as well. If your agency provides access to video-relay interpretation, please include specific rates for this service, connection time and equipment needs.
8. If your agency is proposing to provide written translation services, describe your overall document translation services, outline in detail your document review/proofreading process and how you account for different language dialects. Please describe your process if documents do not translate word for word and could possibly become culturally sensitive or offensive.

Provide your estimate on turnaround times and if there are any options for rush or expedited services, provide a description of the technology you use.

9. Explanation as to how County departments in need of interpreter services will be assisted by live operators within the general business hours of 7:00 a.m. and 5:30 p.m. Voicemail and answering machines are not acceptable for initial contact during this period. If your agency has the ability to respond to after-hour requests, please describe how your agency intends to deliver this service.
10. Description of the ability of your agency to adjust to the changing needs and trends in the interpreter services area, including emerging language groups/needs.
11. Describe the policies and procedures you have in place to ensure client confidentiality and compliance with the Minnesota Data Practices Act and HIPAA.
12. Outlined Description of your agency's cancellation policy. Please detail the steps involved in canceling a request for an interpreter, the time needed to do so, and if your agency will charge for this cancellation. It is most desirable that cancellation requires only one step.
13. Description of your agency's policy on the failure of interpreters to appear for scheduled assignments. It is most desirable for this policy to outline what corrective steps your agency will take in the case that an interpreter does not show up for an appointment – both to address the remaining immediate need for an interpreter and to ensure that it does not happen again.
14. Description of your ability to supply detailed and timely invoices to Dakota County. Additionally, all invoices must be submitted with one Department Identification number per invoice and within 30 days of the date of service. It is most desirable for appointments in excess of one hour to be billed in 15-minute increments. Contractor will obtain billing information from County Divisions and Departments to insure payment for all authorized services. The agency should use invoices with the format that is now required to enable health care providers to bill in 15-minute units of service. Electronic billing may also be required for service provision to health care plans, such as Minnesota Health Plan
15. Each County Division or Department is responsible for their own payment for interpreter services it has authorized and must receive a separate invoice. Please affirm that your agency is able and willing to work with Departments to ensure billing is set up clearly and separately.
16. Description of your experience and ability with invoicing health care providers (PMAP) directly for client interpreter services.
17. Description of your ability and to provide statistical reports stating costs, language breakdowns, and overall usage by Dakota County departments and subunits. Please include timeframe to generate and receive such reports if requested by Dakota County.
18. Description of your agency's processes and capabilities in which interpreters report their time and the documentation collected.
19. Description of your agencies auditing methods to verify services performed.

20. Description of your ability, willingness and experience to work with Dakota County in meeting timely reporting requirements essential to service provision and attending meetings with Dakota County staff as necessary to maintain quality program operation.
21. Description of your willingness to extend your services to the County's contracted business partners and services providers at the same rate paid by the County.
22. Description of your willingness to conduct background checks on all workers and Supervisors and have this information on file prior to staff assignment in Dakota County.
23. Description of your ability to meet all insurance requirements and be compliant with Dakota County's Standard Assurances.

If selected as a Contractor, evidence that the following factors have been met will be required prior to the execution of a contract:

1. Please provide written verification that all staff who will perform the service(s) will have had criminal background checks completed within the last 5 years, along with a written statement that these staff have not been involved in any criminal activity.
2. Please provide written verification that all staff who will perform the service(s) you have indicated have received training in mandatory reporting requirements.
3. Please provide written verification that you are aware of and in compliance with HIPAA requirements as they affect you and/or your organization.
4. Compliance with Insurance Terms outlined in Exhibit 4. NOTE: All Contractors are required to have a certificate of insurance showing coverage for Workman's Compensation (or sign a waiver form if not applicable to the vendor), General Liability with Dakota County as additional insured, and Professional Liability.
5. Compliance with Standard Assurances outlined in Exhibit 5.

Evaluation Results:

After a thorough review, the review panel recommends to award contracts with the below 17 vendors, 8 of which Dakota County currently contracts with (in bold).

- ACSI
- Acutrans
- Ad Astra
- All in One Translation Agency, LLC
- **ASL Interpreting Services (ASLIS)**
- Birnbaum Interpreting Services
- Effectiff, LLC
- **Fox Medical Case Management PC, dba, Fox Translation Services**
- Idea Translations
- INGO International
- **Itasca Corporation**
- **Kim Tong Translation Services, Inc.**

- **Language Line Services, Inc.**
- **Middle English**
- **Minnesota Language Connection**
- **Propio's (Previously Arch/Intelligere)**
- **Telelanguage**

Rationale of Recommended Vendor:

All of the vendors above scored above 75% in the "Meets Requirements" category on the scoring sheet used for the evaluation. Most of the vendors selected provide face to face interpretation and we are in need of those vendors. The proposal's submitted were complete and the responses provided met all of the expectations for Interpretation and Translation services. The responses showed an understanding of what was required, and what Dakota County is looking for in our contracted vendors.