

# Language Services Contract Procurement Solicitation

2018-2019

## FINAL SC Business Opportunities Advertisement – Dec. 12, 2018

December 12, 2018 xx Volume xx, Issue xxx

Description: INTERPRETATION AND TRANSLATION SERVICES

The South Carolina Coalition Against Domestic Violence and Sexual Assault (hereafter referred to as “SCCADVASA”) is the statewide coalition of 22 organizations providing intervention services to victims and Primary Prevention programs to students and communities across the state. SCCADVASA is selecting preferred Language Service Providers (LSPs) for the provision of interpretation and translation services under a Term Contract. Our objective is to select the provider that most fully meets the requirements identified in this RFP, including a strong desire to increase SCCADVASA’s capabilities for effectively communicating with and caring for limited English proficient (LEP) victims of sexual and intimate partner violence. The selected provider(s) will supply services in the following lots:

1. Telephonic Interpretation
2. Document Translation
3. Video Interpretation (ASL only)

LSPs may bid on lot one, lot two, lot three, or any combination thereof. However, LSPs must demonstrate capacity to provide service consistent with all line items within the lot.

SCCADVASA member organizations conduct an average of 21 telephone contacts for an average of 228 minutes with LEP clients per month. Many SCCADVASA member organizations operate 24/7 emergency hotlines, and must be able to communicate with a large variety of target languages at all hours. Furthermore, clients may be receiving crisis intervention, systems advocacy, case management, or clinical services for which an appropriate interpreter must be made available by telephone. SCCADVASA anticipates approximately 10% annual growth in telephonic interpretation utilization due to Limited English Proficiency service capacity growth financed through subgrant 1K18017, awarded by the state administering office for the S.T.O.P. VAWA Grant Program. The most commonly requested languages in the last three years have been Spanish, Vietnamese, Arabic, and Mandarin. LSPs bidding on this item should demonstrate capacity to provide 24/7 telephonic interpretation in a large variety of languages beyond these high-demand languages listed. These services constitute Lot 1.

Through community outreach and needs assessments, SCCADVASA has identified additional, urgent needs for document translation in the target languages of Spanish, Vietnamese, Russian, and Arabic. These documents support SCCADVASA and its member organizations’ outreach and community awareness efforts among immigrant communities. These services constitute Lot 2.

As the total number of d/Deaf and hard of hearing individuals living in South Carolina is comparable to the number of non-English speakers of other verbal languages, SCCADVASA anticipates utilizing approximately 2,000 hours of ASL video interpretation utilization due to Limited English Proficiency service capacity growth financed through subgrant 1K18017, awarded by the state administering office for the S.T.O.P. VAWA Grant Program. These services constitute Lot 3.

Delivery Point: Statewide; remote work

Submit Offer By: 12/19/2018 by 11:59pm

Purchasing Entity: South Carolina Coalition Against Domestic Violence and Sexual Assault

Buyer: Marie Majarais McDonald, 803-256-2900, [mmcdonald@sccadvasa.org](mailto:mmcdonald@sccadvasa.org)

# Advertisement Posted on SCCADVASA Website

## I. Introduction to the RFP

### A. Executive Summary

The South Carolina Coalition Against Domestic Violence and Sexual Assault (hereafter referred to as “SCCADVASA”) is selecting preferred LSPs for the provision of interpretation and translation services under a Term Contract. Our objective is to select the provider that most fully meets the requirements identified in this RFP, including a strong desire to increase SCCADVASA’s capabilities for effectively communicating with and caring for limited English proficient (LEP) victims of sexual and intimate partner violence.

SCCADVASA is the statewide coalition of organizations providing intervention services to victims and survivors of domestic violence and sexual assault and Primary Prevention programs to students and communities across the state. SCCADVASA works towards ending domestic and sexual violence in South Carolina and beyond through engaging individuals and communities in advocacy, collaboration and education. SCCADVASA advocates for the transformative social change that will result in a society free of violence, pushes for policy changes that support survivors, and provides education and technical assistance to build the capacity of our members, allied organizations and communities to provide trauma-informed and survivor-centered services.

Each of the 22 SCCADVASA member organizations will be assigned a unique access “PIN,” and may elect to utilize the interpretation and/or translation services held under contract by SCCADVASA. Each member organization will be responsible for reimbursing SCCADVASA for their agency’s use of said services beyond that which is covered by subgrant 1K18017, awarded by the state administering office for the S.T.O.P. VAWA Grant Program.

The selected provider(s) will supply services in the following lots:

1. Telephonic Interpretation
2. Document Translation
3. Video Interpretation (ASL only)

**LSPs may bid on lot one, lot two, lot three, or any combination thereof. However, LSPs must demonstrate capacity to provide service consistent with all line items within the lot. SCCADVASA expects to award up to three contracts pursuant to this RFP in accordance with the enclosed project timeframe (Section I.G).**

### B. Contact

Any questions or other inquiries from your facility concerning this RFP must be submitted by COB 12/19/2018 by email to Marie Majarais McDonald ([mmcdonald@sccadvasa.org](mailto:mmcdonald@sccadvasa.org)) who will be each potential LSP’s point of contact. All questions and inquiries will be answered by SCCADVASA in accordance with the enclosed project timeframe (Section I.G).

For details on the submission of the RFP response, see the Formatting and Submittal Guideline section (I.H).

### C. Reason for RFP

The US Census Bureau estimates that:

- 1/6% of South Carolina households are LEP (Table 1),
- 6.8% of the state’s population over the age of 5 speaks a language other than English at home; 40.6% of these individuals speaks English “less than very well,” (Table 2)
- 3.8% of the state’s citizens over the age of 18 speak a language other than English; 27.3% of these citizens speak English “less than very well” (Table 2).

*Table 1: B16002: HOUSEHOLD LANGUAGE BY HOUSEHOLD LIMITED ENGLISH SPEAKING STATUS - Universe: Households (2011-2015 ACS 5-Year Estimates) (US Census Bureau)*

	South Carolina		
	Estimate	Percentage	Margin of Error
Total:	1,815,094	100%	+/-5,681
Spanish:	77,867	4.29%	+/-1,627
Limited English speaking household	20,614	1.14%	+/-1,094
Other Indo-European languages:	33,941	1.87%	+/-1,320
Limited English speaking household	3,184	0.18%	+/-385
Asian and Pacific Island languages:	18,512	1.02%	+/-701
Limited English speaking household	4,496	0.25%	+/-517
Other languages:	4,520	0.25%	+/-519
Limited English speaking household	712	0.04%	+/-163

Table 2: S1601: LANGUAGE SPOKEN AT HOME (2015 ACS 1-Year Estimates) (US Census Bureau)

	South Carolina							
	Total		Percent		Percent of specified language speakers			
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English less than "very well"		Percent speak English less than "very well"	
					Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	4,608,658	+/-2,409	(X)	(X)	126,522	+/-7,040	2.7%	+/-0.2
Speak a language other than English	311,466	+/-9,559	6.8%	+/-0.2	126,522	+/-7,040	40.6%	+/-1.9
SPEAK A LANGUAGE OTHER THAN ENGLISH								
Spanish	198,039	+/-8,198	4.3%	+/-0.2	87,708	+/-5,634	44.3%	+/-2.4
Other Indo-European languages	58,929	+/-5,134	1.3%	+/-0.1	13,712	+/-2,619	23.3%	+/-3.5
Asian and Pacific Island languages	44,235	+/-3,713	1.0%	+/-0.1	21,970	+/-3,057	49.7%	+/-5.1
Other languages	10,263	+/-2,318	0.2%	+/-0.1	3,132	+/-1,513	30.5%	+/-13.5
CITIZENS 18 YEARS AND OVER								
All citizens 18 years old and over	3,677,799	+/-5,632	(X)	(X)	37,786	+/-3,586	1.0%	+/-0.1
Speak a language other than English	138,250	+/-6,445	3.8%	+/-0.2	37,786	+/-3,586	27.3%	+/-2.3
Spanish	77,071	+/-5,185	2.1%	+/-0.1	19,492	+/-2,980	25.3%	+/-3.3
Other languages	61,179	+/-4,447	1.7%	+/-0.1	18,294	+/-2,280	29.9%	+/-3.2

SCCADVASA member organizations conduct an average of 21 telephone contacts for an average of 228 minutes with LEP clients per month. Our diverse client population requested, in Fiscal Years 2015 and 2016, telephonic interpretation services from SCCADVASA and member organizations at the frequencies indicated in Table 3.

Table 3: SCCADVASA Membership Ethnic Bridge Usage by Target Language, Number of Calls, and Minutes Used

FY15			
Language	Calls	Minutes	Percent
Cebuano	2	90	3%
Filipino	1	67	2%
Mandarin	9	294	9%
Spanish	230	2,602	84%
Tagalog	1	13	>1%
Vietnamese	2	33	1%
<b>2015 Total</b>	<b>245</b>	<b>3,099</b>	
FY16			
Language	Calls	Minutes	Percent
Arabic	1	8	>1%
Cantonese	1	5	>1%
Cebuano	1	44	2%
Spanish	227	1,952	82%
Tagalog	1	12	1%
Vietnamese	18	348	15%
<b>2016 Total</b>	<b>249</b>	<b>2,369</b>	
<b>Grand Total</b>	<b>494</b>	<b>5,468</b>	

Many SCCADVASA member organizations operate 24/7 emergency hotlines, and must be able to communicate with a large variety of target languages (including, but not limited to, those listed in Table 3) at all hours. Furthermore, clients may be receiving crisis intervention, systems advocacy, case management, or clinical services for which an appropriate interpreter must be made available by telephone. SCCADVASA anticipates approximately 10% annual growth in telephonic interpretation utilization due to Limited English Proficiency service capacity growth financed through subgrant 1K18017, awarded by the state administering office for the S.T.O.P. VAWA Grant Program. **These services constitute Lot 1.**

Through community outreach and needs assessments, SCCADVASA has identified additional, urgent needs for document translation in the target languages of Spanish, Vietnamese, Russian, and Arabic. These documents support SCCADVASA and its member organizations' outreach and community awareness efforts among immigrant communities. **These services constitute Lot 2.**

Table 4: S1810 - DISABILITY CHARACTERISTICS (2015 ACS 1-Year estimates) (US Census Bureau)

Subject	South Carolina					
	Total		With a disability		Percent with a disability	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total civilian noninstitutionalized population	4,801,301	+/-2,216	712,739	+/-14,151	14.8%	+/-0.3
With a hearing difficulty	(X)	(X)	183,831	+/-5,797	3.8%	+/-0.1

The US Census Bureau’s 2015 1-year American Community Survey (ACS) estimates that of South Carolina’s noninstitutionalized population, 3.8% have a hearing difficulty of some sort (Table 4). Although the State of South Carolina provides Video Relay Service interpretation when a client is in a remote location at no cost to SCCADVASA or its member organizations, SCCADVASA is committed to providing high-quality video-based ASL interpretation to deaf and hard of hearing clients receiving services (such as counseling or shelter) at member organization sites where an in-person interpreter is not available.

As the total number of d/Deaf and hard of hearing individuals living in South Carolina is comparable to the number of non-English speakers of other verbal languages, SCCADVASA anticipates utilizing approximately 2,000 hours of ASL video interpretation utilization due to Limited English Proficiency service capacity growth financed through subgrant 1K18017, awarded by the state administering office for the S.T.O.P. VAWA Grant Program. **These services constitute Lot 3.**

#### D. Checklist for Language Service Provider (LSP) Deliverables

All final RFP related deliverables are due via email by 12/19/2018. Each final RFP response should include the following and be emailed to Marie Majarais McDonald ([mmcdonald@sccadvasa.org](mailto:mmcdonald@sccadvasa.org)):

1. Interpreter/Translator Quality Assurance Practices; including Interpreter Code of Ethics, Confidentiality, and Non-Disclosure Agreements
  - a. Please provide copies of any professional standards by which your interpreters/translators are required to abide. These may be industry standard ethics statements or proprietary documents.
  - b. What kind of training, shadowing, or side-by-side assistance do your interpreters/translators receive?
  - c. What are your interpreter/translators quality monitoring processes and at what frequency are they conducted?
  - d. What are the rewards/consequences for outstanding/poor performance?
2. Languages Served
  - a. Please provide a comprehensive list of target languages your organization is equipped to serve, even those which have not been identified as primary target languages in this RFP.
3. Implementation and Training Plan
  - a. How will you ensure a smooth transition from our current provider?
  - b. What is your process for implementation?
  - c. How will you train our staff on the use of your system?
4. Account Management and Client Service
  - a. How can your client services be contacted?
  - b. What proactive measures does your organization undertake to provide outstanding service?
  - c. What are your procedures for customer complaints or commendations?
5. Contact Center Metrics (Lots 1 and 3 only)
  - a. What kind of metrics does your organization regularly report? How are these metrics measured?
  - b. What is your company’s Average Speed of Answer (please itemize ASA by target language)?
6. Document Delivery Metrics (Lot 2 only)
  - a. What kind of metrics does your organization regularly report? How are these metrics measured?
  - b. Does your organization automate any part of the translation process? If so, what is your organization’s quality assurance process on automated translations?

- c. What is your company's average document turnaround time (please itemize by target language, or provide justification, if no significant difference exists between SCCADVASA's priority languages)?
7. Telephone, Data, and Interpretation Technology (Lots 1 and 3 only)
  - a. What is the nature of your organization's communication system?
  - b. What is the percentage of uptime your system has had in the past 12 months?
  - c. What technologies are utilized in your interpreter call centers to increase the quality, efficiency and effectiveness of language service delivery?
8. Security and Compliance: SCCADVASA and its member organizations must comply with VAWA/VOCA/FVPSA confidentiality laws, which are more stringent than HIPPA confidentiality.
  - a. What security measures protect SCCADVASA and our clients' information?
  - b. Has your organization worked with VAWA/VOCA/FVPSA compliant contracts before? What accommodations (if any) were made to ensure compliance with these requirements?
  - c. With which federal laws and other agreements are your interpreters required to be in compliance?
9. Data Reporting and Invoicing
  - a. What kind of reporting does your organization provide? What is viewable in the reports? Are reports available online?
  - b. How often are invoices processed?
  - c. How many distinct users can be delineated on invoices?
  - d. Are invoices available online?
  - e. Does your organization regularly provide custom reports?
10. Pricing
  - a. What is your pricing model? How do you charge for interpretation/translation?
  - b. What other possible fees might our organization encounter and under what circumstances?
  - c. Please include pricing for any other services that you think might benefit SCCADVASA.
11. Non-Discrimination Policy: SCCADVASA requires that all contracting agencies provide evidence of their non-discrimination policy.

## Disclaimers

You are hereby advised that SCCADVASA is not committed to any course of action as a result of its issuance of this Request for Proposal and/or its receipt of a proposal from you or other providers in response to it. In particular, you should note that SCCADVASA may:

- Reject any proposal that does not conform to instructions and specifications which are issued herein
- Not accept proposals after the stated submission deadline
- Reject all proposals, if it so decides
- Award a contract in connection with this RFP at any time
- Make no award of contract

You are also advised that SCCADVASA will not reimburse your organization for any proposal preparation costs or other work performed in connection with this RFP, whether or not your firm is awarded a contract.

## References

[US Census Bureau. \(n.d.\). B16002: HOUSEHOLD LANGUAGE BY HOUSEHOLD LIMITED ENGLISH SPEAKING STATUS - Universe: Households. Retrieved from 2011-2015 American Community Survey 5-Year Estimates: https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk](https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk)

[US Census Bureau. \(n.d.\). S1610: LANGUAGE SPOKEN AT HOME. Retrieved from 2015 American Community Survey 1-Year Estimates: https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml](https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml)

[US Census Bureau. \(n.d.\). S1810: DISABILITY CHARACTERISTICS. Retrieved from 2015 American Community Survey 1-Year Estimates: https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml](https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml)

