

**PROPOSER INFORMATION**

Proposer Name: Language Services Associates, Inc. (LSA)

Authorized Representative Name & Title: [REDACTED]

Address: 455 Business Center Drive, Suite 100

Telephone: [REDACTED]

Email: [REDACTED]

Website: <https://lsaweb.com>

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

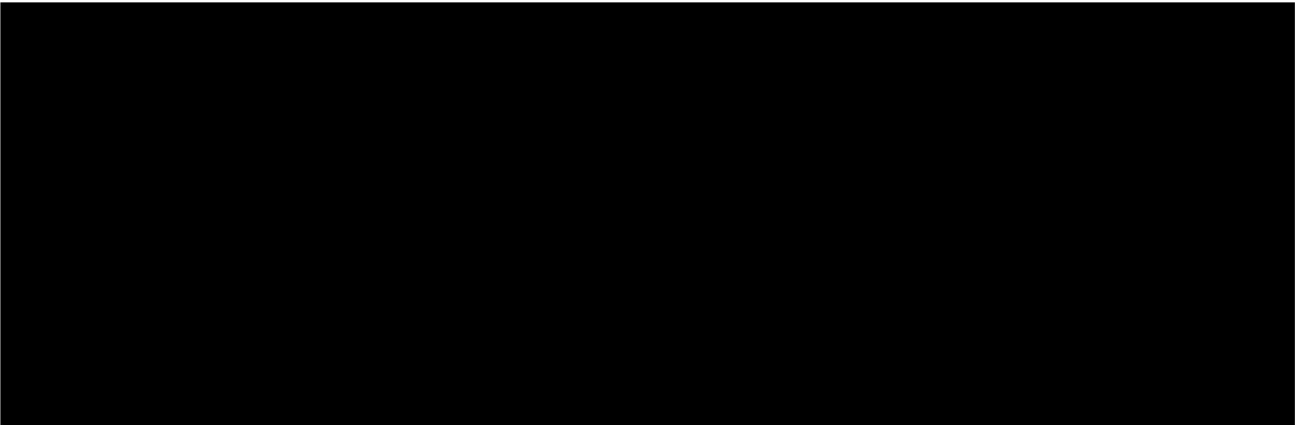
Date Incorporated: [REDACTED]

Partners and/or Subcontractors included in this Proposal: N/A

How did you hear about this RFP? *Please be specific.* Received a solicitation notification from DHSProposals <DHSProposals@AlleghenyCounty.US>

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

**REQUIRED CONTACTS**



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

**BOARD INFORMATION**

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



Board Chairperson Name & Title: [REDACTED]

Board Chairperson Address: 455 Business Center Drive, Suite 100, Horsham, Pa. 19044

Board Chairperson Telephone: [REDACTED]

[REDACTED]

**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.*

1. New York City Housing Authority (NYCHA)

[REDACTED]

2. New York Workers' Compensation Board

[REDACTED]

3. S. Small Business Administration-ODA

[REDACTED]

**PROPOSAL INFORMATION**

Date Submitted 4/26/2022

Amount Requested: TBD

**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**

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 Assistances 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.

LSA was founded in 1991 by Laura K. T. Schriver, who began her career as a Spanish↔English legal interpreter. In the mid-1990s, Ms. Schriver responded to her clients' need for more accessible interpretation by initiating interpretation by telephone services, making LSA a pioneer of telephonic interpretation. LSA has continued to expand and enhance service offerings, developing its own video remote interpretation services and applications as well as written translation services and language assessments. For more than 30 years, LSA has been honing its expertise in comprehensive language services through its work with clients in nearly all industries and government. Today, LSA is a leading provider to the US government at all levels; federal, state, and local. LSA is a certified woman-minority owned business and is committed to diversity and inclusion business practices.

In 2021, LSA provided more than forty million minutes of telephonic interpretation utilizing its extensive network of highly qualified and LSA-assessed linguists. LSA interpreters are familiar with terms and concepts from a wide range of verticals, including healthcare, government, legal, and more. Early on, LSA solidified its remote interpretation expertise by investing in its own software development team to create in-house applications. LSA's choice to rely on in-house development has allowed LSA to build its own systems and software specially designed for its clients and specific to telephonic and video remote interpretation. LSA's systems are flexible, adaptive to the needs of its clients and adhere to the dynamic information security standards prevalent in the public sector. LSA has never failed a customer security audit, and its systems are fully compliant with HIPAA, HITECH, CMS, and other data privacy regulations.

One outstanding achievement of LSA's remote interpretation platform is its proven scalability. For example, LSA regularly assists in interpreting calls for the Affordable Care Act open enrollment periods. Call volume during open enrollment periods can increase by more the 100% with little to no advanced notice and can range from <100 calls a day to >1000 calls a day. LSA successfully services these dramatic volume spikes with no impact to serviceability of our other clients. LSA manages its customer solutions using its own proprietary, industry-leading technology.

LSA's advanced technological solutions, best in class global portfolio of interpreters, and dedicated customer service offers DHS the best user experience in the industry. Our experience, staff, and resources meet, and exceed, the requirements outlined in this RFP. With over thirty plus years of success supporting government initiatives, we are confident that LSA will provide exceptional telephonic interpretation services that meet Allegheny County DHS' current and future needs, as they inevitably evolve.

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

For over 30 years, LSA has been providing exceptional language services to federal, state, and local government entities including government entities throughout Pennsylvania such as the Department of Human Services. Our technical infrastructure and telephony platform has a virtually unlimited capacity to manage large numbers of connected calls simultaneously as well as incoming calls in queue. Through our continuous work with state, federal, and local government entities, we have developed a robust understanding of government needs and how to effectively and quickly respond to meet those needs no matter how large. LSA currently assists in supporting calls for the Affordable Care Act during open enrollment periods. Volume to support these calls can increase by more the 100% with little to no advanced notice and can range from <100 calls a day to >1000 calls a day. LSA successfully services these dramatic volume spikes with no impact to serviceability of our other clients.

In 2021, LSA successfully provided more than [REDACTED] utilizing our extensive network of over 6,000 prequalified, professional interpreters. We attribute our success in meeting the language needs of our government clients to experience and our long-term relationship with them, as well as our personal connection to government programs that serve to help our most vulnerable citizens.

LSA is a "full service" Language Services Company, meaning we help our clients communicate with their limited English-speaking customers in just about any modality needed to facilitate bilingual communication. We have an extensive global network of over 6,000 prequalified, professional interpreters and translators, in over 230+ languages. LSA recruits experienced interpreters from virtually every discipline, subject matter, and industry to fulfill the multicultural communication needs of our clients. Our interpreters are familiar with terms and concepts from a wide range of verticals, including healthcare, social services, government, legal, business, social services and more. Our services include Over-the-Phone Interpretation (OPI) available 24/7/365 in over 230 languages. Additionally, we offer video remote interpretation via our IRIS platform (Instant Remote Interpretation Services) through which our clients have on-demand access to both 16 video languages and 230+ voice languages using any device. We also provide, face-to-face interpretation, document and website translation services, as well as language proficiency assessments for our clients' bilingual staff members.

One outstanding achievement of LSA's remote interpretation platform is our proven scalability. Language Services Associates has the proven ability to provide telephone interpretation services to DHS as needed, on-demand even when there is no consistency in the number of calls in any day, week, month, or year.

Advanced technological solutions combined with LSA's best in class global portfolio of interpreters, and our "white glove" approach to client relationships creates a client and user experience unlike any other in the industry. LSA's experience, staff, and resources meet, and exceed, the requirements outlined in this RFP.

**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.**

LSA provides a comprehensive suite of reports to our customers on an individual Department-level, as well as on a higher level for other oversight and management teams. We will work with Allegheny County DHS representatives to customize reports according to their specific needs.

LSA's proprietary reporting platform, InterpreTrac®, provides access to data regarding every Over-the-Phone Interpretation (OPI) transaction. The data can be presented by language, location, requester, time of day, and trend activity levels in several report formats, including Microsoft Excel spreadsheets and online graphs and charts. The reports are completely customizable and display usage metrics in real-time, so there is no need to wait for the end of a cycle to make necessary changes to budget or process. LSA offers complete transparency and upon request can provide records sufficient for Allegheny County DHS to audit monthly total of simultaneous multiparty calls.

Types of reports that will allow Allegheny County DHS to make intelligent assumptions based on the system's reporting capabilities, are detailed below:

*Summary Reports by Language* – Overview of language usage at a system level or at an individual level. These reports are useful for tracking high-level and localized language usage trends. They also provide business intelligence data that you can leverage to hire qualified bilingual resources in current or emerging languages to help reduce third-party spend on language services support. These reports are available on a daily, weekly, monthly, quarterly, annual, or custom-range basis. Reports are available in a printer-friendly format and a format that you can download into Excel for data manipulation.

*Summary Reports by Location, Facility, or Cost Center* – Overview of a single entity's language usage by all languages or by a single language. These reports are useful for quickly, easily, and accurately allocating costs to internal locations, business units, or cost centers for their individual monthly usage.

These reports are available on a daily, weekly, monthly, quarterly, annual, or custom-range basis. Reports are available in a printer-friendly format and a format that you can download into Excel for data manipulation.

*Summary Report by Location, Language, and Time of Day* – Provides a more in-depth analysis of language needs by time of day on a system level or an individual level and can be queried for all languages or a single language. These reports are useful from a workforce management standpoint to better deploy qualified bilingual staff when and where they will be needed according to historical usage trends. Other benefits include a reduction in third-party spend and higher client satisfaction. These reports are available on a daily, weekly, monthly, quarterly, annual, or custom-range basis. Reports are available in a printer-friendly format and a format that you can download into Excel for data manipulation.

*Summary Report by Location and Top Two or Five Languages* – Provides another view into useful business intelligence data, designed to highlight areas for staff augmentation for cost saving purposes but simplified to the top two or top five languages. These reports are available on a daily, weekly, monthly, quarterly, annual, or custom-range basis. Reports are available in a printer-friendly format and a format that you can download into Excel for data manipulation.

*Detailed Report by Location and Language* – Provides details of every transaction at a system level or at an individual level, including record number, date/time/duration, language, interpreter ID#, cost, and any customized data fields for billing and reporting purposes (e.g., department, caller (not customer) names, and/or client account/policy number). This report is available on a daily, weekly, monthly, quarterly, annual, or custom-range basis. Reports are available in a printer-friendly format and a format that you can download into Excel for data manipulation.

*Trend of Number of Calls by Locations, Languages, or Time of Day* – Provides graphical measurement of call utilization trends over the last seven days, eight weeks, or six months. This report is useful for monitoring ongoing trends in language services utilization. The report is available on a daily, weekly, monthly, quarterly, annual, or custom-range basis. The report is available in a printer-friendly format and a format that you can download into Excel for data manipulation.

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.

*Use or disclosure of data contained in this section is subject to the restrictions in the confidentiality statement of this response*

[REDACTED]

**LSA Account Manager and Support Team**

Allegheny County DHS’ dedicated Account Manager will be [REDACTED] will personally oversee your account and he will be available to meet with you as needed. In addition, [REDACTED] be backed by a comprehensive support team that includes:

- [REDACTED]
- [REDACTED]

**Client Experience, Escalation and Feedback**

We maintain a procedure for addressing feedback with a formalized tracking and resolution. This process follows a step-by-step procedure that is initiated when a client wishes to send us both positive and negative feedback pertaining to services. Client feedback can be submitted through any one of the following methods:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## **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.

LSA will provide the following Spoken Language Interpretation services to DHS:

Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI – on-demand), Virtual Face-to-Face (Virtual F2F- Scheduled), and LSA PlatformConnect.

In 2021, LSA provided more than 40 million minutes of telephonic interpretation utilizing our extensive global network of over 6,000 prequalified, professional interpreters. LSA recruits highly qualified, professional interpreters from virtually every discipline, subject matter, and industry to fulfill the multicultural communication needs of our clients. Our interpreters are familiar with terms and concepts from a wide range of verticals, including healthcare, government, legal, human/social services and more. We are confident that we will meet and often exceed Allegheny County DHS' standards and stated requirements as outlined in this RFP.

### LSA will provide Interpretation services to DHS as follows:

- Interpretation services will be available 24 hours per day, seven days per week, 365 days per year.
- Interpretation services will be available through a single toll-free number
- LSA will provide services in over 230 languages (language list attached) including Allegheny County DHS' frequently most used languages as follows:
  - **Tier One:** Nepali, Spanish, Portuguese, Burmese, Swahili
  - **Tier Two:** Somalia, Arabic, Uzbek, Croatian, Bengali
  - **Tier Three:** All other languages, including but not limited to Russian, Karen, Kirundi, Dari, Chinese, Hindi, Farsi, French
- LSA will prioritize planning and service delivery around DHS languages in Tiers one and two
- LSA Interpreters will be highly qualified, professional linguists, with prior interpreting experience within the field of human services.
- LSA will deliver Interpretation services that are linguistically accurate, culturally appropriate, and technically consistent with original messages or documents.
- LSA employees, interpreters and translators attend recurring security and confidentiality training, understand, and have knowledge of confidentiality requirements, and will comply with HIPAA guidelines and other related privacy regulations.
- LSA Interpreters will be introduced to DHS' terminology glossary and have access to all other material that DHS deems relevant to understanding the basic concepts of the human services field.
- LSA interpreters and translators are legally authorized to work in the U.S.

### Over the Phone Interpretation Services

Throughout our over 30 years in the language services industry, telephonic interpretation has remained a core part of LSA's business, accounting for nearly 80% of annual revenues. LSA's telephonic interpretation services are available on-demand 24/7/365 and can be accessed using any digital or analog device capable of placing a phone call. DHS end users can utilize our services to connect quickly, with average connect times under 60 seconds, and seamlessly to our global network of highly qualified professional interpreters in over 230 languages via a single dedicated toll-free phone number, and use of single, or multiple user access codes if needed.

### Video Remote Interpretation and Virtual Face-to-Face Services

Partnering with LSA for Video Remote Interpreting (VRI) through our Instant Remote Interpretation Services (IRIS) platform will allow Allegheny County DHS to access live video interpreters on-demand at the tap of a button. With IRIS there is no need to schedule an on-location interpreter in advance, which means DHS benefits from instant accessibility. With more than 230 available languages, including American Sign Language (ASL) and many rare languages, IRIS is an easy, cost-effective way to meet DHS' on-demand language interpretation needs. Virtual Face-to-Face is another option for adding a virtual interpreter to your video session, but instead of being offered on-demand, this service is offered on a pre-scheduled basis.

For calls utilizing our IRIS platform, DHS end users can select from 16 languages for either video or audio (and another 230 languages for audio-only).

**IRIS currently supports on-demand VRI services in the following 16 languages:**

ASL, Spanish, Mandarin, Cantonese, Arabic, Russian, Polish, French, Haitian Creole, Korean, Vietnamese, Portuguese, Burmese, Somali, Swahili, and Farsi

**LSA PlatformConnect**

LSA PlatformConnect is LSA’s platform for on-demand audio and video support of customer engagement using DHS’ platform of choice, i.e., Zoom, Microsoft Teams, etc. We support encounters by providing clients with the means to conference in video and audio interpreters using popular off-the-shelf video meeting solutions such as WebEx, Zoom, Doxy.me, and Microsoft Teams. Essentially, if you can invite a video or audio third party to a session through your platform, we can support you.

PlatformConnect was created during COVID as a direct solution to our clients' needs to be able to connect over their existing platforms to bring interpreters into non-traditional settings.

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.

**Interpretation Services – Implementation and Access**

**Dedicated Account Management Team:**

[REDACTED]

[REDACTED]

[REDACTED] Welcome letter and the following materials:

- LSA’s “Desktop Reference Cards” – These contain a list of account information and concise instructions on how to access services.
- InterpreTrac® Guide – This is a thorough user guide on how to access and run reports in LSA’s secure online reporting portal
- InterpreTrac®. Best Practices (Telephone Interpretation) – This document provides callers with tips to set their expectations appropriately and educate them on how best to work with telephone interpreters.
- LSA’s “One-Moment-Please” Tool – This sign lists the phrase “one moment please” and its phonetic pronunciation in 19 common languages.
- Instructions on how to submit feedback
- LSA’s Language List

In addition to these materials, authorized DHS representatives will have on-demand access to a robust, password-protected database of reference and training materials in LSA’s Client Education Web Portal, which is accessed via LSA’s website.

**Account Manager and Support Team**

[REDACTED]

[REDACTED]

[REDACTED]

**Additionally, DHS will be supported by the following LSA Teams/departments:**



## How to Access LSA Interpreters:

### Over-the-Phone

LSA strives to make the process for connecting to a qualified interpreter 24/7/365 as easy and efficient as possible. To access an interpreter, DHS' personnel dial a dedicated toll-free number and choose the appropriate option from the menu:

- 1 for Spanish • 2 for Mandarin • 3 for Cantonese • 4 for Arabic • 5 for Vietnamese • 6 for Haitian Creole • 7 for Russian • 8 for French • 9 for All other languages

Choosing 1 through 8 directly connects callers to a RAP interpreter in the selected language. The RAP interpreter or LSA coordinator will collect the required call intake information for billing and reporting purposes.

Choosing 9 connects callers to a live, English-speaking LSA Coordinator who will quickly connect an interpreter in the required language. Once all parties are on the line, the interpreter then provides consecutive interpretation between the callers and agent for the duration of the call. Call details, including the information captured during intake, are immediately available online via LSA's secure online portal, InterpreTrac®.

*Toll free numbers and customized call intake are complimentary, as are:*

- Periodic business reviews with your dedicated LSA Account Manager
- Implementation services/training, as needed.
- 24/7/365 support from LSA's Customer Experience team.

LSA offers solutions to minimize intake time and streamline the interpretation experience for our clients.

### **Reverse Call-Flow Option – LSA ExpressConnect**

LSA ExpressConnect is a faster, easier, better experience for both the LEP caller and agent. With LSA ExpressConnect, your LEP customers have direct access to interpreters in their own language. The customer dials a toll-free number and is connected directly to an interpreter - in their preferred language before connecting with you to complete the call. LSA ExpressConnect would be the ideal solution to DHS' operator call flow. There is no special equipment or pin / language codes. Calls are directly routed to the DHS representative with both the caller (DHS customer) and interpreter already on the line. LSA ExpressConnect reduces hit-or-miss language identification and "one moment please" fumbles. Operators spend less time trying to communicate unsuccessfully before obtaining interpretation support. Your customers are greeted in their preferred language right away and efficiently routed to their intended destination – you! With LSA ExpressConnect, it is as easy as "Hello, and go!"

### Video Remote:

All VRI intake is managed by a live agent (no PHI is stored on the devices). Users can also intuitively adjust settings and can tap a button to instantly reach LSA's dedicated tech support team.

*Notable technical considerations with respect to IRIS include:*

- Desktop/laptop devices can use either wired or wireless network, depending on customer requirements.
- Mobile devices use a wireless network.
- All IRIS sessions can be conducted via an IP network.
- LSA's minimum connection speed is 0.500 kbps.
- LSA does not require a VPN connection. All data is fully encrypted to meet HIPAA security protocols.
- LSA Does not charge for training as part of its implementation services.
- 24/7/365 technical and troubleshooting support are available to IRIS customers at no additional charge.

Although LSA's Video Remote Interpretation Service can be accessed by any laptop, desktop, tablet, or smart phone, LSA offers equipment, if needed. to access our video or audio Interpretation services, if needed: • iPad Tablets • Surface Pro tablets • Basic stands on wheels • Deluxe stands on wheels

### **Client Portal**

LSA's secure INTERPRETRAC portal allows our client's authorized users to simplify and streamline the requesting process by entering interpretation requests themselves. This enables authorized users to ensure all details (location, time and date, language, special considerations) are accurately received by LSA. Authorized users will log on using their own unique username and password before completing the request form, which accommodates the submission of a series of identical or similar on-going requests. INTERPRETRAC automatically places all requests into LSA's fulfillment queue, often resulting in a request being fulfilled without active involvement of LSA's coordinators.

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.

LSA currently offers over 230 languages for interpretation services, including Allegheny County DHS' most used language as follows:

- **Tier One:** Nepali, Spanish, Portuguese, Burmese, Swahili
- **Tier Two:** Somalia, Arabic, Uzbek, Croatian, Bengali
- **Tier Three:** All other languages, including but not limited to Russian, Karen, Kirundi, Dari, Chinese, Hindi, Farsi, French

*\*\* LSA's complete list of 230+ languages is included with this proposal.*

[REDACTED]

For languages that are not currently offered, we can quickly source in accordance with our interpreter evaluation process.

LSA offers customized call flows that allow flexibility in the way our clients connect with interpreters. In the traditional call flow, our client will call our call center to request an interpreter, who will then be joined to the call. In our reverse call flow, our client's customers can call us directly and be connected with an interpreter before they are joined with the client. We support third-party connections, and we offer relay interpretation services for extremely rare languages in which English-speaking interpreters are not available.

[REDACTED] manage both [REDACTED]

LSA successfully services over [REDACTED] We understand that quick identification of the target language and quick connection to the appropriate interpreter in that language is key to resolving language barriers efficiently. Throughout our 30 years of experience, we have honed our ability to handle calls for rare languages and languages of limited diffusion and to limit the impact of language identification on efficient connection to an

interpreter. Our call center personnel and interpreters are trained to follow specific protocols when there is difficulty identifying the target language.

**Protocol includes:**

- Using basic phrases in a variety of languages, which staff have been trained on, to communicate with the Limited English Proficient customer regarding language needs.
- Training on basic phrases for a variety of languages.
- Using other information, including the country or region of origin of the caller, to identify the appropriate language.
- Using an interpreter who speaks a related language to assist in identifying the correct language rather than the LSA call coordinator, thereby effectively making the connection time zero seconds.

[REDACTED]

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.

*Use or disclosure of data contained in this section is subject to the restrictions in the confidentiality statement of this response*

[REDACTED]

[REDACTED]

[REDACTED] complete both a written assessment, which [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

5. Describe your organizations strategies for recruiting, retaining and evaluating performance of interpreters to be utilized for the Spoken Language Interpretation.  
*Use or disclosure of data contained in this section is subject to the restrictions in the confidentiality statement of this response*

[REDACTED]

[REDACTED]

[REDACTED]

## **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.

DHS requires American Sign Language support to assist individuals who are seeking or receiving services through DHS and/or its contracted partners through video remote interpretation. Utilizing our network of over 6,000 highly qualified linguists and our industry-leading technology platform, LSA has been able to assist our clients in quickly and seamlessly bridging the gap between themselves and their Deaf and Hard of Hearing consumers.

Partnering with LSA for Video Remote Interpreting (VRI) through our Instant Remote Interpretation Services (IRIS) platform will allow DHS to access live video interpreters on-demand at the tap of a button. With IRIS there is no need to schedule an on-location interpreter in advance, which means you benefit from instant accessibility. Virtual Face-to-Face is another option for adding a virtual interpreter to your video session, but instead of being offered on-demand, this service is offered on a pre-scheduled basis. Finally, LSA PlatformConnect is LSA's platform for on-demand support for you deaf and hard of hearing consumers by providing DHS with the means to conference in video interpreters using popular off-the-shelf video meeting solutions such as WebEx, Zoom, Doxy.me, and Microsoft Teams. Essentially, if you can invite a video or audio third party to the session through your platform, we can support you.

LSA's innovative, choice-driven solutions offer DHS the following advantages:

- Instant access to interpreters within existing workflows– no advance scheduling is needed
- No additional single-purpose devices are needed
- Greatest efficiency and cost effectiveness without sacrificing the experience

We are proud to exclusively offer interpreters certified by the Registry of Interpreters for the Deaf (RID), the preeminent certifying body for ASL interpreters. IRIS will allow DHS to quickly connect, via LSA's secure and encrypted network, to a highly qualified interpreter from the convenience of a computer, tablet, or smart phone. With one touch, DHS end users can choose IRIS's video option and achieve a clear, high-quality connection that will make it feel as if the interpreter is right in the room.

2. 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.

### **Video Remote Interpretation**

IRIS is an easy, cost-effective way to meet your organization's need for services for deaf and hard of hearing consumers. IRIS is available on a variety of devices and operating systems. We offer IRIS as a native application, which is available on Windows, Android, and Apple (macOS and iOS). We also offer IRIS via a browser-based application.

### **LSA PlatformConnect**

LSA PlatformConnect is LSA's platform for on-demand support for you deaf and hard of hearing consumers provides DHS with the means to conference in video interpreters using popular off-the-shelf video meeting solutions such as WebEx, Zoom, Doxy.me, and Microsoft Teams. Essentially, if you can invite a video or audio third party to the session through your platform, we can support you.

### **Virtual Face-to-Face**

Scheduling a virtual Face-to-Face interpreter is just like scheduling an on-site interpreter, but with additional benefits and fewer restrictions. Because the interpreter is connected via a video feed, the risk of COVID-19 infection to the is eliminated, and the need to provide expensive PPE equipment to on-site interpreters is removed, allowing this expensive and limited resource to be utilized by staff. Lastly, the cost of delivering this scheduled service is substantially less expensive than traditional on-site interpretation delivery models. Scheduling a Virtual Face-to-Face interpreter is easily accomplished through LSA's secure portal, InterpreTrac. ®

LSA's secure INTERPRETRAC portal allows our client's authorized users to simplify and streamline the requesting process by entering interpretation requests themselves. This enables authorized users to ensure all details (location, time

and date, language, special considerations) are accurately received by LSA. Authorized users will log on using their own unique username and password before completing the request form, which accommodates the submission of a series of identical or similar on-going requests. INTERPRETRAC automatically places all requests into LSA's fulfillment queue, often resulting in a request being fulfilled without active involvement of LSA's coordinators

**Dedicated Account Management Team:**

Should we be awarded this contract, DHS will be assigned a dedicated Account Management team to support this contract.

DHS will be sent LSA's Welcome Packet that includes our Welcome letter and the following materials:

- LSA's "Desktop Reference Cards" – These contain a list of account information and concise instructions on how to access services.
- InterpreTrac® Guide – This is a thorough user guide on how to access and run reports in LSA's secure online reporting portal
- Instructions on how to submit feedback

In addition to these materials, authorized DHS representatives will have on-demand access to a robust, password-protected database of reference and training materials in LSA's Client Education Web Portal, which is accessed via LSA's website.

**Account Manager and Support Team**

**DHS will be supported by the following LSA Teams/departments:**

The Account Management team will convene periodically with DHS personnel to present potential service enhancements, review service levels, discuss any on-going client issues, and plan the implementation of both short- and long-term solutions to those issues. LSA strategically allocates interpreting resources, when required, and continuously recruits, qualifies, and incorporates additional interpreters into our interpreter network to better accommodate periods of high volume.

3. 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.

With respect to ASL interpreters, we defer to the standards maintained by the Registry of Interpreters for the Deaf. As of March 2018, we only onboard interpreters who hold RID credentials. As RID has its own evaluation and continuing education standards, LSA considers the RID certification the primary tool for qualifying an interpreter for all ASL assignments.

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

*Use or disclosure of data contained in this section is subject to the restrictions in the confidentiality statement of this response*

[Redacted]

[Redacted]

[Redacted]

## 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.

Our professional written translation services include language translation and interpretation in many contexts, for all subject matters, all types of translation (documents in all formats, lengths and languages, multimedia, software, etc.) and all types of interpretation (consecutive, simultaneous, conference, escort, etc.). The following are professional services that we provide on a regular basis:

- Document Translation
- Transcreation
- E-Learning
- Multimedia Translation
- Subtitles and Dubbing
- Localization
- Globalization
- Desktop Publishing
- Website Translation
- Software Translation
- Transcription
- Editing
- Braille Printing Services
- Certified Translation

LSA offers the ability to have any written material (such as a consent form, a flyer/brochure, a release/discharge form, and website content) translated between more than 180 language pairs. As part of our 3-step document translation process, content in the source language is processed and reviewed by three separate professional linguists. The work breakdown structure includes a first translation step, a separate bilingual editing step, and a final proofreading of the target deliverables. A linguistic quality control step for our core language combinations is performed by our Language Leads right after proofreading.

LSA's projects are staffed with the most qualified individuals in the field of translation and localization, and linguists with appropriate subject-matter expertise and knowledge of locale are assigned to each project. One of LSA's expert Account Managers will manage your project request and ensure that your translation is delivered on time with the highest level of quality in the industry, and a resolute Project Manager will be in charge of the planning, execution, and quality control of the project. When applicable, an IT Manager will review all of the project's technical requirements. The Desktop Publishing (DTP) Manager will ensure completion of any artwork or formatting, if required, so that the translated document mirrors the original source document. LSA's competitive edge lies in our global resource database - which includes in-country linguists - along with our policy to choose to work with local resources who understand that it is not only about translating the words but also about providing the cultural adaptation needed for the content to sound natural to the reader.

DHS will have a dedicated Account Manager to oversee ongoing relations, spearhead quarterly reviews and provide support for collaborative thought leadership efforts. Additionally, DHS will have a dedicated team of Project Managers to facilitate daily translation related requests. DHS will also receive interaction and support from LSA's operations and compliance departments in an ongoing effort to deliver desired results. Customer satisfaction is primarily measured through direct feedback from DHS on a project-by-project basis. Frequency and nature of feedback in relation to the volume of projects delivered is taken into consideration, and any issues or concerns are promptly addressed and resolved. Periodic business reviews are also conducted by a dedicated account manager as an additional measure to ensure client satisfaction and ongoing improvements in process, quality, and communication. LSA will work hand-in-hand with DHS' communication team to draft messaging and educate end users on how to access and utilize our services in the most efficient and effective manner possible. At no additional cost, LSA's Product Deployment Team will provide remote training and scheduled on-site training and implementation services as requested by DHS. To supplement customer

support from Client Experience, the Product Deployment Team can provide additional live training support, create customized quick reference guides, and deliver other insightful user training materials to be shared with staff. DHS will have a dedicated account manager who regularly checks in with DHS' main point of contact to ensure all information is up to date, provide updated materials, and review current workflows and service offerings to ensure the best solutions are being utilized. Quarterly Business reviews will be conducted between LSA and DHS to review services, the relationship and overall program.

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.

We are one of the few companies in the world to have our written translation quality processes independently certified to meet and exceed the ISO 9001: 2015 international quality standards. As an industry leader, we are committed to providing DHS with the highest quality translations at the most competitive price points in the industry. For our 3-step document translation service, content in the source language is processed and reviewed by three separate professional linguists with a work breakdown structure (WBS) that includes a first translation step, a separate ensuing bilingual editing step, and a final proofreading of the target deliverables. A linguistic quality control step for our core language combinations is performed by our Language Leads right after proofreading.

Our projects are staffed with the most qualified individuals in the field of translation and localization and linguists with appropriate subject-matter expertise and knowledge of locale are assigned to each project. One of our expert Account Managers will manage your project request and ensure your translation is delivered on-time with the highest level of quality in the industry. A dedicated Project Manager is in charge of the planning, leads the execution and oversees the control of the project. When applicable, an IT Manager is used to review all technical requirements of the project. The Desktop Publishing (DTP) Manager ensures completion of any artwork or formatting, if required, for the translated document to mirror the original source document. Once the proofreading step is completed, all deliverables must pass the Project Manager's final quality assessment before they are released to the client. We guarantee that all translations are processed and reviewed by multiple professional linguists before delivery to ensure accuracy.

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.

LSA offers the following languages for Written Translation:

Afar, Albanian, Amharic, Arabic, Armenian, Bengali, Bosnian, Bulgarian, Burmese (Myanmar), Catalan, Chinese (Hong Kong), Chinese (PRC), Chinese (Taiwan), Croatian, Chuukese, Czech, Danish, Dari, Dutch (Netherlands), Dutch (Belgium), Estonian, Farsi, Finnish, French (Canada), French (France), Gaelic (Ireland), Gaelic (Scotland), Georgian, German (Austria), German (Germany), Greek, Gujarati, Haitian, Hausa, Hebrew, Hindi, Hmong, Hungarian, Icelandic, Ilocano, Indonesian, Italian, Japanese, Kazakh, Khmer, Korean, Kpelle, Krio, Kurdish, Lao, Latvian, Lithuanian, Malay, Malayalam, Maltese, Mongolian, Navajo, Nepali, Norwegian, Pashto, Polish, Portuguese (Brazil), Portuguese (Portugal), Punjabi, Romanian, Russian, Serbian (Cyrillic), Slovak, Slovenian, Somali, Spanish (Castilian), Spanish (International Sort), Spanish (Mexico), Spanish (Puerto Rican), Swahili, Swedish, Tagalog, Tamil, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Uzbek (Latin), Vietnamese, Welsh, Yiddish

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  
*Use or disclosure of data contained in this section is subject to the restrictions in the confidentiality statement of this response*



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

*Use or disclosure of data contained in this section is subject to the restrictions in the confidentiality statement of this response*

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[REDACTED]





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