**RFP 25-82958: Statewide American Sign Language (ASL) Interpretation Services**

**Attachment F: Technical Proposal**

**Indiana Department of Administration**

**Instructions:** Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.

# 1.0 General Requirements, Certifications, and Availability and Service Guarantees

# 1.1 General Requirements and Definitions

1.1.1 Please list any additional terms and definitions used by your company or industry that you would like the State to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation.

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1.1.2 Please confirm you have carefully reviewed all requirements listed in the Attachment K – Scope of Work and Attachment F1 – Minimum Requirements. Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

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1.1.3 Provide a brief executive summary of your proposed approach to deliver the scope of work. Be certain to include a description of any subcontractors with whom you are partnering to fulfill the scope of the Contract and what roles these subcontractors will have during the life of the Contract.

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# 1.2 Certifications, Qualifications, and Testing

1.2.1 Please describe your capabilities to provide and experience providing In-Person American Sign Language interpretation services.

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1.2.2 Please describe your capabilities to provide and experience providing Virtual American Sign Language interpretation services.

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1.2.3 Please describe your capabilities to provide and experience providing Video Remote Interpreting (VRI) services for American Sign Language interpretation services.

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1.2.4 Please describe your capabilities to provide and experience providing Certified Deaf Interpreter (CDI) interpretation services.

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1.2.5 Please describe your capabilities to provide and experience providing Communication Access Realtime Translation (CART) services and Remote CARTS services.

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1.2.6 Describe how you will verify that interpreters and CART providers meet certification requirements per 460 IAC 2-3-3 and the Vocational Rehabilitation Vendor Manual. Explain your process for hiring interpreters with Indiana Interpreter Certification (IIC), national certification (e.g., RID), or other accredited certifications, and how you ensure adherence to the NAD-RID Code of Professional Conduct and/or the IIC Code of Ethics.

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1.2.7 Describe how you will train interpreters/transcribers on professionalism, including punctuality, dress code, adherence to role boundaries, and guidelines for conducting themselves at court hearings. Detail how you will ensure that interpreters maintain impartiality and refrain from providing opinions or advice during assignments.

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1.2.8 Please describe your procedures for hiring and documenting grandfathered or provision interpreters. Detail how you will provide documentation and materials for these interpreters to the State as required, and explain your approach for securing Indiana Deaf and Hard of Hearing Services approval when using non-IIC interpreters.

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1.2.9 Please explain your approach to conducting background checks and health screening for interpreters and transcribers, particularly regarding fingerprint-based background checks for assignments involving minors or vulnerable populations. Describe your method for documenting annual tuberculosis test results for interpreters providing services at State hospitals.

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1.2.10 Please detail the steps you will take to ensure that interpreters assigned to court hearings are court-qualified, trained, and have relevant experience providing interpretation services in court settings. Describe how interpreters will affirm their qualifications and comfort level with providing services in a court environment.

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1.2.11 Describe any alternative certifications or credentials interpreters can receive, and explain how they meet or exceed the interpreter standards as described in the Scope of Work.

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# 1.3 Availability and Service Guarantees

1.3.1 Describe your process for responding to scheduled appointments as well as your plan to staff on-demand appointments.

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1.3.2 Fill out the table below to affirm your commitment to the performance metrics outlined in Section 1.2 of Attachment K - Scope of Work. In the “Respondent Proposal” column the Respondent may propose an alternative or functional equivalent performance metric. In the “Performance Metric Justification” column, Respondents may explain and justify their proposed alternative. Please propose any additional or alternative performance metric commitments as applicable using the empty rows at the bottom of the table.

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| **Performance Metric** | **Respondent Affirms Commitment (Yes, No)** | **Respondent Proposal** | **Performance Metric Justification** |
| An interpreter must be available for at least 98 percent of in-person American sign Language interpretation and CART services |  |  |  |
| 98 percent of VRI services shall be provided within 5 minutes |  |  |  |
| An interpreter must arrive on time for their scheduled time for at least ninety-eight (98) percent of all requested in-person services |  |  |  |
| The Contractor(s) shall provide a replacement interpreter within twenty four (24) to forty eight (48) hours of an interpreter’s cancellation |  |  |  |
| The Contractor(s) shall achieve a score of 90 percent or better on all State agency survey results |  |  |  |
| The Contractor(s) shall confirm receipt of each work order request by email within two hours of its receipt for one-hundred (100) percent of services. The Contractor(s) shall confirm appointment information including but not limited to:   * The requested service * The provider name(s) * Mileage requirements/fees (if applicable) * Whether non-IIC interpreters will be used (if applicable) |  |  |  |
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1.3.3 Please confirm your understanding of the following language within Section 1.2 of Attachment K - Scope of Work:

*“If a State agency is not satisfied with an interpreter/transcriber’s service, the Contractor(s) shall not charge the applicable State agency account for the appointment upon notification to the Contractor(s)’ account manager or customer service team. The State reserves the right to decline services from any interpreter/transcriber that the State considers to provide inadequate interpretation. In such instances, the Contractor(s) shall be responsible for providing another interpreter/transcriber. Additionally, if the Contractor(s) is unable to provide services within the State’s required period of time, the Contractor(s) understands and agrees that the State may request services through another interpretation provider. “*

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# 2.0 Logistical Requirements and Expectations

# 2.1 Customer Support

2.1.1 Describe your proposed online scheduling and customer service tools that are capable of managing real-time appointment scheduling, modifications, and customer inquiries.

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2.1.2 Describe your proposed technical support help desk approach. In your answer, detail your approach to meeting the complaint response and complaint resolution timelines provided in section 2.1 of the Scope of Work.

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2.1.3 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.

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2.1.4 The following minimum appointment durations apply to interpretation services:

* In-Person and Virtual Interpretation: 2-hour minimum
* Video Remote Interpreting (VRI): 1-hour maximum
* CART and Remote CART: 1-hour minimum

Respondents must confirm compliance with these requirements or propose alternate approaches with clear explanations. Please include your confirmation in the response.

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# 2.2 Billing

2.2.1 Please describe your approach to meeting the billing requirements described in Section 2.2 of Attachment K - Scope of Work.

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2.2.2 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.

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

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2.2.4 Please describe how your organization proposes billing for mileage, particularly in scenarios where not all mileage is used exclusively for travel to and from State appointments.

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# 2.3 Confidentiality, Accountability, and Disclosure of Conflict

2.3.1 Please describe your approach to meeting the confidentiality, accountability, and disclosure of conflict requirements described in Section 2.3 of Attachment K - Scope of Work

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2.3.2 Please describe your approach to and experience with Emergency Business Continuity and Disaster Recovery Plans and Quality Assurance Programs.

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# 2.4 Account Management and Reporting

2.4.1 Please describe your approach to meeting the account management and reporting requirements described in Section 2.4 of Attachment K - Scope of Work.

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

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2.4.3 Please describe and attach the template and format of a usage report that would be used to detail the data listed Section 2.4 of Attachment K - Scope of Work.

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2.4.4 Please describe your customized and ad hoc reporting capabilities.

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2.4.5 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.

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# 2.5 Implementation

2.5.1 Describe how you will provide the state with electronic instructions for ordering in-person American Sign Language interpretation, VRI, and CART services to any State agency requesting such materials.

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2.5.2 Describe your approach to holding webinars during which State agencies may ask questions about using your services.

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# 2.6 Extension to Other Entities

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

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# 2.7 Emerging Technologies

2.7.1 Please describe any emerging technologies and trends in the ASL Interpretation space that you will provide to the State upon contract go-live.

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2.7.2 Please describe your plan to stay informed on emerging technologies and trends in the ASL Interpretation space during the contract term. Describe how you will ensure that the State is made aware of emerging technologies and trends in the ASL interpretation space during the contract term.

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2.7.3 The State predominantly uses Microsoft Teams as a virtual conferencing tool, with Zoom and Google Meet used at a lower frequency. Please confirm your ability to provide interpretation services using the above platforms, or propose and describe alternative platforms that you intend to use. For any proposed platform, describe your ability to meet data security and privacy standards.

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# 2.8 Data Security and Privacy

2.8.1 Describe your approach to meeting the Data Encryption, Data Retention, and Data Disposal requirements as described in the Scope of Work.

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2.8.2 Describe your ability to adhere to all applicable data privacy and protection regulations, including HIPAA for healthcare-related interpretation services. Your response should include your approach to conducting regular compliance audits.

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2.8.3 Describe your approach to creating and maintaining a data breach prevention strategy and comprehensive response plan.

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2.8.4 Provide your data privacy policy outlining how personal information is collected, stored, and used.

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2.8.5 Provide your approach to providing ongoing data security and privacy best practices training to your personnel.

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2.8.6 Please describe your approach to handling and keeping Personal Identifiable Information (PII) secure.

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# 2.9 Sub-agreements

2.9.1 Please describe your approach to developing sub-agreements as described in Section 2.9 of Attachment K - Scope of Work.

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# 2.10 Meetings

2.10.1 Please confirm your ability to meet the requirements for each meeting described in Section 2.10 of Attachment K - Scope of Work.

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2.10.2 In order to mitigate interpreter cancellations, the State envisions a system of recurring in-person, on-site meetings in which the Contractor provides interpreters at a location designated by the State to fulfill appointments scheduled by the State. Please propose your plan of action to best meet this meeting structure. Your response should include logistical details and any alternative billing considerations.

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