

**RFP 20-1311
TECHNICAL PROPOSAL
ATTACHMENT F**

Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses. Please review the requirements in Attachment I – Scope of Work carefully and address each section and requirement as prompted below. Please describe your relevant experience and explain how you propose to perform the work in its entirety. These technical proposal instructions are divided into three sections: an overview, general questions that are applicable to most or all service lines, and specific questions for each service line.

1. Overview

- 1.1 Please confirm your understanding and acceptance of the details listed in Attachment I - Scope of Work. If you have any exceptions to any aspect and/or requirement of Attachment I - Scope of Work, please indicate so here.

I understand and accept the details listed in Attachment I – Scope of Work.

- 1.2 Please describe your past experience conducting Interpretation and Translation Services.

Deaf Community Services, a division of Easterseals Crossroads, has over 40 years' experience in providing culturally and linguistically specific social and interpreting services.

In that time, we have served the Deaf and Hard of Hearing community through interpreting services that include: medical settings, social services, warehouse and distribution, government, legal, entertainment, religious, business, employment services, advocacy, and more. Deaf Community Services is committed to providing highly qualified/certified interpreters throughout the state of Indiana.

- 1.3 Please describe your ability to provide language interpretation and written translation services for the Core Languages listed in Section 1 of Attachment I - Scope of Work.

Deaf Community Services provides interpreting services for English/American Sign Language, which is not listed as a Core Language in Table 3, Section 1 of Attachment I – Scope of Work.

- 1.4 Please provide a list of all core language dialects that you agree to provide language interpretation and written translation services for.

Not Applicable

- 1.5 Please provide a list of all non-core languages (and dialects) that you agree to provide language interpretation and written translation services for.

American Sign Language

- 1.6 Please explain how you will locate qualified interpreters who are certified and knowledgeable in subject matters **not** listed in Section 1 of Attachment I - Scope of Work and in non-core languages that you have **not** listed in your response to Question 1.3.

Deaf Community Services has a rich network of partner agencies, and as such, we are always seeking referrals from agencies, schools, Interpreter Training Programs, etc.

In addition, our agency is listed in the resource directory with Deaf and Hard of Hearing services. As new interpreters move to the area, they are able to contact our office and begin the screening process to join our team of highly qualified interpreters.

We also utilize two lists of contract interpreters:

1. Indiana Interpreter Certificate (IIC): provides a list of freelance interpreters that have achieved their IIC. The list can be found at <https://www.in.gov/fssa/files/ContactListofIICinterpreters.pdf>
2. Registry of Interpreters for the Deaf (RID): provides access to a database of freelance interpreters that are available throughout the state of Indiana. The database can be found at www.rid.org.

Deaf Community Services has cultivated relationships with several of the Interpreter Training Programs throughout the state of Indiana. This partnership affords access to new interpreters that are entering the field. As a result, we are constantly growing our supply of qualified interpreters.

- 1.6 Please provide the number of interpreters, by region (see Attachment J) for each core language (including ASL) listed in Section 1.4.

Region 3: 97 ASL interpreters

2. General Questions for all Service Lines

2.1 Overview

- 2.1.1 Please describe how you will ensure that necessary and appropriate interpreters and translators will be available in after-hours, emergency, and/or expedited situations.

Deaf Community Services has a team of qualified and nationally certified staff interpreters, and intern(s), that are available for after-hours, emergency, and expedited situations.

Protocol for such requests includes:

1. Request is submitted to Deaf Community Services via email or phone (emergency number is provided for after business hours).
2. Available interpreter is assigned to service request.
3. In the case of emergencies or expedited situations, the request will be “blasted” to

the entire list of available ASL interpreters simultaneously. This helps to expedite the process of finding an available interpreter quickly.

4. As a last resort, the on-call interpreter will be assigned to the service request.

2.2 Certifications, Qualifications and Testing

2.2.1 Please describe how you will ensure that interpreters are licensed, pre-qualified, and trained for industry standard terminology.

Interpreters utilized for service requests from the state of Indiana will have their Indiana Interpreter Certificate (IIC), as provided by Deaf and Hard of Hearing Services.

Deaf Community Services will host trainings and workshops throughout the year that includes information on industry standard terminology. Our subcontractor, Favorite Part of My Day, LLC will provide trainings specifically on the topics of diversity, cultural competence, and racial equity. The leaders of these trainings are specialized in the cycle of oppression, the culture of poverty, and the power of language. We feel this additional training will be especially beneficial as interpreters work with families in social services settings and the Department of Child Services.

Additionally, our scheduling and logistics management software, uSked, maintains credentials for our service providers. This way, we are certain that each interpreter and CART provider is up-to-date with certifications and required documentation that is necessary to perform the work.

2.2.2 Please describe how you will conduct background checks for interpreters and translators.

Background checks are required for all staff interpreters, and will be extended to contract interpreters upon request. A form is issued to the contract interpreter, granting permission for the background check. All background checks are performed by Easterseals Crossroads.

2.3 Customer Support

2.3.1 Please describe the electronic tools you will provide to the State to help State personnel determine the needed language for a requested interpretation.

State personnel have the option of submitting a request for interpreting services via email, phone, or directly on the portal. Each requestor can be provided a user name and password that allows access to the secure portal.

Our interpreting software, uSked, allows secure portal access for both state personnel and the Deaf or Hard of Hearing participant. Preferences for interpreters and language needs can be added to the portal, making it easy and efficient to submit the request for the best-fit interpreter.

- 2.3.2 Please describe your approach to and experience with customer support, technical support, and dispute resolutions programs. In your answer, please include average response and resolution times.

At Deaf Community Services, we believe that focus on customer support is the key to long-term business relationships. We are a small agency that packs a mighty punch! Our customers receive personal attention, a live person on the other end of the call or email, expertise, and customer satisfaction.

We have an IT department in house that is able to help troubleshoot technical issues.

Customer grievances follow a procedure for filing a complaint. (See attached Policy 301.26 Consumer Grievances in ATTACHMENT F1.)

The average response time is 24 – 48 hours.

2.4 Confidentiality, and Accountability, and Disclosure of Conflict

- 2.4.1 Please describe your approach to and experience with Emergency Business Continuity and Disaster Recovery Plans.

There is a plan to maintain the confidentiality of information and to maintain operations in the event of a disaster to include fire, vandalism, natural or system failure. (See attached Contingency Plan)

In addition, our interpreting software, uSked, is also HIPAA compliant. (See attached uSked & HIPAA Compliance; uSked FAQ)

- 2.4.2 Please describe your approach to and experience with Quality Assurance Programs.

Deaf Community Services uses a variety of methods to gather information from customers. Preferred strategies for particular customers are recognized; however, open communication, listening, and informal observation are useful techniques in all situations. Additional methods to collect customer information include consumer feedback surveys, participation in community events to increase awareness of service availability, needs, expectations, program evaluation, monthly statistical and financial reports, staff performance reviews and exit interviews, and suggestion boxes.

Information collected from customers and changes implemented as a result of the information will be discussed and disseminated in a variety of ways such as staff meetings, statistical summaries, annual reports, newsletters, etc.

Deaf Community Services will refer to its mission, values, customer input, and expected outcomes when writing budgets, planning for services, managing human resources and developing strategic plans.

2.5 Billing

- 2.5.1 Please describe and attach the template and format of a monthly invoice that, if

awarded this contract, would be used to detail individual services and overall monthly utilization to state agencies requesting the service.

An invoice template is provided in **ATTACHMENT F2**. For more specific details, the monthly Usage Report is also available. See **ATTACHMENT F3**.

2.5.2 Please describe how you will share billing information that can help the State link services to individuals without including Personal Identifiable Information (PII).

Deaf Community Services uses a scheduling and logistics management software, uSked, to streamline the navigation of American Sign Language interpreting service requests. uSked is HIPAA compliant (see **ATTACHMENT F4**).

State personnel can have a user account created, which will allow access to the secure portal. Once logged in to the secure portal, billing information can be shared without disclosing Personal Identifiable Information (PII). Or, if preferred, encrypted email communications can be shared.

2.6 Account Management and Reporting

2.6.1 Please describe your proposed account management approach and structure. When applicable, please provide names, roles, contact information, and resumes.

Deaf Community Services' approach to account management begins with cultivating relationships. We take pride in getting to know our customer's needs and creating innovative solutions to meet those needs. With each team member you interact with, you will experience timely customer service. We engage in transparent communications and continuous learning. We believe building relationships is the foundation to providing better service and value.

Accounts are managed on the front end, directly by the team at Deaf Community Services. All team members are cross-trained in the functions of receiving requests for interpreting services, coordinating interpreters, confirming interpreters, and invoicing for interpreting services. At the end of the month, all revenue reports for interpreting services are processed by the accounting team.

The following team members have account access:

Susan Saunders	CFO	317-466-1000 x2016	ssaunders@eastersealscrossroads.org
Lisa Power	Financial Accounting Manager	317-466-1000 x2418	lpower@eastersealscrossroads.org
Nicki Qualls	Payroll Coordinator	317-466-1000 x2412	nqualls@eastersealscrossroads.org
Stephanie Ritchie	Deaf Community Services, Director	317-479-3240	sritchie@eastersealscrossroads.org
JerriAnn McFarland	Deaf Community Services, Staff Interpreter / Coordinator	317-479-3240	jmcfarland@eastersealscrossroads.org
Hannah Baker	Deaf Community Services,	317-479-3240	hbaker@eastersealscrossroads.org

	Staff Interpreter		
Janna Tribby	Deaf Community Services, Staff Interpreter	317-479-3240	jtribby@eastersealscrossroads.org

- 2.6.2 Please describe and attach the template and format of a usage report that, if awarded this contract, would be used to detail the data listed in a. through s. of Section 2.6 of Attachment I - Scope of Work.

The Usage Report is a way to learn about habits over a period of time and predict patterns of usage based on data collected. The template in **ATTACHMENT F3**, is an example of a report that can be exported from uSked. This report includes the requested data listed in the *Scope of Work, Section 2.6 Account Management and Reporting*:

- a. Job ID Number
- b. Date
- c. Job Location (Name and Address)
- d. Person Requesting Services
- e. Consumer Name
- f. Interpreter Name(s) and ID Number(s)
- g. Interpreter's Starting City and State
- h. Scheduled Duration
- i. Status
- j. Actual Start Time
- k. Actual End Time
- l. Actual Duration
- m. Billable Duration
- n. Language
- o. Hourly Rate
- p. Mileage Fee
- q. Parking
- r. Total Amount Billed

The Usage Report can be customized to include any data that is relevant to the customer.

- 2.6.3 Please describe, attach, and provide a list of your company's standard reports.

The standard reports for each customer include:

- Confirmation Performance
- Fill Rate Performance
- Hours by Service Code
- Service Providers
- Tracking Report

Confirmation Performance: the purpose of this report is to keep track of how quickly your schedulers are confirming service requests after they are received by your company. An overview of this report is in **ATTACHMENT F5**. An example of this report is in

ATTACHMENT F5A.

Fill Rate Performance: the purpose of this report is to allow the customer to measure how quickly their service requests are being filled. An overview of this report is in **ATTACHMENT F6**. An example of this report is in **ATTACHMENT F6A**.

Hours by Service Code: the purpose of this report is to show a breakdown of services performed. The breakdown also includes the number of hours and the amount billed for each service. An overview of this report is in **ATTACHMENT F7**. An example of this report is in **ATTACHMENT F7A**.

Service Providers: the purpose of this report is to show a list of service providers. An overview of this report is in **ATTACHMENT F8**. An example of this report is in **ATTACHMENT F8A**.

Tracking Report: the purpose of this report is to allow the customer to track all services being rendered to them, and the amount they are paying for these services. An overview of this report is in **ATTACHMENT F9**. An example of this report is in **ATTACHMENT F9A**.

2.6.4 Please describe your customized and ad hoc reporting capabilities.

uSked includes a powerful reporting platform and an at-a-glance dashboard. If there is a report that the customer needs, Deaf Community Services will work closely with uSked to create the customized report. All reports are available for the user to access at any time.

2.6.5 Please describe how you will establish and provide an online survey or other survey tool that can be sent to agencies utilizing the Contractor's service.

Our scheduling software, uSked, has a built-in survey feature. Surveys can be customized to solicit feedback from the users. Currently, "Service Feedback" is the most used survey. The goal of this survey is to gain satisfaction feedback from all users: the Deaf participant, the hearing participant, and the interpreter. In turn, this feedback is used to help make decisions regarding future services, to provide the best-fit interpreter with the service request. And, as mentioned earlier – surveys can be created at any time, customized to the meet the needs of the customer.

2.6.6 Does your company provide online Account Management Services that enables the State Vendor Management team to monitor activity? If so, please provide a list of all functions of online capabilities including reporting.

Deaf Community Services uses uSked, an online scheduling and logistics management software. Each person from the State Vendor Management team will be given a user account, with their own unique user ID and password. From there, the user will be able to access the following functions and reports:

Functions

- Authorized Signatory: user can view and sign agreements on behalf of their organization. Also, can invite other members of their organization into their group.
- Can See All Service Requests: user can view all service requests in the group. Also, can create, update, and submit service requests to Deaf Community Services on behalf of their organization.
- Can Make On-Demand uSked VRI Service Requests: user can make on-demand uSked VRI service requests.
- Preferred Service Providers: user can identify preferred service providers (interpreters or CART providers).
- Do-Not-Send Service Providers: user can identify any service provider (interpreter or CART provider) that they do not want to receive any assignments on behalf of their organization.

Reports

- Customer Billing Reports: The purpose of the customer billing report is to show all billable objects that are billable to customers.
- Tracking Reports: The purpose of the tracking report is to allow the customer to track all services being rendered to them, and the amount they are paying for these services.
- Fill Rate Performance: The purpose of the fill rate performance report is to allow the customer to measure how quickly their service requests are being filled.
- Confirmation Performance: The purpose of the confirmation performance is to keep track of how quickly your schedulers are confirming service requests after they are received by your company.
- Hours by Service Code: The purpose of this report is to show a breakdown of services performed. The breakdown also includes the number of hours and the amount billed for each service.

2.7 Implementation

2.7.1 What is your company's proposed implementation plan? In your answer, please cite specific tasks, dates, and milestones.

Deaf Community Services is committed to providing meaningful, fair, and effective language access to the Deaf and Hard of Hearing community throughout the state of Indiana. The following outlines our proposed implementation plan:

Within the first week:

- Disseminate introductory email, including contact information and instructions for requesting an ASL interpreter to each state agency.
- In uSked, create Groups for each State Agency that has utilized American Sign Language interpreting services and/or CART services.

- In uSked, create user accounts for each state employee that will be requesting American Sign Language interpreting services and/or CART services.
- Disseminate introductory email, including contact information and onboarding instructions to each ASL interpreter and CART provider in Region 3: Central that has his or her Indiana Interpreting Certificate (IIC).
- In uSked, create user accounts for each service provider (interpreters and CART providers).

Within the first quarter:

- Work with subcontractor, Favorite Part of My Day, to create trainings and workshops to all service providers.

Within the first year:

- Host trainings and workshops.
- Ensure that each subcontractor is on par for receiving the allocated percentage of revenue per the individual subcontractor agreements.

Ongoing:

- Collect feedback via uSked surveys on service satisfaction.
- Analyze feedback and recommend changes that will improve the customer's experience and overall satisfaction.

2.7.2 Please identify specific tasks and milestones which require State involvement and collaboration during contract implementation.

During contract implementation, the State will need to work closely with Deaf Community Services to create instructions for requesting an American Sign Language interpreter or CART provider. Once finalized, Deaf Community Services will rely on the state of Indiana to disseminate this information to the appropriate state agencies, so that requests for services may be submitted.

2.7.3 Please identify any innovative solutions your company would offer in order to drive contract compliance and savings.

Processes and efficiencies are only as good as the systems they run on. Staying in front of industry trends with the right tools means less waste, greater logistics management, and ultimately increased market share. Our scheduling and logistics management software, uSked, is excellent with information management. This is extremely beneficial when it comes to contract compliance and cost savings.

Contract Compliance

Credential Management: uSked manages and filters the service provider's credentials based on contract requirements. This includes:

- Automated reminders to service providers to update certifications
- Immunizations, background checks, and licensing
- Ability to send only to those service providers that satisfy requirements

Savings

Service Zones: uSked will filter service requests based on service zone; thus, matching the closest interpreter to the request – saving time and money on mileage reimbursement. Service Provider Rate: uSked will list service provider rates, along with availability, service zone, and preference. This means that when assigning a service provider to a specific request, you can be assured that the closest interpreter, that meets all credentials, at the lowest rate will be assigned to your request.

2.8 Extension to Other Entities

- 2.8.1 Please detail how you will make this contract and its pricing available for use by other governmental bodies.

The pricing schedule outlined in this contract will be extended to any state agency listed on the www.in.gov website.

3. Specific Questions for Each Service Lines

3.1 In-Person Language Interpretation Services

- 3.1.1 Please describe your capabilities to provide Video Remote Interpreting (VRI) services for in-person language interpretation services or describe your plan to work with a VRI service provider if you are unfamiliar with VRI services.

- 3.1.2 Please describe and attach the template and format of a timesheet that, if awarded this contract, would be used to verify precise lengths of provided services.

- 3.1.3 Please describe how you will determine the limited English proficient (LEP) individual's language within three (3) minutes for at least ninety-five (95) percent of all requested services

- 3.1.4 Please describe how you will ensure that interpreters are available for at least ninety-eight (98) percent of all in-person interpretation service requests.

- 3.1.5 Please describe how you will provide a replacement interpreter within one (1) hour of an interpreter's cancellation.

3.2 Telephonic Language Interpretation Services

- 3.2.1 Please describe how you will make a fourth port available at no additional cost to the State.

- 3.2.2 Please describe how you will track billable time through your telecommunications platform.

- 3.2.3 Please describe how you will determine the LEP's language within three (3) minutes for at least ninety-five (95) percent of all requested services. We recognize that this question is similar to question 3.1.3, but we would like this answer to be specific to telephonic interpretation services.

- 3.2.4 Please describe how you will ensure that interpreters are available for at least ninety-nine (99) percent of all service calls. We recognize that this question is similar to question 3.1.4, but we would like this answer to be specific to telephonic language interpretation services.

3.3 Written Language Translation Services

- 3.3.1 Please describe how you will make yourself capable of receiving documents in need of translation services via email or other electronic delivery methods, U.S. postal service or courier delivery, and fax.

- 3.3.2 Please describe how you will ensure ninety-eight (98) percent of documents meet the standard and expedited turnaround timeframes.

- 3.3.3 Please describe how you will ensure that translators are available and able to translate at least ninety-nine (99) percent of all jobs. We recognize that this question is similar to question 3.1.4, but we would like this answer to be specific to written language translation services.

3.4 Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing

- 3.4.1 Please describe your capabilities to provide Video Remote Interpreting (VRI) services for American Sign Language interpretation services or describe your plan to work with a VRI service provider if you are unfamiliar with VRI services.

Deaf Community Services currently provides Video Remote Interpreting (VRI) services via a variety of platforms. We have accounts with Zoom, Skype, and Cisco WebEx.

Also, our interpreting software, uSked, utilizes a Virtual+ platform, which provides instant access to VRI and Virtual Interpreting platform. We are happy to accommodate the platform that is most convenient and preferred by the customer.

Deaf Community Services utilizes interpreters that are trained in providing services remotely, via VRI or Virtual Interpreting.

- 3.4.2 Please describe your capabilities to provide Communication Access Realtime Translation (CART) services or describe your plan to work with CART transcribers and agencies if you are unfamiliar with CART services.

Deaf Community Services subcontracts Communication Access Realtime Translation (CART) services. We have a list of individuals that provide these services and will be subcontracting CART services, as needed.

- 3.4.3 Please describe how you will hire interpreters who qualify per the guidelines listed in Paragraph 3 of Section 5.2 of Attachment I - Scope of Work.

Deaf Community Services relies on the current list of interpreters that have their Indiana Interpreter Certification (IIC) when providing services for the state of Indiana. The majority of the interpreters on this list are already providing contract services for Deaf Community Services.

However, Deaf Community Services works closely with new interpreters that have just graduated from an Interpreter Training Program, or have recently moved to the area. These interpreters are encouraged to complete the IIC application found online at Indiana Deaf and Hard of Hearing Services' website: <https://www.in.gov/fssa/ddrs/2637.htm>. Once the interpreter has been granted an IIC, then we will be able to utilize them for future requests from the state of Indiana.

On occasion, non-IIC interpreters have been vetted by our agency and received approval from Deaf and Hard of Hearing Services to provide interpreting services for the state of Indiana. Such instances are rare, Deaf Community Services strives for every interpreter to work towards state and national certification.

- 3.4.4 Please describe how you will ensure that interpreters are available for at least ninety-eight (98) percent of in-person American Sign Language interpretation and CART service requests. We recognize that this question is similar to question 3.1.4, but we

would like this answer to be specific to American Sign Language interpretation services.

Currently, the fill rate for ASL service requests made between 1 – 5 business days in advance is 100%. This metric is taken from services provided between March 16 – June 30, 2020.

Deaf Community Services has a team of qualified and nationally certified staff interpreters that are available to cover last-minute service requests. In addition, we have a list of almost 100 freelance interpreters too. The flexibility of our staff interpreters, interns, and freelance interpreters affords us the opportunity to fill service requests, at a high percentage rate. Deaf Community Services has been a partner, assisting in one of the state contracts, to ensure at least 98% of the ASL service requests are filled in a timely manner.

3.4.5 Please describe how you will ensure that ninety-eight (98) percent of VRI services are be provided within five (5) minutes.

Currently, the fill rate for service requests made between 1 – 5 business days in advance is 100%. This metric is taken from services provided between March 16 – June 30, 2020.

Deaf Community Services has a team of qualified and nationally certified staff interpreters that are available to cover last-minute service requests. With VRI stations set up at the office, and remotely from home, at least one interpreter is always on stand-by available for VRI service requests.