

REQUEST FOR PROPOSAL



ADVERTISED DATE: 2/17/2019

REQUEST FOR PROPOSAL (RFP) REQUEST TITLE:

INTERPRETER SERVICES, SPOKEN (Medical and Social Service Certified)

DUE DATE: 4/4/2019 – no later than 4:00 p.m., Local Time

SEALED Proposals are hereby solicited and will only be received by:

Snohomish County Human Services
Robert J. Drewel Building, 4th Floor
3000 Rockefeller Avenue, M/S 305
Everett, WA 98201

Office Hours: 8:00 a.m. – 4:30 p.m.
Monday - Friday

Agency Name:			
Address:		City/State/Zip:	
Original Signature:		Authorized Representative / Title (Please Print Name and Title):	
E-mail:	Phone:	Fax:	

Please complete the following information:

Is your firm a:

Women Business Enterprise (WBE)? Yes
Minority Business Enterprise (MBE)? Yes
Disadvantaged Business Enterprise (DBE)? Yes

Small Business Enterprise (SBE)? Yes
Veteran Owned Business (VOB)? Yes

Do you have a certification number? Yes

If yes, please provide certification number and state or entity who issued the number below:

Certification No.: _____ State or Entity Issued: _____

PROPOSAL LABEL

Complete the form below (or a reasonable facsimile thereof) and affix to the exterior lower left hand corner of the submission package.

URGENT – SEALED PROPOSAL ENCLOSED
Do Not Delay – Deliver Immediately

RFP Title: INTERPRETER SERVICES, SPOKEN
(Medical and Social Services Certified)

Due Date: April 4, 2019

Proposer:



Mail to:

Snohomish County Human Services
Robert J Drewel Building, 4th Floor
3000 Rockefeller Avenue, M/S 305
Everett, WA 98201

Attn: Stefanie Novacek

TABLE OF CONTENTS

1. SCHEDULE	1
2. SUBMITTAL INSTRUCTIONS	2
3. PROJECT OVERVIEW	2
4. SERVICE DESCRIPTION AND SCOPE OF SERVICES	2
5. REIMBURSEMENT	4
6. QUALIFICATION REQUIREMENTS	5
7. EMERGENCY PROCEDURES	5
8. TRAINING REQUIREMENTS	5
9. SAFEGUARD OF CLIENT INFORMATION	6
10. PERSONNEL EVALUATION	6
11. REPORTING REQUIREMENT	6
12. GRIEVANCE PROCEDURES	7
13. EVALUATION / AWARD.....	7
14. GENERAL PROVISIONS.....	7
15. PROPOSAL (SUBMITTAL) REQUIREMENTS	8
16. EVALUATION CRITERIA	8
17. RFP QUESTIONS/CLARIFICATIONS.....	8
18. ADDENDA.....	8
19. INSURANCE REQUIREMENTS AND INDEMNIFICATION	8
20. TITLE VI (FEDERAL) NON-DISCRIMINATION.....	8
21. COUNTY NON-DISCRIMINATION	9
22. FEDERAL SUSPENSION AND DEBARMENT CERTIFICATION	9
23. PUBLIC DISCLOSURE.....	10

REQUEST FOR PROPOSALS

1. SCHEDULE

DATE	EVENT
2/17/2019	Public announcement of Request for Proposals
2/27/2019	Proposers Conference, 1:30 pm – 2:30 pm., County Administrative Building West, Fourth Floor, Room 4H00, Skype Call
3/4/2019	Letters of Intent Due, no later than 4:00 p.m., Local Time
3/8/2019	Questions due, in writing, not later than 4:00 p.m., Local Time
3/15/2019	LTCA responds to proposer questions
4/4/2019	Proposals due, no later than 4:00 p.m., Local Time
4/11/2019	Proposal Evaluation Committee reviews and rates proposals
4/15/2019	Notification to proposers

- A. Agencies interested in applying to serve as Interpreter Services, Spoken (Medical and Social Service Certified) providers must submit a Letter of Intent by 4:00 p.m. on March 4, 2019. Organizations **not submitting** a Letter of Intent by the date due will forfeit their right to propose. Letters of Intent are to be submitted to:

Snohomish County Human Services Department
3000 Rockefeller Avenue, M/S 305
Everett, WA 98201

Attn: Aime Fink
Aime.fink@snoco.org

- B. Agencies interested in responding to the RFP must submit a completed proposal (Attachment 1) to the County no later than 4:00 p.m. Thursday, April 4, 2019. The County will not accept proposals received after this deadline.
- C. The County reserves the right to reject any or all proposals.

- D. In the event that a respondent under the Request for Proposals process is of the opinion that it has been treated unfairly by the County, the Grievance Procedure in Attachment 2 will be followed.

2. SUBMITTAL INSTRUCTIONS

Submit one (1) original and five (5) copies of the proposal. The original shall be marked ORIGINAL and shall be unbound (no binder or comb binding) (binder clips and/or rubber bands may be used). RFP Candidates are encouraged to use recycled paper and both sides of the paper in the preparation of their proposals. For easy identification, please affix the label provided on the second page to the outside of the proposal envelope in the lower left corner.

Sealed proposals shall contain all required information as defined above and be submitted to the Snohomish County Human Services Department, Long Term Care and Aging no later than the date, time, and place as stated on the cover page of this RFP or as amended. Proposals will not be accepted at any other county location other than the Snohomish County Human Services Department. Late proposals will not be accepted and will be returned to the proposers unopened.

Proposers shall be fully responsible for any and all costs incurred in the preparation and submittal of their proposals.

3. PROJECT OVERVIEW

The Purpose of this RFP is to establish contracts for the purchase of INTERPRETER SERVICES, SPOKEN (Medical and Social Services Certified) on an as needed basis for the Snohomish County Human Services Department (hereinafter, the County). Upon award, these contracts will establish a listing of available interpreters who meet contractual requirements herein and may be contacted by end users requesting interpreters to provide spoken (face-to-face) interpretation for case managers and other social workers who meet with limited or non-English speaking clients and their family members.

4. SERVICE DESCRIPTION AND SCOPE OF SERVICES

The Contractor is authorized to provide Interpreter Services, Spoken to clients who are referred by County staff. Many of these clients have multiple risk factors, chronic care issues, and behavioral or cognitive problems.

Spoken-Language Interpreter Services can only be requested by authorized County staff. The Contractor shall strive to maintain Interpreter Services of the highest quality and shall assure quality control through internal policies governing interpreter selection, training

and evaluation. The following are minimum requirements and/or information regarding service provision for Interpreter Services, Spoken:

- A. County Case managers and other social workers interact with clients and family members in various locations, including client homes. Some of these clients and family members may be socially isolated and have mild to moderate dementia.
- B. Contracted interpreters must have DSHS certification for both social service programs and for clients in medical settings, for languages in which DSHS certification is available. If certification is not available in a specific language, DSHS authorization will be required. DSHS language certification is currently available in six languages: Cantonese, Korean, Mandarin, Russian, Spanish, and Vietnamese. DSHS authorization screening tests are available in all other languages.
- C. Interpreter Services (spoken) must be available, at minimum, Monday through Friday, 8:00 am until 5:00 p.m. Services must be available in all areas of the County. Contracted agencies will be responsible for performing only the services authorized by Snohomish County Human Services staff.
- D. Estimates for service provision under Interpreter Services, Spoken averages over \$100,000 annually. This estimate is based on past usage of Interpreter Services, Spoken. The County does not guarantee any minimum purchase. Referrals for Interpreter Services, Spoken will be placed as needed.
- E. The primary purchaser(s) will be Long Term Care Case Management, Long Term Care and Aging, Early Head Start, and other Snohomish County Human Services programs requiring this service.
- F. Contracts for successful RFP candidates will be established as quickly as possible after the Proposal Evaluation Committee makes its decision and makes its recommendations to the County Human Services Director. Awarded contracts will for the remainder of calendar year 2019. Snohomish County Human Services reserves the right to award additional contracts for a second, third, and/or fourth calendar year without resorting to the competitive RFP process for contractors having successful, yearly contract monitoring reports.
- G. Successful RFP candidates will be offered a contract with Snohomish County. Funding is dependent upon state and federal appropriations. Each successful RFP candidate will also be required to execute a Basic Terms and Conditions (Attachment 3) and Business Associate Agreement (Attachment 7) with Snohomish County in order to execute a contract.

5. REIMBURSEMENT

The following service units will be used for purpose of reimbursement:

- A. For less than 24 consecutive hours (1 full day) notice of cancellation by the County, the contractor will be authorized to bill the hourly rate for the first hour of scheduled time only. For more than 24 consecutive hours (1 full day) notice of cancellation, the contractor will not be authorized to bill the County.
Contractors shall invoice the County by the tenth (10th) day of the month following completion of requested service. Invoices shall include the number of hours service was provided. Rates will be charged on an hourly basis with all half-hours rounded up to the nearest hour, less than 30 minutes will be rounded to the end of the previous hour. (For example, one hour and 40 minutes would be considered two hours, whereas one hour and 20 minutes would be considered one hour.) Invoices shall also include mileage for any services provided outside a 30-mile radius beyond the contractor's place of business, home or last appointment, whichever is the actual beginning point of departure to an appointment. Mileage will be reimbursed at the prevailing IRS rate. Mileage will be reimbursed only for the point to point most direct route. The contractor shall submit documentation to verify the accuracy of the mileage claim.

- B. The County will not pay for any of the following under the contract:
 - 1) Interpreter early arrivals;
 - 2) Interpreter late arrivals;
 - 3) Related items such as meals, fuel or overnight accommodations;
 - 4) Interpreter parking fees; and
 - 5) Mileage LESS than 30 miles.

- C. The anticipated contract will be a firm fixed unit rate contract. The proposed unit rate(s) shall include salaries, all fringe benefits, wages and administrative costs associated with implementing the contract.

- D. The County shall process correct and properly submitted billings for reimbursement after all supporting documentation is received. Billing received after the 10th of the month will be processed for reimbursement in the succeeding month.

- E. Requests for reimbursement for services received more than 60 days after the service was rendered may not be honored by the County.

- F. The County offers no guarantees regarding the number of service units to be rendered by a particular contractor.

6. QUALIFICATION REQUIREMENTS

- A. Contracted interpreters must have DSHS certification for both social service programs and for clients in medical settings, for languages in which DSHS certification is available. If certification is not available in a specific language, DSHS authorization will be required.
- B. Contracted interpreters are to follow these standards:
 - 1) No smoking while providing services;
 - 2) No use of alcohol or illegal drugs in the performance of this contract (RCW 72.23.300, Chapter 69.50 RCW);
 - 3) Held to County ethics standards (Snohomish County Code, Chapter 2.50);
 - 4) Be independent of political, cultural, social, economic, personal and any other bias;
 - 5) Held to Code of Professional Conduct (Attachment 4);
 - 6) Maintain confidentiality in the performance of services; and
 - 7) Held to the Snohomish County Human Rights Ordinance (Attachment 5)
- C. All interpreters are required to have picture identification visible at all times while providing interpreter services under this contract.

7. EMERGENCY PROCEDURES

- A. Successful RFP candidates must have written procedures to be followed by the service provider in the event of weather related emergencies, disasters, or situations that may interrupt interpreter services.
- B. Successful RFP candidates must have a written plan describing procedures to be followed in case an interpreter becomes ill or is injured while in the field. This written plan must also include procedures to be followed in case a client becomes ill or injured during the service provision of Interpreter Services, Spoken. The plan must be submitted to the County and thoroughly explained to staff.

8. TRAINING REQUIREMENTS

- A. Successful RFP candidates shall establish a training plan for all staff performing services under the Interpreter Services, Spoken contract. The plan shall provide for orientation of new staff and ongoing in-service training for continuing staff. The dates, topics of training and certifications received shall be documented in the personnel files of each staff who received the training.

B. Upon initial employment, staff shall receive orientation on the following subjects:

- 1) Job description and procedures;
- 2) Code of Conduct;
- 3) Personnel policies;
- 4) Grievance procedures;
- 5) Mandatory Reporting and
- 6) Program goals.

9. SAFEGUARD OF CLIENT INFORMATION

A. The major goal of the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPPA), is to assure that an individual's health information is properly protected while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well-being. Effective April 14, 2003, the Privacy Rule limits the ways in which Protected Health Information about individuals can be used or disclosed. Where use of disclosure is permitted, a written agreement that contains the required privacy language detailing the limits of the use or disclosure is required.

B. In addition to the Privacy Rule of HIPPA, contractors are prohibited from permitting the disclosure of the contents of any records, files, papers, software, or other communications connected with the administration of its programs for purposes not connected with official business. Official business shall include purposes connected with the administration of County programs.

10. PERSONNEL EVALUATION

Successful RFP candidates will evaluate the performance of each employee within the first six (6) months of initial employment and annually thereafter. Copies of the evaluations shall be signed and dated by the employee and documented in a central file or in the employee's personnel file.

11. REPORTING REQUIREMENT

Successful RFP candidates shall submit monthly billings of service activities carried out under the contract. The billings are due to the Long Term Care and Aging no later than ten (10) days following the end of each calendar month and proof of the Interpreter Services, Spoken service provision will be provided to the County during the yearly monitoring of the contract.

12. GRIEVANCE PROCEDURES

Successful RFP candidates shall have a written grievance procedure. The vendor shall record and maintain in writing all complaints, and the action taken to resolve the complaints. The contractor must respond to each complaint within 72 hours of receipt of the complaint.

13. EVALUATION / AWARD

Award(s) of the Interpreter Services, Spoken contract will be to RFP candidates who demonstrate in their proposal response the ability to fulfill the requirements of the RFP and provide the best obtainable pricing.

- A. The County will review each proposal for compliance with RFP requirements in documents provided in Attachment 1, Qualifications Summary and Respondent Information; candidate qualifications and specific translation categories.
- B. The Proposal Evaluation Committee will make recommendations to the Human Services Director and the Human Services Director will make the final decision regarding which RFP candidates will receive a County contract.
- C. The County will notify the RFP candidates regarding award of a contract in compliance with the RFP timeline.

14. GENERAL PROVISIONS

- A. The County reserves the right to reject any and all responses received and to issue no contracts as the result of this Request.
- B. Proposals that do not address all areas stipulated in this Request may be deemed non-responsive and not be considered further for any contract awarded as a result of this Request.
- C. The provisions of this Request, the responses to this Request, and any additional contract clauses or provisions required by state law or regulation in effect at the time of execution of the contract will be incorporated into the resulting contract by reference or by operation of a law.

The County reserves the right to make an award without any further discussion with the Proposers regarding the responses received. Therefore, responses should be submitted initially on the most favorable terms which the proposer can propose. Response documents can be found in Attachment 1.

15. PROPOSAL (SUBMITTAL) REQUIREMENTS

Proposals (submittals) shall include, at a minimum, the following:

- A. Attachment 1: Complete all fillable sections of Attachment 1 and provide a copy of all the requested information in the checklist section of Attachment 1.
- B. Cover Page of RFP: The first page of this RFP shall be signed in ink.

16. EVALUATION CRITERIA

A.	RFP Candidate Eligibility Chart	10%
B.	DSHS Certification and/or Authorization(s) of Interpreters	40%
C.	Tracking of Interpreter Certifications and/or Authorizations	20%
D.	Tracking of Background Checks for Interpreters	20%
E.	Rate Sheet	5%
F.	Checklist items	5%
	Total	100%

17. RFP QUESTIONS/CLARIFICATIONS

Questions shall be submitted to the Snohomish County Long Term Care and Aging by email to: snovacek@snoco.org no later than 5:00 pm, Friday, March 08, 2019.

18. ADDENDA

If at any time the County changes, revises, deletes, clarifies, or otherwise modifies the RFP, the County will issue a written addendum to the RFP.

19. INSURANCE REQUIREMENTS AND INDEMNIFICATION

See Attachment 3, Basic Terms and Conditions, Section XXXVI.

20. TITLE VI (FEDERAL) NON-DISCRIMINATION

Snohomish County assures that no person shall on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964, as amended, and the Civil Rights Restoration Act 1987 (P.L. 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any County

sponsored program or activity. Snohomish County further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

21. COUNTY NON-DISCRIMINATION

By signing and submitting a response to this RFP, the proposer (firm or individual) certifies that, in the event it is awarded a contract under this competitive solicitation (i.e., becomes the “successful contractor”), and as of the date of contract award, it shall comply with the “Non-Discrimination Clause” provided below:

Non-discrimination. It is the policy of the County to reject discrimination which denies equal treatment to any individual because of his or her race, creed, color, national origin, families with children, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability as provided in Washington’s Law against Discrimination, Chapter 49.60 RCW, and the Snohomish County Human Rights Ordinance, Chapter 2.460 SCC. These laws protect against specific forms of discrimination in employment, credit transactions, public accommodation, housing, county facilities and services, and county contracts.

The contractor shall comply with the substantive requirements of Chapter 2.460 SCC, which are incorporated herein by this reference. Execution of a contract constitutes a certification by the contractor of the contractor's compliance with the requirements of Chapter 2.460 SCC. If the contractor is found to have violated this provision, or to have furnished false or misleading information in an investigation or proceeding conducted pursuant to this Agreement or Chapter 2.460 SCC, the contract may be subject to a declaration of default and termination at the County's discretion. This provision shall not affect the contractor's obligations under other federal, state, or local laws against discrimination.

22. FEDERAL SUSPENSION AND DEBARMENT CERTIFICATION

Federal Executive Order 12549 prohibits federal, state and local public agencies receiving grant funding from contracting with individuals, organizations, or companies who have been excluded from participating in federal contracts or grants.

The purpose of this certification is for the contractor/vendor to advise Snohomish County, in writing, of any current Federal Suspension and Debarment.

Debarment Certification. By signing and submitting a response to this competitive solicitation, I certify that this firm and its principals are not currently suspended or

debarred by any Federal Department or Agency from participating in Federal Funded Contracts.

23. PUBLIC DISCLOSURE

Submittals received by Snohomish County in response to this solicitation become public records and are subject to Chapter 42.56 RCW, the Public Records Act.