**STATE OF MAINE**

**Office of State Procurement Services**



**RFP# 202409161**

**Pre-Qualified Vendor List for Telephone Based Interpreting Services**

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| --- | --- |
| **RFP Coordinator** | *All communication, including questions and proposal submission, regarding this RFP must be made using the email address below.*  **Name:** Bill Allen  **Contact Information:** [wje.allen@maine.gov](mailto:wje.allen@maine.gov) |
| **Submitted Questions Due** | *Questions regarding this RFP can be submitted at any time while this RFP is open. All questions must be submitted, by e-mail, to the address identified above. Please include* “RFP# 202409161 Questions” *in the subject line of your email.* |
| **Proposal Submission** | *Proposals must be received by the Division of Procurement Services by:*  **Submission Deadline:** October 31, 2024, 2024, no later than 11:59 p.m., local time  *Proposals must be submitted electronically to the following address:*  **Electronic (email) Submission Address:** [Proposals@maine.gov](mailto:Proposals@maine.gov) |
| **Annual**  **Enrollment** | *After the initial RFP proposal submission deadline, proposal evaluations will be held on an annual basis. Annual proposal submission deadlines will be* ***11:59 p.m. on the******1st business day of September*** *while the RFP is active. Proposals are required to be submitted prior to the submission date and time in order to be considered for that enrollment period.*  **Electronic (email) Submission Address:** [Proposals@maine.gov](mailto:Proposals@maine.gov) |

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**PUBLIC NOTICE**

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**State of Maine**

**Office of State Procurement Services**

**RFP# 202409161**

**Pre-Qualified Vendor List for Telephone Based Interpreting Services**

The State of Maine is seeking proposals to be considered for inclusion on a Pre-Qualified Vendor List for Telephone Based Interpreting Services.

A copy of the RFP, as well as the Question & Answer Summary and all amendments related to this RFP, can be obtained at the following website: <http://www.maine.gov/dafs/bbm/procurementservices/vendors/pqvls>

Proposals must be submitted to the State of Maine Office of State Procurement Services, via e-mail, to the following email address: [Proposals@maine.gov](mailto:Proposals@maine.gov). Proposal submissions must be submitted no later than 11:59 pm, local time, on October 31, 2024. Proposals will be opened the following business day.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**RFP DEFINITIONS/ACRONYMS**

The following terms and acronyms shall have the meaning indicated below as referenced in this Pre-Qualified Vendor List RFP:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **Department** | Office of State Procurement Services |
| **RFP** | Request for Proposals |
| **State** | State of Maine |
| **PQVL** | Pre-Qualified Vendor List |
| **Master Agreement (MA)** | A contractual agreement which will govern the relationship between the State of Maine and the Provider. |
| **Provider** | Bidder to whom a contract is awarded and is a party to the State of Maine Master Agreement. |
| **Bidder** | Respondent to the RFP |
| **Delivery Order (DO)** | An order created to procure specific assignments from an established Master Agreement. DO’s are required for services in the amount of $5,000 or more. |
| **BA** | Business Associate Agreement |
| **HIPPA** | Health Insurance Portability and Accountability Act |
| **LEP** | Limited English Proficiency |
| **QAP** | Quality Assurance Plan |

**State of Maine - Office of State Procurement Services**

**RFP# 202409161**

**Pre-Qualified Vendor List for Telephone Based Interpreting Services**

# **PART I INTRODUCTION**

## A. Purpose and Background

The State of Maine Department of Administrative and Financial Services (DAFS), Office of State Procurement Services (Department) is seeking proposals to provide Telephone Based Interpreting Services as defined in this Request for Proposals (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the Provider(s) will be selected and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder(s).

The purpose of this request for proposals is to establish Master Agreements with qualified Provider(s) to provide “as needed” Telephone Based Interpreting Services. The Provider(s) will provide over-the-phone language interpreting services for customers and their clients who need immediate interpreting assistance. These services are required to assist Limited English Proficiency (LEP) clients uncomfortable speaking English, who are unfamiliar with English languages legal and medical terminology, or who’s English is not clearly understood. Immediate Telephone Based Interpreting Services will facilitate communication between clients and customers at a service provider facility when an on-site interpreter is not available or is cost prohibitive.

## B. General Provisions

1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
2. Issuance of the RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
6. The RFP and the awarded Bidder’s proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.
7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) et seq.).
8. In the event that a Bidder believes any information that it submits in response to this RFP is confidential, it must mark that information accordingly, and include citation to legal authority in support of the Bidder’s claim of confidentiality. In the event that the Department receives a FOAA request that includes submissions marked as confidential, the Department shall evaluate the information and any legal authority from the Bidder to determine whether the information is an exception to FOAA’s definition of public record. If the Department determines to release information that a Bidder has marked confidential, it shall provide advance notice to the Bidder to allow for them to seek legal relief.
9. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
10. The State of Maine Office of State Procurement Services reserves the right to authorize other Departments to use the contract(s) resulting from this RFP, if it is deemed to be beneficial for the State to do so.
11. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

## C. Pre-Qualified Vendor List Term

The Department is seeking a cost-efficient proposal(s) to provide services, as defined in this RFP, for the anticipated Pre-Qualified Vendor List (PQVL) period defined in the table below. Please note that the dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with this RFP process. Utilization of the resulting PQVL will begin once the RFP process has been finalized.

The term of the anticipated PQVL, resulting from this RFP, is defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Period of Performance | January 1, 2025 | Termination of RFP |

This RFP offers an annual enrollment for new vendors to be included on the pre-qualified vendor list. Once selected, vendors do not need to reapply during an annual enrollment.  Proposals will be accepted from vendors not currently on the PQVL as long as this RFP is active.  The Department anticipates that proposals submitted during the annual enrollment will be evaluated and the vendors will be notified of the decision within 30 days.

## D.     Mini-Bid Process and Awards

Once the pre-qualified list is established, the Department will notify all pre-qualified vendors when specific services are needed. Each vendor on the PQVL will be given a description of the particular services needed and asked to respond within a specific timeframe with information on how that vendor proposes to provide the particular services, along with the project-specific cost proposal for those services. Vendors should respond to each mini-bid with their proposal or provide a “no-bid” as a response. The Department will then select one vendor based on the project-specific cost proposal submitted during the “mini-bid” process of those pre-qualified vendors who can meet the specific service requirements.

The Department reserves the right to select vendors from the pre-qualification list without using the mini-bid process for emergencies (if the need arises). The Department also retains the discretion to issue new RFPs for specific projects. Providers for those projects will not be selected from the PQVL, but rather through the separate RFP or other procurement process based on the Department’s specific needs/timelines.

# **PART II SCOPE OF SERVICES TO BE PROVIDED**

Providers will provide 365-days a year, 7-days a week, 24-hours a day Telephone Based Interpreter Services on an “as needed” basis for Limited English Proficiency (LEP) clients needing immediate interpreter assistance, and must meet or exceed the minimum requirements set forth in **APPENDIX E** (Technical Requirements) which includes details on the following:

1. Equipment and Facility
2. Connection
3. Invoicing
4. Ordering Process
5. Confidentiality Statement
6. Interpreter Operational Requirements
7. Customer Response Criteria
8. Quality Assurance Plan
9. Informational and Instructional Materials
10. Language

Services are anticipated to be utilized in different government settings, including Health and Human Services Departments and Maine Courts, to assist government entities in meeting the needs of LEP clients who are either physically in the government offices or call in by phone for assistance. **PART III KEY RFP EVENTS**

## Questions

* 1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
     1. Bidders and other interested parties should use **Appendix D** (Submitted Questions Form) for submission of questions. If used, the form is to be submitted as a WORD document.
     2. Questions must be submitted, by e-mail, and received by the RFP Coordinator identified on the cover page of the RFP as soon as possible but no later than the date and time specified on the RFP cover page.
     3. The RFP Number and Title must be included in the subject line of the e-mail containing the submitted questions. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

**2. Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the [Office of State Procurement Services PQVL page](http://www.maine.gov/dafs/bbm/procurementservices/vendors/pqvls).

Bidders should submit questions 15-days prior to the most current proposal submission deadline in order to receive a response 7-days prior to that deadline. All other questions will be addressed after the current deadline. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

## Amendments

All amendments released in regard to this RFP will also be posted on [Office of State Procurement Services PQVL page](http://www.maine.gov/dafs/bbm/procurementservices/vendors/pqvls). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

## Proposal Submission

* 1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
     1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will held until the next enrollment period.

1. **Delivery Instructions:** E-mail proposal submissions must be submitted to the Office of State Procurement Services at [Proposals@maine.gov](mailto:Proposals@maine.gov).
   * 1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
        1. Proposal submission e-mails that are successfully received by the [proposals@maine.gov](mailto:proposals@maine.gov) inbox will receive an automatic reply stating as such.
     2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
     3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Bidders should work with their Information Technology team to ensure that the proposal submission will not be encrypted due to any security settings.
     4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
   1. **Submission Format:**
      1. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202409161 Proposal Submission – [Bidder’s Name]”**
2. Bidder’s proposals are to be sent as one document. PDF is preferred but other formats, such as MS Word, will be accepted.
3. Bidder’s proposals must include (in the order below):

* **Appendix A** (Proposal Cover Page)
* **Appendix B** (Responsible Bidder Certification)
* **Appendix C** (Organization Qualifications and Experience Form), and all related/required attachments as outlined in Part IV, Section II
* **Appendix E** (Technical Requirements)
* **Appendix F** (Cost Proposal Form)

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

This section contains instructions for Bidders to use in preparing their proposals. The Department seeks detailed yet succinct responses that demonstrate the Bidder’s qualifications, experience, and ability to perform the requirements specified throughout the RFP.

The Bidder’s proposal must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

**Proposal Format and Contents**

**Section I Preliminary Information**

* 1. **Proposal Cover Page**

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Responsible Bidder Certification**

Bidders must complete **Appendix B** (Responsible Bidder Certification). The Responsible Bidder Certification must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

**Section II Organization Qualifications and Experience**

* 1. **Overview of the Organization**

Bidders must complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three examples of projects which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder’s stated qualifications and skills.

* 1. **Subcontractors**

If subcontractors are to be used, Bidders must provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

Bidders must provide an organizational chart.  The organizational chart must include the project being proposed.  Each position must be identified by position title and corresponding to the personnel job descriptions.

* 1. **Litigation**

Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.

* 1. **Licensure/Certification**

Bidders may provide documentation of all applicable licensure/certification and specific credentials required to provide the proposed services of the RFP.

* 1. **Certificate of Insurance**

Bidders must provide a certificate of insurance on a standard Acord form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

**Section III Proposed Services**

1. **Services to be Provided**
2. Bidders must respond to the requirements outlined in **Appendix E** (Technical Requirements) using instructions here and in the form. Discuss what the Bidder will offer. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. If subcontractors are involved, clearly identify the work each will perform.

**Section IV Cost Proposal**

1. **General Instructions**
2. The Bidder must submit a cost proposal that will be held firm for at least three (3) years.
3. Price or rate adjustment requests may be made when a contract renewal or extension is offered by the Department.
4. Requests for price increases must include sufficient documentation and be based on the Provider’s actual cost increases.
5. Approved price or rate adjustments must be held firm for the duration of the offered contract renewal or extension period.
6. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms and conditions and RFP requirements.
7. No costs related to the preparation of the proposal for this RFP or to the negotiation of the contract with the Department may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
8. **Cost Proposal Form Instructions**

The Bidder must fill out **Appendix F** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the Department.

# **PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals shall be accomplished as follows:

## Evaluation Process - General Information

* + - 1. An evaluation team, comprised of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP, and in accordance with the most advantageous financial and economic impact considerations (where applicable) for the State.
      2. Officials responsible for making decisions on the selection of a contractor shall ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
      3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders if needed to obtain clarification of information contained in the proposals received, and the Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Interviews/presentations are not required, and changes to proposals will not be permitted during any interview/presentation process. Therefore, Bidders should submit proposals that present their rates and other requested information as clearly and completely as possible.

## Scoring Weights and Process

* 1. **Scoring Weights:** The score will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria.

**Section I. Preliminary Information (No Points)**

Includes all elements addressed above in Part IV, Section I.

**Section II. Organization Qualifications and Experience (35 points)**

Includes all elements addressed above in Part IV, Section II.

**Section III. Proposed Services (40 points)**

Includes all elements addressed above in Part IV, Section III.

**Section IV. Cost Proposal (25 points)**

Includes all elements addressed above in Part IV, Section IV.

* 1. **Scoring Process:** The review team will use a consensus approach to evaluate and score the sections above. Members of the review team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections.
  2. **Negotiations:** The Department reserves the right to negotiate with the successful Bidder to finalize a contract at the same rate or cost of service as presented in the selected proposal. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposals to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with a selected Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

## Selection and Award

**1.** The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.

**2.** Notification of contractor selection or non-selection will be made in writing by the Department.

**3.** Issuance of this RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to this request, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.

**4.** The Department reserves the right to reject any and all proposals or to make multiple awards.

**5.**   Selection to be included on the PQVL is not a guarantee of work.

**6.** Updated documentation pertaining to Certification of Insurance, Certification/Licensure, and Rates will be required to be submitted to the RFP Coordinator by all Providers on the PQVL on an annual basis.

## Appeal of Contract Awards

Any person aggrieved by the award decision that results from this RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in 5 MRSA § 1825-E and 18-554 Code of Maine Rules, [Chapter 120](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-120). The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of contract award.

Since this RFP results in a PQVL, the appeal procedures mentioned above are available upon the original determination of that vendor list. The appeal procedures will not be available during subsequent competitive procedures involving only the PQVL participants if cost is the sole determining factor.

## Removal from Pre-Qualified Vendor List

The Department may remove a pre-qualified vendor from the PQVL at any time, upon giving 30 days’ written notice to the pre-qualified vendor, if the Department determines that during the pre-qualification term:

* 1. The pre-qualified vendor failed or refused to perform its contractual obligations,
  2. The pre-qualified vendor’s performance was unsatisfactory including, but not limited to, the quality and timeliness of services provided,
  3. The pre-qualified vendor no longer has the ability to perform the services specified in this RFP, or
  4. The pre-qualified vendor is continually “unresponsive” to providing any feedback to the Department’s mini-bid solicitations.

# **PART VI LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

**Appendix A** – Proposal Cover Page

**Appendix B** – Responsible Bidder Certification

**Appendix C** – Qualifications and Experience Form

**Appendix D** – Submitted Questions Form

**Appendix E** – Technical Requirements

**Appendix F** – Cost Proposal Form

**APPENDIX A**

**State of Maine**

**Office of State Procurement Services**

**PROPOSAL COVER PAGE**

**RFP# 202409161**

**Pre-Qualified Vendor List for Telephone Based Interpreting Services**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Bidder’s Organization Name:** | |  | | | |
| **Chief Executive - Name/Title:** | |  | | | |
| **Tel:** |  | | | **E-mail:** |  |
| **Headquarters Street Address:** | |  | | | |
| **Headquarters City/State/Zip:** | |  | | | |
| ***(Provide information requested below if different from above)*** | | | | | |
| **Lead Point of Contact for Proposal - Name/Title:** | | |  | | |
| **Tel:** |  | | | **E-mail:** |  |
| **Headquarters Street Address:** | |  | | | |
| **Headquarters City/State/Zip:** | |  | | | |

* This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
* No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
* No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
* The above-named organization is the legal entity entering into the resulting agreement with the Department should they be awarded the contract.
* The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX B**

**State of Maine**

**Office of State Procurement Services**

**RESPONSIBLE BIDDER CERTIFICATION**

**RFP# 202409161**

**Pre-Qualified Vendor List for Telephone Based Interpreting Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
   1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
   2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.*
3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
4. *Have not within a three (3) year period preceding this proposal had one or more federal, state, or local government transactions terminated for cause or default*.
5. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*
6. *Is not a foreign adversary business entity (*[*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies)*).*
7. *Is not on the list of prohibited companies (*[*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies)*) or does not obtain or purchase any information or communications technology or services included on the list of prohibited information and communications technology and services* [*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies) *(Title 5 §2030-B).*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX C**

**State of Maine**

**Office of State Procurement Services**

## QUALIFICATIONS & EXPERIENCE FORM

**RFP# 202409161**

**Pre-Qualified Vendor List for Telephone Based Interpreting Services**

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| **Bidder’s Organization Name:** |  |

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| **Present a brief statement of qualifications, including any applicable licensure and/or certification. Describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information.** |
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| **Provide a description of projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in the “Scope of Services” portion of this RFP. For each of the project examples provided, a contact person from the client organization involved should be listed, along with that person’s telephone number and email address. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.** |

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| **Project One** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
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| **Project Two** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
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| **Project Three** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
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**APPENDIX D**

**State of Maine**

**Office of State Procurement Services**

**SUBMITTED QUESTIONS FORM**

**RFP# 202409161**

**Pre-Qualified Vendor List for Telephone Based Interpreting Services**

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| **Organization Name:** |  |

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| **RFP Section & Page Number** | **Question** |
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*\* If a question is not related to any section of the RFP, state “N/A” under “RFP Section & Page Number”.*

*\*\* Add additional rows, if necessary.*

**APPENDIX E**

**State of Maine**

**Office of State Procurement Services**

**TECHNICAL REQUIREMENTS**

**RFP# 202409161**

**Pre-Qualified Vendor List for Telephone Based Interpreting Services**

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| **Bidder’s Organization Name:** |  |

Instructions: Bidders must respond to all technical requirements outlined below. Responses must be “yes” or “no” in the “Comply?” column, indicating whether or not Bidder complies with each requirement. In addition, Bidders must provide narrative responses when prompted to further explain the services to be provided.

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| **Description** | **Comply? (Yes or No)** |
| 1. **EQUIPMENT AND FACILITY** 2. Provider must have all necessary equipment, installed and functioning at time of proposal submission, to provide the services required in the awarded contract. |  |
| 1. Provider must have telephone terminal equipment with expansion capabilities to accommodate an increase in call volume, as needed. |  |
| In the space below, describe the Provider’s current call-handling capabilities as well as its ability to accommodate a significant increase in the volume and duration of calls for Telephone Based Interpreter Services. | |
|  | |
| 1. Provider’s telephone terminal equipment must be capable of collecting the detailed call traffic information needed to produce the reports required by the awarded contract:   Provide to the contract administrator a quarterly usage report no later than thirty (30) days after the end of each quarter, which includes:  a. Client (The State department and/or agency)  b. Date/Time of each transaction  c. Language  d. Minutes  e. Rate  f. Total Amount Billed |  |
| In the space below, describe the Provider’s reporting capabilities. | |
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| 1. Interpreter Services must be provided from a professional facility and not from the interpreter’s home or other non-professional setting. |  |
| In the space below, describe where Interpreter Services will be provided from, and how your company will ensure clarity in the phone connections and how you will handle complaints about connectivity issues. | |
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| **Description** | **Comply? (Yes or No)** |
| 1. **CONNECTION** 2. On average, Provider must answer at least 95% of all incoming calls within five (5) seconds of the call starting to ring at the Provider’s facility. The call may be answered by an automated attendant, but the customer must be given an option, either by voice prompt or keypad selection, to speak with a live operator/customer service representative. If the customer opts for a live operator/customer service representative, connection must occur within ten (10) seconds of the customer’s selection. |  |
| 1. On average, Provider must respond to calls at a rate of 95% or greater within 30 seconds of the client’s language being identified. Once interpretation begins, the call cannot be placed on hold or put into a queue of any kind. |  |
| 1. Provider must provide toll-free access to interpreter services from anywhere in the United States, 365-days a year, 7-days a week, 24-hours a day. |  |
| In the space below, describe how the Provider will meet the requirement for interpreters to respond (connect) to calls (on average) at a rate of 95% or greater within 30 seconds of the client’s language being identified. | |
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| **Description** | **Comply? (Yes or No)** |
| 1. **INVOICING** 2. Provider must only invoice for the time that interpreter service is provided. Time required establishing the language service needed and/or connection time to the appropriate interpreter will not be chargeable. Billing of the interpretation period starts when the interpreter answers and begins interpreting. The interpretation period is ended when the interpreter has been disconnected from both the customer and the client. |  |
| 1. Invoices will be prepared at the end of every calendar month and delivered to the customer no later than the 15th day of the calendar month immediately following the month under invoice. |  |
| 1. Invoices will reflect billing increments of one-tenth of one minute. For any period of time which falls between tenths of a minute, Provider will round up to the next tenth of a minute. One-tenth of one minute is defined as six seconds. |  |
| 1. The minimum billable charge shall be equal to a one- minute charge at the rate of the language for which interpreter service is provided. |  |
| 1. Invoices shall contain the following information, at a minimum: 2. Master Agreement number. 3. Date of invoice. 4. Provider name and address. 5. Customer account number and department name/program. 6. Date and time of each interpreter service occurrence provided. 7. Interpreter Connection Time. 8. Interpreted language associated with the call. 9. Customer Contract/Phone number 10. Total dollar amount due. 11. Total number of calls interpreted. 12. Total number of billable interpretation minutes. 13. Duration of the interpreter service provided, measured in tenth of a minute increments. 14. Contract rate per minute. 15. For Judicial Branch Calls, the courthouse locations. 16. For Judicial Branch calls, the docket/matter number of the proceeding or notation that the call is at a clerk’s window. |  |

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| **Description** | **Comply? (Yes or No)** |
| 1. **ORDERING PROCESS** 2. Establish an individual account for State branches and/or agencies that elect to purchase written translation services directly with the provider. |  |
| In the space below, explain the Provider’s process for establishing accounts and the ordering process to be used. | |
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| 1. State branches and/or agencies may place individual orders for written translation via email, via fax, or online (secure website). |  |
| 1. Provider shall confirm receipt of translation request with one (1) business day of receipt of order.    1. Specify the maximum attachment size limit and alternatives for the State branch and/or agency for transmitting files larger than the specified maximum allowance. |  |

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| **Description** | **Comply? (Yes or No)** |
| 1. **CONFIDENTIALITY STATEMENT** 2. Provider must possess a signed and dated Confidentiality Statement for each interpreter, either employed or contracted, prior to that interpreter providing service under the awarded Contract. 3. Provider must be in compliance with the [Health Insurance Portability and Accountability Act of 1996](http://www.cms.hhs.gov/HIPAAGenInfo/Downloads/HIPAALaw.pdf) (HIPAA). 4. <https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.html> |  |
| *Attach a sample copy of the Provider’s Confidentiality Statement.* | |
| In the space below, describe how the Provider’s requirements/safeguards related to the standards above are managed and reinforced. | |
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| **Description** | **Comply? (Yes or No)** |
| 1. **INTERPRETER OPERATIONAL REQUIREMENTS** 2. The interpreter will remain neutral in the conversation unless prompted by the customer with additional instructions. |  |
| 1. The interpreter will speak in the first (1st) person. |  |
| 1. The interpreter will use the utmost courtesy when conversing with the customer and/or the client. |  |
| 1. The interpreter will respect cultural differences of the client. |  |
| 1. The interpreter will refrain from entering into a disagreement with the customer and/or the client. |  |
| 1. The interpreter will accurately interpret the client’s statements and relay the message in its entirety with the meaning preserved throughout the conversation. Information will not be edited or deleted which may erroneously change the meaning the of the client’s statements. |  |
| 1. In providing services to the Judicial Branch, the interpreter will abide by the terms and the *Standards of Professional Conduct for Interpreters Providing Services in Judicial Proceedings*. <http://www.courts.maine.gov/maine_courts/admin/interpreters/interpreters_policy.html> |  |
| In the space below, describe how the *Standards of Professional Conduct for Interpreters Providing Services in Judicial Proceedings* are managed and reinforced. | |
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| 1. All conversations or interpretation between the interpreter, the customer and the client will remain confidential and will not be shared with individuals unrelated to the call. Calls must only be recorded for Quality Assurance and training purposes, with exception for the Judicial Branch. |  |
| 1. Judicial Branch requires all court proceedings be record for appeal purposes. (Judicial Branch records) |  |
| 1. In providing services in the area of Healthcare, the interpreter will abide by the terms of the National Code of Ethics for Interpreters in Health Care – Ncihc: (<https://www.ncihc.org/assets/documents/publications/NCIHC%20National%20Code%20of%20Ethics.pdf> |  |

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| **Description** | **Comply? (Yes or No)** |
| 1. **CUSTOMER RESPONSE CRITERIA** 2. Response to customer questions and concerns will be handled as expeditiously as possible and according to the following criteria: 3. General questions of concern: A written response to customer questions is due within five working days from initial contact. If the response is incomplete at response due time, the response will be an update of steps taken thus far to answer the customer’s questions along with an estimated completion date. If a complete response is still not provided within seven days from initial contact, at the customer’s request, Provider must provide a senior administrative contact to escalate the request. 4. Request for materials: Instructional materials must be mailed to the customer within two working days of receiving the request and will be customized to accommodate customer’s needs. |  |
| 1. All other requests: Time requirements for all other requests will be negotiated individually between the customer and the Provider. |  |

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| **Description** | **Comply? (Yes or No)** |
| 1. **QUALITY ASSURANCE PLAN** 2. Provider must have a Quality Assurance Plan (QAP) that describes an acceptable method for monitoring, tracking and assessing the quality of services provided under the awarded Contract. The QAP must also describe how the Provider will identify and resolve issues related to interpreter quality and/or performance, as well as customer initiated concerns and/or complaints. |  |
| *Attach a copy of Provider’s QAP.* | |
| In the space below, describe the Provider’s screening process for interpreters and the general minimum requirements for experience, education, language proficiency and certifications. Include detailed information regarding any testing instruments or tools you use to determine the interpreter’s skill level and experience, including experience with legal and medical terminology. | |
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| In the space below, describe how the Provider will ensure that interpreters are providing (and will continue to provide) a quick, courteous response with accurate interpretation. | |
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| **Description** | **Comply? (Yes or No)** |
| 1. **INFORMATIONAL AND INSTRUCTIONAL MATERIALS** 2. Provider must provide instructional materials at no additional charge to assist end users in accessing the services that will be provided under the awarded Contract. Materials should include language identification materials such as “I Speak” cards and procedural information for accessing the services. |  |
| *Provide a sample of informational and instructional materials that will be provided to customers and the public explaining the process used to access telephone interpreter services of the Provider.* | |
| 1. Instructional materials must also include informational language posters for the public indicating interpretation services are available and free of charge. The informational language posters for the public must include (at minimum) the most frequent languages utilized by the State of Maine. |  |
| 1. Sample informational posters must be provided to customers for approval and possible editing free of charge in order to suit local languages/needs. |  |
| 1. Instructional materials must be readily available to all customers, at no cost, throughout the term of the awarded Contract. |  |

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| **Description** | | | | |
| 1. **LANGUAGES** 2. Bidder should be able to provide Telephone Based Interpreter Services for all languages/dialects listed below. Bidders are to circle (or otherwise clearly indicate) all languages identified below which they do not provide. Bidders must also add any languages they provide services for, that are not already identified below. | | | | |
| Acholi | Dinka | Inupiaq | Moroccan Arabic | Swedish |
| Akan | Dutch | Iraqi Arabic | Nepali | Syrian Arabic |
| Albanian | Ewe | Italian | Norwegian | Tagalog |
| Amharic | Estonian | Japanese | Nuer | Taiwanese |
| Apache | Farsi | Karen | Oromo | Tamil |
| Arabic | Finnish | Kashmiri | Pashto | Tewa |
| Armenian | Flemish | Khmer | Patois | Thai |
| Assyrian | French | Kinyarwanda | Persian | Tiwa |
| Bambara | French Canadian | Kirundi | Polish | Tibetan |
| Behdini | French Creole | Korean | Portuguese Brazilian | Tigrinya |
| Bengali | Fukienese | Krio | Portuguese Creole | Taishanese |
| Bosnian | Fulani | Kunama | Portuguese European | Tigrinya |
| Bulgarian | Fuzhou | Kurdish | Punjabi | Taishanese |
| Burmese | Georgian | Laotian | Russian | Tongan |
| Cambodian | German | Latvian | Romanian | Towa |
| Cantonese | Greek | Lingala | Samoan | Turkish |
| Cape Verde Creole | Gujarati | Lithuanian | Serbian | Ukrainian |
| Catalan | Haitian Creole | MaayMaay | Serbo Croatian | Urdu |
| Chin | Hausa | Macedonian | Sicilian | Uzbek |
| Chuukese | Hebrew | Malay | Sinhalese | Vietnamese |
| Chinese | Hindi | Malayalam | Slovak | Wolof |
| Chiu-Chow | Hmong | Mandarin | Somali | Yoruba |
| Croatian | Hungarian | Marshallese | Sorani | Yupik |
| Czech | Ibo | Mien | Spanish |  |
| Danish | Ilocano | Mixteco | Sudanese Arabic |  |
| Dari | Indonesian | Mongolian | Swahili |  |
| In the space below, describe the method and/or protocol used to identify an LEP client’s language, the process for connecting that individual with an appropriate interpreter, and the process to address situations when an interpreter for the requested language is not immediately available. | | | | |
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**APPENDIX F**

**State of Maine**

**Office of Procurement Services**

**COST PROPOSAL FORM**

**RFP# 202409161**

**Pre-Qualified Vendor List for Telephone Based Interpreting Services**

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| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Total Fixed Rate (per minute):** |  |

**Instructions**: *Only one* total fixed Rate is acceptable and must be calculated on a *per minute* basis for all languages specified in **Appendix E** (Technical Requirements) as well as for all unlisted languages that may be provided through the resulting Contract. The rate indicated must be bid in whole cents. (e.g.; $1.10 is acceptable, $1.105 is not.)