



Allegheny County Department of Human Services

RFP Response Form

Language Assistance Services 2022

PROPOSER INFORMATION

Proposer Name: Baystate Interpreters, Inc.

Authorized Representative Name & Title: Jeff LeBlanc Director of Business Development

Address: 55 Lake St Ste 300 Gardner, MA 01440

Telephone: [REDACTED]

Email: rfp@baystateinterpreters.com

Website: www.baystateinterpreters.com

Legal Status: For-Profit Corp. Nonprofit Corp. Sole Proprietor Partnership

Date Incorporated: 11/15/2005

Partners and/or Subcontractors included in this Proposal: ProZ.com, Sorenson

How did you hear about this RFP? *Please be specific.* Govspend.com

Does your organization have a telecommunications device to accommodate individuals who are deaf or hard of hearing? Yes No

REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Darrin Brooks	[REDACTED]	admin@baystateinterpreters.com
Contract Processing Contact	Jeff LeBlanc	[REDACTED]	jleblanc@baystateinterpreters.com
Chief Information Officer	Naresh Saka	[REDACTED]	saka@baystateinterpreters.com
Chief Financial Officer	Darrin Brooks	[REDACTED]	admin@baystateinterpreters.com
MPER Contact*	Jeff LeBlanc	[REDACTED]	jleblanc@baystateinterpreters.com

* [MPER](#) is DHS's provider and contract management system. Please list an administrative contact to update and manage this system for your agency.

RFP for Language Assistance Services

BOARD INFORMATION

Provide a list of your board members as an attachment or in the space below.

N/A

Board Chairperson Name & Title: N/A

Board Chairperson Address: N/A

Board Chairperson Telephone: N/A

Board Chairperson Email: N/A

REFERENCES

Provide the name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization.

Please do not use employees of the Allegheny County Department of Human Services as references.

Department of Transitional Assistance

Kim Wall

[REDACTED]
[REDACTED]

Beth Israel Lahey Health

Angela Harrington

[REDACTED]
[REDACTED]

Malden Public Schools

[REDACTED]

Toni Mertz

Finance Director/Business Manager

[REDACTED]
[REDACTED]

PROPOSAL INFORMATION

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Date Submitted 4/26/2022

Amount Requested: [Click here to enter text.](#)

CERTIFICATION

Please check the following before submitting your Proposal, as applicable:

I have read the standard County terms and conditions for County contracts and the requirements for DHS Cyber Security, EEOC/Non-Discrimination, HIPAA and Pennsylvania's Right-to-Know Law.

By submitting this Proposal, I certify and represent to the County that all submitted materials are true and accurate, and that I have not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

Choose one:

My Proposal contains information that is either a trade secret or confidential proprietary information and I have included a written statement signed by an authorized representative identifying those portions or parts of my Proposal and providing contact information.

OR

My Proposal does not contain information that is either a trade secret or confidential proprietary information.

ATTACHMENTS

Please submit the following attachments with your Response Form. These can be found at <http://www.alleghenycounty.us/dhs/solicitations>.

- Partner commitment letters, if applicable
- MWDBE and VOSB documents
- Allegheny County Vendor Creation Form
- Audited financial reports or other financial documentation for the last three years
- W-9
- Completed pricing template

REQUIREMENTS

RFP for Language Assistance Services

All Proposers must complete the Organizational Experience and Budget Sections. Please complete these sections only once, regardless of the number of Language Assistance Services proposed.

Complete only the sections for the Language Assistance Services you wish to propose. Services not included in your proposal may be left blank. Please stay within the page limit listed at the top of each section.

The scores from the Organizational Experience and Capacity and Budget sections will be added to the score for each Language Assistance Service proposed. The maximum score a Proposal can receive in each service is:

- Spoken Language Interpretation = 105 points possible
- Sign Language Interpretation = 95 points possible
- Written Translation = 105 points possible

Organizational Experience and Capacity (25 points possible)

All Proposers must complete this section. Your response to this section must not exceed 5 pages.

1. Describe your organization's experience delivering Language Assistance Services in the field of human services and/or local government. Please include the duration of experience and provide evidence of high-quality service delivery.

Baystate Interpreters, Inc. has been providing language services in the Northeast for over 20 years. We have been awarded multiple statewide contracts. Baystate Interpreters, Inc. is privileged to be the leading language service provider for many of Boston's top hospitals and largest schools. Baystate provides services to most major hospitals in Massachusetts including Partners Healthcare Systems, Steward Healthcare, Lahey Hospitals, Beth Israel, Mass General and Brigham and Women's. We also provide services to hundreds of schools in MA, RI, NH, CT, MD, NJ and NY. Here in Massachusetts we provide to some of the largest most diversified schools including but not limited to Cambridge, Boston, Brockton, Lynn, Lowell, Malden, Nantucket, and West Springfield Etc. As well as numerous state agencies such as the Dept. of Public Health, Department of Mental Health, Department of Transitional Assistance, Department of Children and Family, Department of Elementary and Secondary Education and numerous Correctional Facilities. In addition to these we service Courts, Attorneys, Insurers, Investigators, Medical practices and many more. Our Interpreter resources are unmatched across the country. The company is anchored by strong, sustainable, qualified medical, legal and education interpreter and translation resources to provide prompt, professional and skilled staff as needed throughout all of Massachusetts and the North East. Our certified interpreters and translators combined with our efficient operations and experienced management team creates an unrivaled foundation that our clients can depend on. Baystate provisions each appointment, file, project, conference, etc. in compliance with HIPAA and all state, local and federal laws and regulations. Our systems are robust and secure. Our people are educated, trained and experienced in the fields that they are assigned. Our company works with your team to remove language barriers to promote accurate and clear communication and cultural clarity.

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2. Describe the organization's resources and capacity that will enable you to effectively meet the standards outlined in the RFP.

Our Company is focused on building the highest quality resources for our clients. Investing in technology to develop skilled interpreters and translators, provide multiple channels of communications to access premier, affordable language services when on the road, in the office or at a client's home. We are supported by an integrated scheduling and financial management system, secured data network, extraordinary customer service, business development, human resource and scheduling teams. Our advanced software solution makes it easy to manage and track tens of thousands of appointment requests at a time. We use advanced software functionality to automate much of the processes involved. We offer our customers three simple ways to schedule service requests; directly through our online portal, via email or telephone. We have a team of in-house scheduling staff who book and manage these requests around the clock. Baystate Interpreters platform for scheduling, combined with our vast number of resources provides our team with numerous tools allowing us to maintain an extremely high fill rate. Our system allows us to create automated reminders and notifications to interpreters. These reminders require an interpreter response so our team knows they have received the reminder and have the appointment in their schedule. Reminders are sent to interpreters 3 ways; email, text message and popup notifications in our app. Reminders are sent to interpreters confirming their availability 1 day prior and 1 hour prior to their appointments. This timeline can be adjusted per company. Additionally, we use a proactive approach when building our business with all vendors. We begin this process by building trust with our interpreters. If we are to work together and depend on one another, then we need to understand what each of us expects from the other. Both parties need to trust that what we discuss and agree to is what will happen. This approach combined with proper communication leading up to scheduled appointments allows us to maintain extremely high fill rates.

3. Describe your organization's standard data collection and reporting processes and mechanisms and how you would apply them to DHS's key performance data collection and reporting requirements.

The Baystate Interpreters, Inc. platform offers in depth analytics and reporting tools. Our platform offers numerous reporting functionalities that can generate a report on all fields and forms of data found within the system. Allowing users to create custom reports as well as filter and sort any desired information. Our robust reporting tools can be shown by company, location, language, department, ect. This data can also be easily accessed and viewed through our "control center" where you can view valuable information all from one page. View information, such as, calls per language, average length of call, and time of day when majority of calls are received, average cost of call, average connection time of calls, total number of hang ups/unfilled requests, ect.

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4. Describe your organization's internal processes and mechanisms for evaluating the quality and effectiveness of your services and how you would apply them to the Language Assistance Services you would provide to DHS.

Baystate Interpreters, Inc. also provides ongoing training to our team. Many modules and courses are accredited by the Certification Commission for Healthcare Interpreters, (CCHI) Baystate also utilizes our mobile tools for clients to report confidentially and in real-time their satisfaction of the interpreter. This data is logged and stored in the vendor profile. Software logic is applied to create a rating system to help scheduling understand the level of service this interpreter averages. Data points include timely arrivals, positive feedback, negative feedback, prompt paperwork submission, number of inquiries, orientation completion, complaints, years of service, number of appointments, etc. The high ranked interpreters appear more frequently than lower ranked. We want to work with the best and our system allows us to filter based on customer requirements if necessary. All service complaints, even the smallest least significant ones, require interpreters to participate in refresher training such as Fundamentals of Interpreting or a module more directly associated with the service in question. Baystate Interpreters Inc. is committed to building long-term professional relationships with our vendors. This ensures retention and quality.

Spoken Language Interpretation (45 points possible)

Complete this section only if you are proposing this Language Assistance Service. If you are not proposing this service, please leave this section blank. Your response to this section must not exceed 6 pages.

1. Describe the Spoken Language Interpretation services to be provided and how they will fulfill the standards outlined in the RFP.

Our vast interpreter database contains qualified and certified interpreters. The Baystate Interpreters platform offers our customers detailed analytics on their business with us. Our platform has reporting functionality that allows our recruiting team to see the availability of languages by region. We utilize census, demographic as well as local needs to forecast future needs. We have become proficient at forecasting, growing and or changing language needs. Our business continuity depends on our ability to manage language resources. The tracking, forecasting and financial details we have access to allow us to make the best business decisions to satisfy the needs of our customers and our interpreters. Baystate Interpreters is focused on building the highest quality resources for our clients. We have designed a platform to simplify all aspects of requesting and providing language services. This technology also provides us with detailed analytics allowing us to fully understand where we can improve to ensure the highest quality service for our users. Our training platform allows us to develop highly trained and qualified interpreters and translators. We are supported by a foundation of industry leading technologies providing an integrated scheduling and financial management system, secured data network, extraordinary customer service, business development, and human resource and scheduling teams. Baystate Interpreters, Inc. is committed not only to providing quality language solutions to meet client requirements, but also to working towards continual improvement in the processes and operations of our own organization and in those of our suppliers.

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2. Describe the key aspects of the delivery model you would use to provide Spoken Language Interpretation, including but not limited to, the business processes used for service requests and the mechanisms for account management and customer service.

Our Interpreters arrive prompt, professional and prepared. All Interpreters are screened for qualifications. Once they complete this step, credentials are gathered and verified, every interpreter is CORI checked, tested and skill sets are assessed. Baystate Interpreters have an abundance of experience serving schools and universities while working with children and families. Our interpreters understand that the community depends on their professionalism and confidentiality. When a rare language is needed, the community can be small and personal. Our interpreters are sensitive to this and are often recognized as trust worthy professionals that provide language access to all. Baystate Interpreter, Inc has the resources and experience to provide onsite interpreters for Allegheny County Department of Human Services. Our scheduling platform customers have the ability to request services per drop down or fill in information boxes assigned to the customers. We are then to pull up all available interpreters and send a notification to the interpreter about the job in seconds. Interpreter will respond back with availability and our team is then able to assign interpreter based on who accepted the jobs.

3. Please provide a list of all foreign languages in which your organization will provide Spoken Language Interpretation and describe your organization's experience and proficiency for each language listed.

Our vast interpreter database contains qualified and certified interpreters. The Baystate Interpreters platform offers our customers detailed analytics on their business with us. Our platform has reporting functionality that allows our recruiting team to see the availability of languages by region. We utilizes census, demographic as well as local needs to forecast future needs. We have become proficient at forecasting, growing and or changing language needs. Our business continuity depends on our ability to manage language resources. The tracking, forecasting and financial details we have access to allow us to make the best business decisions to satisfy the needs of our customers and our interpreters.

Language List:

Albanian, Amharic , Arabic, Armenian, Balinese , Bengali , Bosnian, Bulgarian, Burmese , Cantonese, Cape Verdean, Chinese , Czech , Dutch , Ethiopian, French , German , Greek , Gujarati , Haitian Creole , Hebrew , Hindi , Hmong , Hungarian , Indonesian , Italian , Japanese , Khmer (Cambodian) , Kikuyu, Kirundi , Korean , Krahn , Laotian , Liberian , Lithuanian , Mandarin , Nepali , Nigerian , Oromo , Pashto , Persian (Farsi) , Polish , Portuguese, Punjabi , Romanian , Russian , Serbo Croatian , Sinhala , Somalian , Spanish, Sundanese , Swahili , Tagalog , Tamil , Telugu , Thai, Tibetan, Tigrinya , Toishanese, Turkish , Twi, Ukrainian, Urdu, Vietnamese

4. Describe the qualifications and standards required of interpreters to be utilized for Spoken Language Interpretation, including required knowledge, skills, experience, credentials and other professional standards.

All interpreters are heavily vetted by our highly trained Human Resource Department. We welcome all levels of interpretation experience, however only those interpreters who successfully make it through our rigorous interview processes will be granted the option to work with us. Once the interview process

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is completed, the interpreter schedules a video call with our team to review Baystates policies and procedures with our onboarding staff. Interpreters are then directed to our online training platform for additional orientation and training to familiarize the interpreter with Baystate policies and procedures. We provide our customers with the option to submit their own interpreter orientation material to our team. With this material we can implement specialized orientation and testing for our interpreters servicing that specific customer. Customers of Baystate Interpreters, Inc. have provided orientation material and we have created simple modules including quizzes and testing to confirm the material was read and understood. This ensures the safety of our staff as well as the customers and patients we serve. We want all interpreters to be confident and qualified to meet and exceed customer expectations. This orientation can be required of all interpreters to reduce the liability risks of the customer by educating interpreters about the fundamentals of servicing specific customers' venues. Baystate Interpreters large interpreter database contains qualified and certified interpreters, many of which are from languages of lesser diffusion who are medical certified, legal certified, IEP specialists, etc. There are many different organizations that have certifications on file, for example: CCHI, CMI, National Board of Medical Certifications, IMIA, along with numerous other colleges and organizations. Continued education is documented in compliance with regulatory standards and requirements. Growth and development includes ongoing training as we continue to develop course material and expand standards, terminology and expectations. Continuing Education in specialized fields such as mental health, HIPAA compliance, advanced medical terminology, etc. allows our interpreters to expand their knowledge and develop additional value for the clients they serve. Baystate requires that every interpreter provide annual documentation of continuing education that they have participated in during the course of the year. This allows interpreters the opportunity to expand their knowledge, increase their earning potential and elevate the quality of service that they provide. Here is a list of current courses that we provide to interpreters. Individualized Education Program (Standalone), Section 504 of the Rehabilitation Act (Standalone), COVID-19, Substance Abuse, Mental Health, Behavioral Health, Fraud Waste and Abuse, Workers Compensation, Culturally Competent Language Access for Lesbian, Gay, Bisexual & Transgender People, Legal Modules, and many Medical Modules

5. Describe your organizations strategies for recruiting, retaining and evaluating performance of interpreters to be utilized for the Spoken Language Interpretation.

Our human resource team is responsible for recruiting and vetting interpreters. This is partially dependent on the customer requirements. Baystate begins with a full credential review. Education, Experience, work history, references. The minimum standards are often set by the customer requirements (customers may require completion of a 40-hour medical interpreter certificate course or maybe a 60-hour program), some may require specialized knowledge such as mental health training or substance abuse training, and Baystate can support and enforce all client requirements. Providing that the applicant successfully meets our expectations they will advance to the next level, we begin live video interviews. Once the interview process is completed, the interpreter is directed to our online training platform InterpreterTraining.com for additional orientation and training to familiarize the interpreter with Baystate policies and procedures. It is at this time we will implement specialized orientation for the State of Washington that can be required of all interpreters to reduce the liability risks of the State by educating interpreters about the fundamentals of servicing Washington State venues.

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Baystate subsidizes training for interpreters based on service level needs we feel from the demands of the client. Baystate has a process to bring the foreign language specialist into compliance by utilizing our training platform and our human resource team.

Baystate Interpreters, Inc. currently has a growing database of interpreters. Our recruiting staff would assist in this process as well as provide interpreters with access to our interpreters training modules to ensure all interpreters are current with all mandatory compliance. We use multiple platforms for our recruiting process including Indeed, Monster, LinkedIn, Google Adware, Salesforce and many national language industry associations such as IMIA, ATA, ALC, GALA, etc. In addition to these systems many of our interpreters are gathered through referrals gathered from our current interpreters. Working with the communities is an important part of our core business strategy. Once we find an individual that meets all our criteria, we work to bring them into compliance whether that includes full Interpreter Training, compliance modules, immigration, practical experience, etc.

Baystate has a proactive approach when building our business with all vendors. The first is to build trust, we share our story and ask them to share theirs. If we are to work together and depend on one another, then we need to understand what each of us expects from the other. Both parties need to trust that what we discuss and agree to is what will happen. Respect is next, we have a zero tolerance policy on disrespect. If a vendor is disrespectful to our team then they will be the same to your team and that is not acceptable. If we are disrespectful of them then how can we require what we do not provide? Our internal team has access to training as well. Leadership strategies, humble leadership, management techniques, customer service, etc. Communication plays a large role in retention. We all want to be the best we can be, we all need to understand what we can do to make our employers, customers and patients feel confident. We send out Mass emails informing vendors of interesting industry news, changes within our system and new features for them in the platform or on our mobile apps. Special offers and discounts on training, workshops, seminars, etc... Prompt payment is necessary because we often ask our vendors to accept appointments with little or no notice. Our payment systems reward interpreters by ensuring they will not wait to be paid. We even have an option with a payment gateway called Stripe that for a small fee interpreters can get paid immediately. This feature requires Baystate approval. This creates a positive environment that both parties are able to benefit from. Our scheduling system provides the interpreters the ability to see data points that tell them appointments are assigned, declined, and a rating system that encourages them to achieve high levels of quality care to grow their business with us. Our professional business relationship with all of our staff contributes to a strong team that will respond to our clients' requests when and where they are needed.

Sign Language Interpretation (45 points possible)

Complete this section only if you are proposing this Language Assistance Service. If you are not proposing this service, please leave this section blank. Your response to this section must not to exceed 5 pages.

1. Describe the Sign Language Interpretation services to be provided and how they will fulfill the standards outlined in the RFP.

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2.

Our vast interpreter database contains qualified and certified interpreters. The Baystate Interpreters platform offers our customers detailed analytics on their business with us. Our platform has reporting functionality that allows our recruiting team to see the availability of languages by region. We utilize census, demographic as well as local needs to forecast future needs. We have become proficient at forecasting, growing and or changing language needs. Our business continuity depends on our ability to manage language resources. The tracking, forecasting and financial details we have access to allow us to make the best business decisions to satisfy the needs of our customers and our interpreters. Baystate Interpreters is focused on building the highest quality resources for our clients. We have designed a platform to simplify all aspects of requesting and providing language services. This technology also provides us with detailed analytics allowing us to fully understand where we can improve to ensure the highest quality service for our users. Our training platform allows us to develop highly trained and qualified interpreters and translators. We are supported by a foundation of industry leading technologies providing an integrated scheduling and financial management system, secured data network, extraordinary customer service, business development, and human resource and scheduling teams. Baystate Interpreters, Inc. is committed not only to providing quality language solutions to meet client requirements, but also to working towards continual improvement in the processes and operations of our own organization and in those of our suppliers.

3. Describe the key aspects of the delivery model you would use to provide Sign Language Interpretation, including but not limited to, the business processes for services requests and the mechanisms for account management and customer service.

Our Interpreters arrive prompt, professional and prepared. All Interpreters are screened for qualifications. Once they complete this step, credentials are gathered and verified, every interpreter is CORI checked, tested and skill sets are assessed. Baystate Interpreters have an abundance of experience serving schools and universities while working with children and families. Our interpreters understand that the community depends on their professionalism and confidentiality. When a rare language is needed, the community can be small and personal. Our interpreters are sensitive to this and are often recognized as trust worthy professionals that provide language access to all. Baystate Interpreter, Inc has the resources and experience to provide onsite interpreters for Allegheny County Department of Human Services. Our scheduling platform customers have the ability to request services per drop down or fill in information boxes assigned to the customers. We are then to pull up all available interpreter and send a notification to the interpreter about the job in seconds. Interpreter will respond back with availability and will be able to assign interpreter based on who accepted the jobs.

4. Describe the qualifications and standards required of interpreters to be utilized for Sign Language Interpretation, including required knowledge, skills, experience, credentials and other professional standards.

All interpreters are heavily vetted by our highly trained Human Resource Department. We welcome all levels of interpretation experience, however only those interpreters who successfully make it through our rigorous interview processes will be granted the option to work with us. Once the interview process is completed, the interpreter schedules a video call with our team to review Baystates policies and procedures with our onboarding staff. Interpreters are then directed to our online training platform for

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additional orientation and training to familiarize the interpreter with Baystate policies and procedures. We provide our customers with the option to submit their own interpreter orientation material to our team. With this material we can implement specialized orientation and testing for our interpreters servicing that specific customer. Customers of Baystate Interpreters, Inc. have provided orientation material and we have created simple modules including quizzes and testing to confirm the material was read and understood. This ensures the safety of our staff as well as the customers and patients we serve. We want all interpreters to be confident and qualified to meet and exceed customer expectations. This orientation can be required of all interpreters to reduce the liability risks of the customer by educating interpreters about the fundamentals of servicing specific customers' venues. Baystate Interpreters large interpreter database contains qualified and certified interpreters, many of which are from languages of lesser diffusion who are medical certified, legal certified, IEP specialists, etc. There are many different organizations that have certifications on file, for example: CCHI, CMI, National Board of Medical Certifications, IMIA, along with numerous other colleges and organizations. Continued education is documented in compliance with regulatory standards and requirements. Growth and development includes ongoing training as we continue to develop course material and expand standards, terminology and expectations. Continuing Education in specialized fields such as mental health, HIPAA compliance, advanced medical terminology, etc. allows our interpreters to expand their knowledge and develop additional value for the clients they serve. Baystate requires that every interpreter provide annual documentation of continuing education that they have participated in during the course of the year. This allows interpreters the opportunity to expand their knowledge, increase their earning potential and elevate the quality of service that they provide. Here is a list of current courses that we provide to interpreters. Individualized Education Program (Standalone), Section 504 of the Rehabilitation Act (Standalone), COVID-19, Substance Abuse, Mental Health, Behavioral Health, Fraud Waste and Abuse, Workers Compensation, Culturally Competent Language Access for Lesbian, Gay, Bisexual & Transgender People, Legal Modules, and many Medical Modules

5. Describe your organizations strategies for recruiting, retaining and evaluating performance of interpreters to be utilized for the Sign Language Interpretation services.

Baystate Interpreters, Inc. currently has a growing database of over 1,000 interpreters. Our recruiting staff would assist in this process as well as provide interpreters with access to our interpreters training modules to ensure all interpreters are current with all mandatory compliance. We use multiple platforms for our recruiting process including Indeed, Monster, LinkedIn, Google Adware, Salesforce and many national language industry associations such as IMIA, ATA, ALC, GALA, etc. In addition to these systems many of our interpreters are gathered through referrals gathered from our current interpreters. Working with the communities is an important part of our core business strategy. Once we find an individual that meets all our criteria, we work to bring them into compliance whether that includes full Interpreter Training, compliance modules, immigration, practical experience, etc.

Baystate has a proactive approach when building our business with all vendors. The first is to build trust, we share our story and ask them to share theirs. If we are to work together and depend on one another, then we need to understand what each of us expects from the other. Both parties need to trust that what we discuss and agree to is what will happen. Respect is next, we have a zero tolerance

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policy on disrespect. If a vendor is disrespectful to our team then they will be the same to your team and that is not acceptable. If we are disrespectful of them then how can we require what we do not provide? Our internal team has access to training as well. Leadership strategies, humble leadership, management techniques, customer service, etc. Communication plays a large role in retention. We all want to be the best we can be, we all need to understand what we can do to make our employers, customers and patients feel confident. We send out Mass emails informing vendors of interesting industry news, changes within our system and new features for them in the platform or on our mobile apps. Special offers and discounts on training, workshops, seminars, etc... Prompt payment is necessary because we often ask our vendors to accept appointments with little or no notice. Our payment systems reward interpreters by ensuring they will not wait to be paid. We even have an option with a payment gateway called Stripe that for a small fee interpreters can get paid immediately. This feature requires Baystate approval. This creates a positive environment that both parties are able to benefit from. Our scheduling system provides the interpreters the ability to see data points that tell them appointments are assigned, declined, and a rating system that encourages them to achieve high levels of quality care to grow their business with us. Our professional business relationship with all of our staff contributes to a strong team that will respond to our clients' requests when and where they are needed.

Written Translation (45 points possible)

Complete this section only if you are proposing this Language Assistance Service. If you are not proposing this service, please leave this section blank. Your response to this section must not exceed 5 pages.

1. Describe the Written Translation services to be provided and how they will fulfill the standards outlined in the RFP.

Baystate Interpreters, Inc is committed not only to providing quality language solutions to meet client requirements, but also to working towards continual improvement in the processes and operations of our own organization and in those of our suppliers. To this end, Baystate Interpreter, Inc has established and implemented a rigorous Quality Management System. Quality means executing industry standards and ensuring that the customer is 100% satisfied with the translation produced. This Quality Management System regularly audited, and evolves on a daily basis with regular input from our staff and clients. Constantly measures all of the quantifiable aspects of our business, with a special emphasis on client feedback. Continuous process improvement is achieved through measuring performance and working with senior management on refining our methodology.

Our translators are screened by Baystate and have a minimum of 5 years of translation experience as well as academic achievement in the subject field. Baystate provides 100% human translation and proofreading. Each project is analyzed and language groups are compared to city/town demographic statistics to ensure translated files reflect the regional language. Baystate has most school IEP templates translated and only charge for the student specific text added to those templates. Through our experience managing hundreds of schools, we have developed an understanding of the time restraints associated with proper document turn around rates. Whether it be same day requests or very large

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projects we always communicate with our customer the expectation of our capabilities to get the job done in the timeframe they need. Proper communication is critical, we prioritize customer relationships and ensure our dedicated staff is available to assist specific customer wants and needs.

2. Describe the key aspects of the delivery model used to provide Written Translation, including but not limited to, the business processes used for service requests and the mechanisms for account management and customer service.

Our system was designed to be user friendly with self-guiding procedures creating an easy-to-use experience. Our dedicated team will provide guidance and direction throughout the process and is available for all customer support needs. Training modules/videos are also available to assist users and familiarize them with our system. User will be able to submit their request in the secure system in 6 steps. Click schedule document translation, then provide project name, target language needed, date need by, upload document, and provide any notes if needed. Translation department will get the request and work on the translation. Once it has been translated and review it will be upload back into the system which will give you an email your translation is done. You will then be able to login into the system and download your translated document.

3. Please provide a list of all foreign languages in which your organization will provide Written Translation and describe your organization's experience and proficiency for each language listed.

Albanian, Amharic , Arabic, Armenian, Balinese , Bengali , Bosnian, Bulgarian, Burmese , Cantonese, Cape Verdean, Chinese , Czech , Dutch , Ethiopian, French , German , Greek , Gujarati , Haitian Creole , Hebrew , Hindi , Hmong , Hungarian , Indonesian , Italian , Japanese , Khmer (Cambodian) , Kikuyu, Kirundi , Korean , Krahn , Laotian , Liberian , Lithuanian , Mandarin , Nepali , Nigerian , Oromo , Pashto , Persian (Farsi) , Polish , Portuguese, Punjabi , Romanian , Russian , Serbo Croatian , Sinhala , Somalian , Spanish, Sundanese , Swahili , Tagalog , Tamil , Telugu , Thai, Tibetan, Tigrinya , Toishanese, Turkish , Twi, Ukrainian, Urdu, Vietnamese. Also other language not listed

4. Describe the qualifications and standards required of translators to be utilized for Written Translation, including required knowledge, skills, experience, credentials and other professional standards

Our translators are screened by Baystate and have a minimum of 5 years of translation experience as well as academic achievement in the subject field. Baystate provides 100% human translation and proofreading. Each project is analyzed and language groups are compared to city/town demographic statistics to ensure translated files reflect the regional language. Baystate has most school IEP templates translated and only charge for the student specific text added to those templates. Through our experience managing hundreds of schools, we have developed an understanding of the time restraints associated with proper document turn around rates. Whether it be same day requests or very large projects we always communicate with our customer the expectation of our capabilities to get the job

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done in the timeframe they need. Proper communication is critical, we prioritize customer relationships and ensure our dedicated staff is available to assist specific customer wants and needs.

5. Describe your organizations strategies for recruiting, retaining and evaluating performance of translators to be utilized for the Written Translation services.

Baystate Interpreters, Inc. currently has a growing database of interpreters. Our recruiting staff would assist in this process as well as provide interpreters with access to our interpreters training modules to ensure all interpreters are current with all mandatory compliance. We use multiple platforms for our recruiting process including Indeed, Monster, LinkedIn, Google Adware, Salesforce and many national language industry associations such as IMIA, ATA, ALC, GALA, etc. In addition to these systems many of our interpreters are gathered through referrals gathered from our current interpreters. Working with the communities is an important part of our core business strategy. Once we find an individual that meets all our criteria, we work to bring them into compliance whether that includes full Interpreter Training, compliance modules, immigration, practical experience, etc.

Baystate has a proactive approach when building our business with all vendors. The first is to build trust, we share our story and ask them to share theirs. If we are to work together and depend on one another, then we need to understand what each of us expects from the other. Both parties need to trust that what we discuss and agree to is what will happen. Respect is next, we have a zero tolerance policy on disrespect. If a vendor is disrespectful to our team then they will be the same to your team and that is not acceptable. If we are disrespectful of them then how can we require what we do not provide? Our internal team has access to training as well. Leadership strategies, humble leadership, management techniques, customer service, etc. Communication plays a large role in retention. We all want to be the best we can be, we all need to understand what we can do to make our employers, customers and patients feel confident. We send out Mass emails informing vendors of interesting industry news, changes within our system and new features for them in the platform or on our mobile apps. Special offers and discounts on training, workshops, seminars, etc... Prompt payment is necessary because we often ask our vendors to accept appointments with little or no notice. Our payment systems reward interpreters by ensuring they will not wait to be paid. We even have an option with a payment gateway called Stripe that for a small fee interpreters can get paid immediately. This feature requires Baystate approval. This creates a positive environment that both parties are able to benefit from. Our scheduling system provides the interpreters the ability to see data points that tell them appointments are assigned, declined, and a rating system that encourages them to achieve high levels of quality care to grow their business with us. Our professional business relationship with all of our staff contributes to a strong team that will respond to our clients' requests when and where they are needed.

RFP for Language Assistance Services

Budget (35 points possible)

All Proposers must complete this section. Your response to this section must not exceed 3 pages (budget template not included in the page count).

- Using the pricing template available on our website, provide pricing for each Language Assistance Service being proposed, identifying rates across the service delivery modalities (e.g., onsite, telephonically, VRI) and supported languages.

SPOKEN LANGUAGE INTERPRETATION			
Onsite Interpretation		Rate	Unit
Arabic		\$ 70.00	Hour
Burmese		\$ 70.00	Hour
French		\$ 70.00	Hour
Karen		\$ 70.00	Hour
Mandarin, Chinese		\$ 70.00	Hour
Nepali		\$ 70.00	Hour
Russian		\$ 70.00	Hour
Spanish		\$ 70.00	Hour
<i>List other languages below, individually or in groups</i>		Rate	Unit
All other languages		\$ 80.00	Hour
Telephone Interpretation		Rate	Unit
Arabic		\$ 0.95	Minute
Burmese		\$ 0.95	Minute
French		\$ 0.95	Minute
Karen		\$ 0.95	Minute
Mandarin, Chinese		\$ 0.95	Minute
Nepali		\$ 0.95	Minute
Russian		\$ 0.95	Minute
Spanish		\$ 0.95	Minute
<i>List other languages below, individually or in groups</i>		Rate	Unit
All other languages		\$ 1.00	Minute
Video Remote Interpretation		Rate	Unit
Arabic		\$ 1.25	Minute
Burmese		\$ 1.25	Minute
French		\$ 1.25	Minute
Karen		\$ 1.25	Minute
Mandarin, Chinese		\$ 1.25	Minute

RFP for Language Assistance Services

Nepali		\$ 1.25	Minute
Russian		\$ 1.25	Minute
Spanish		\$ 1.25	Minute
<i>List other languages below, individually or in groups</i>		Rate	Unit
All other language		\$ 1.40	Minute
SIGN LANGUAGE INTERPRETATION			
Onsite Interpretation		Rate	Unit
Sign Language		\$ 185.00	Hour
Video Remote Interpretation			
Video Remote Interpretation		Rate	Unit
Sign Language		\$ 2.25	Hour
WRITTEN TRANSLATION			
		Rate	Unit
Arabic		\$ 0.16	per word
Burmese		\$ 0.16	per word
French		\$ 0.16	per word
Karen		\$ 0.16	per word
Mandarin, Chinese		\$ 0.16	per word
Nepali		\$ 0.16	per word
Russian		\$ 0.16	per word
Spanish		\$ 0.16	per word
<i>List other languages below, individually or in groups</i>		Rate	Unit
All other language		\$ 0.18	per word

2. Provide a pricing narrative that describes and supports all costs and cost-related factors that impact the proposed pricing. Examples include but are not limited to shift differentials, minimum order values, cancellation policies, reimbursable costs, and certified or specialized language services.

Onsite Services –

24 Hour Cancellation policy: Appointments must be canceled outside of the 24 hour window prior to the appointment to avoid corresponding fees. Cancellations are to be completed during business hours M-F 8am-5pm in order to avoid full appointment fees. Appointments canceled within the 24 hour window prior to the appointment will be charged the full appointment fee.

RFP for Language Assistance Services

Priority Coverage: Requests received with less than 24 hours' notice. Additional \$10.00 an hour fee will apply.

Requires a 2-hour minimum scheduling fee

Sign Language Services –

24 Hour Cancellation policy: Appointments must be canceled outside of the 24 hour window prior to the appointment to avoid corresponding fees. Cancellations are to be completed during business hours M-F 8am-5pm in order to avoid full appointment fees. Appointments canceled within the 24 hour window prior to the appointment will be charged the full appointment fee.

Priority Coverage: Requests received with less than 24 hours' notice. Additional \$20.00 an hour fee will apply.

Requires a 2-hour minimum scheduling fee

Written translation –

General Business, Medical and Legal Documents:

A minimum translation fee of \$25.00 applies to all documents where word count cost is under \$25

Notarized documents require an additional \$25.00 fee.

Expedited Service for translation an additional \$.01

Cancellation Policy: Once you have given us the ok to move forward with any translation and then decided to cancel the translation. You will pay for the translation that has been done up to the point of cancellation.

Video Remote Interpreting-

24 Hour Cancellation policy: Appointments must be canceled outside of the 24 hour window prior to the appointment to avoid corresponding fees. Cancellations are to be completed during business hours M-F 8am-5pm in order to avoid full appointment fees. Appointments canceled within the 24 hour window prior to the appointment will be charged the full appointment fee.

Min of 1 hour per meeting for Virtual

Priority Coverage: Requests received with less than 24 hours' notice. Additional \$.50 an minute fee will apply.



BRUCE COFFIN CPA, INC.

[REDACTED]
P.O. Box 60
Oakham, MA 01068
[REDACTED]

April 7, 2021

To whom it may concern:

I am a certified public accountant licensed by the Board of Public Accountancy in the state of Massachusetts. I have prepared the S-Corp federal and state tax returns for Baystate Interpreters, Inc. for the past seven years. These tax returns were prepared based upon the client's information and representations, which were neither audited nor verified by me.

Upon the written request of management, I can provided factual date reported on the tax returns. The tax return prepared for the year 2019 shows assets exceeding liabilities by a greater than 15/1 margin. The 2020 tax year returns have not been prepared as of the date of this letter, and are currently on extension. To the best of my knowledge, the company has complied with federal and state tax filing requirements and considered in good financial standing for any taxes due with those returns.

Sincerely,


Bruce Coffin, C.P.A.