

# **Mountain Park Health Center**

## **Video Remote Interpretation (VRI) Over-the Phone Interpretation (OPI) and other Language Services**

### **Request for Proposal**



Mountain Park Health Center – Corporate Office  
3003 N. Central Ave. Suite 1600

Phoenix, AZ 85012

## SECTION 1: GENERAL INFORMATION

### 1.1 INTRODUCTION

Mountain Park Health Center (MPHC) is seeking quotes from qualified respondents to provide Video Remote Interpretation (VRI), Over-the Phone Interpretation (OPI) and other language services. After this process, MPHC anticipates entering into agreement with qualified companies. This document is a Request for Proposal (RFP) for the services described below and the RFP establishes minimum requirements a Respondent must meet to be eligible for consideration, as well as information to be included in the Respondent's bid response.

### 1.2 OWNER

MPHC is an Arizona nonprofit corporation (incorporated January 1984). MPHC operates eight Community Health Center clinics in the greater Phoenix area, along with various state and federal programs. Among other resources, MPHC operates with the assistance of grants awarded by the U.S. Department of Health and Human Services (DHHS) under authority of Public Law 95-626, Section 330. Grant funds are subject to periodic review by DHHS. Mountain Park has approximately 800 employees. This Scope of Work (SOW) is supported, in part, by the Health Resources and Services Administration (HRSA) of DHHS under various grants. This information and conclusions are those of MPHC and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, DHHS or the U.S. Government.

### 1.3 SCHEDULE

Event	Date/Time
RFP Release	Feb 27 <sup>th</sup> , 2019 5:00 PM
Respondents Questions & Request for Clarification Due	March 6 <sup>th</sup> , 2019 3:00 PM
MPHC Answers & Clarifications Issued	March 11 <sup>th</sup> , 2019 5:00 PM
Dead Period	March 12 <sup>th</sup> - 15 <sup>th</sup> 2019
Proposals Due (No submissions accepted after due date/time)	March 15 <sup>th</sup> , 2019 3:00 PM
MPHC Internal Review of Proposals & MPHC Questions and Request for Clarification	March 18 <sup>th</sup> - March 22 <sup>nd</sup> , 2019
Respondents Presentations, If Applicable	March 27 <sup>th</sup> - March 29 <sup>th</sup> , 2019
Notifications	April 1 <sup>st</sup> 2019

MPHC reserves the right to extend or otherwise modify any portion of the schedule. The organization will notify all firms that have submitted a proposal of any changes to the schedule.

#### 1.4 SINGLE POINT OF CONTACT (SPC)

The SPC for this RFP is Richard Akowuah, Director of Supply Chain. Questions and clarifications regarding the RFP process, scope of work, data requests, or evaluation process should be addressed to 602 323 3276 or [rakowuah@mphc-az.org](mailto:rakowuah@mphc-az.org). Please copy Bronda Reed @ [breed@mphc-az.org](mailto:breed@mphc-az.org) on your responses.

#### 1.5 IRREVOCABLE OFFER

Proposal shall constitute an irrevocable offer for 90 business days following the deadline for its submission. Reference to a certain number of days in this RFP shall mean business days unless otherwise specified.

### SECTION 2: SCOPE OF WORK (SOW) & DELIVERABLES

**The Agency shall provide the following services:**

1. **Video Remote Interpreting (VRI):** To provide consecutive (ASL & spoken languages) or simultaneous (ASL) interpretation over a video remote technology by trained staff interpreters.

- A- When was the company created?
- B- Which industry does your company serve most frequently?
- C- What is your client retention rate?
- D- What are your linguistic qualifications?
- E- Do you own your VRI app? Yes No
- F- Do you record the received calls? Yes No Depends
- G- Do you assign account executive to each contract? Yes No
- H- What percentage of our calls will be routed to U.S.-based call centers? Yes No
- I- Does your agency allow its interpreters to work remotely? Yes No
- J- Do you offer mandatory training to your staff interpreters? Yes No
- K- What is the average wait time until an interpreter joins the call?
- L- What is the percentage of disconnected/ dropped calls?
- M- Can dropped calls be automatically reconnected to the same interpreter? Yes No
- N- Does your platform allow your client to create their own reports? Yes No

2. **Telephonic Interpreting services:** To provide consecutive interpretation of various medical encounters over the phone.

- A- What are your linguistic qualifications?

- B- Does your agency allows its interpreters to work remotely? Yes No
- C- Can dropped calls be automatically reconnected to the same interpreter? Yes No

**3. On-site Interpreter Services:** To provide on-site trained interpreter services.

- A- What are your interpreter's qualifications?
- B- Do you conduct background check on all on-site interpreters? Yes No
- C- Do you require an up-to-date vaccination records from all contractors? Yes No
- D- Do you have a dress policy? Yes No

**4. Document Translation Service:**

- A- How will you select translators used for MPHIC projects?
- B- What metrics do you use to measure how well you meet your customer's translation need?

**5. IT Requirements:**

- A- What endpoint devices (laptop, desktop, tablet, mobile) and device versions is your software certified to run on?
- B- Which endpoint operating systems and versions is your software certified to run on?
- C- Which Internet browsers and versions is your software certified to run on?
- D- Which MDM platforms does your software integrate with?
- E- Can your software run in single-app-mode within an MDM platform (Sophos, Intune, etc.)?
- a. While in single-app mode, do you provide a shortcut or option to restart the app without power cycling the device?
- F- Which encryption methodologies do you employ?
- G- Does your software interface with Electronic Health Record (EHR) platforms? If so, which ones?
- H- Are there any network bandwidth requirements for your software? If so, please specify.
- I- What are your firewall requirements? Please specify by URL, IP, Port, and Protocol.
- J- Does your software require any on-premises infrastructure services such as servers, switches, etc.?
- K- Does your software provide reporting capabilities?
- L- Does your software support single-sign-on (SSO)?
- M- Do you provide recording capability for user sessions?
- a. If so, how and where are these recordings stored?
- b. If recording capability, is there a cost to store?
- c. If recording capability, are aging policies applied to the recordings?
- N- Does your company provide OPI (Over the Phone Interpretation) services?
- O- Can your software switch dynamically between OPI and VRI sessions?
- P- Are there any additional requirements relative to the platform that the IT department should be aware of?
- Q- Regarding support of the platforms and services you provide, please outline your customer Service Level Agreement, methods for obtaining support, and hours of availability.
- R- Which remedies do you provide if system performance is not met?

## **SECTION 3: PROCUREMENT REQUIREMENTS & EVALUATION**

### **3.1 SUBMISSION REQUIREMENTS**

Respondents shall submit proposals to the SPC via email. No faxed copies will be accepted. Emailed proposals should include "MPHC VRI & OPI Services" in the subject line. To ensure consideration, proposals must be submitted by the deadline and Respondents are encouraged to verify receipt with SPC. Proposals received after the deadline will not be considered. Proposals must be in Microsoft Word or PDF format and cannot exceed 10MB. Incomplete responses may not be considered.

### **3.2 QUESTIONS/REQUESTS FOR CLARIFICATION**

All inquiries, whether relating to the RFP process, administration, deadline or method of award, or to the intent or technical aspects of the RFP, must be emailed to SPC. Please refer to the specific page of the RFP being questioned (i.e. page and section). All inquiries must be received by the deadline for Questions/Requests for Clarification identified in the Schedule.

### **3.3 RESPONDENTS' PRESENTATIONS**

Following the initial review and screening of the quotes, several Respondents may be invited to participate in the final selection process, which may include participation in presentations and/or submission of any additional information as requested by MPHC. Presentations can be done in person at the MPHC Corporate Office or by Teleconference. MPHC reserves the right to waive presentations altogether and select a successful bidder based upon submissions only.

### **3.4 EVALUATION CRITERIA**

Evaluation of proposals will be made based on the following objectives (the weight of each objective to be determined by MPHC, in its sole discretion):

- Respondent's Qualifications – Respondent's experience in, knowledge of, and resources to provide the services described in this RFP. Familiarity with and knowledge of healthcare industry. Include a brief history of your firm including a minimum of three (3) client references and resume of proposed account executive for MPHC.
- Reporting system, data security and accessibility, and IT support.
- App functionality, adoptability and type of devices needed
- Pricing – Provide schedule of service fees.
- Languages availability, staff training requirements and number of assigned staff
- Other Value Items – Include any additional products and/or services available that vendor currently performs in their normal course of business that is not included in the scope of the solicitation that you think will enhance and add value to this contract. ( Yes this is okay to have)

### **3.5 SCORING OF PROPOSALS**

**MPHC will score all proposals on a “PASS” or “FAIL” basis.**

### **3.6 REJECTION OF PROPOSALS**

**MPHC reserves the right in its sole discretion to reject any or all proposals in whole or in part...** All proposals will be reviewed for completeness of the submission requirements. If a proposal fails to meet a material requirement of the RFP, or if it is incomplete or contains irregularities, the proposal may be rejected. A deviation is material to the extent that a proposal is not in substantial accord with RFP requirements. MPHC reserves the right to award any contract to the next most qualified firm, if the successful application does not execute a contract within 30 days of notification of award selection.

### **3.7 AFFIRMATIONS**

In order for their proposal to be considered, Respondent and its employees shall not be excluded by the U.S. Office of Inspector General (“OIG”) OIG. As this SOW will be supported, at least in part, by federal funds, MPHC will require the successful Respondent to make certain affirmations – including that neither it, nor any of its employees, are subject to exclusion by the OIG – and Respondent shall be required to inform MPHC of any such notice which will be fully outlined in the contract. Such affirmations and attestations are requirements and failure to execute shall constitute a withdrawal.

### **3.8 CONTRACTUAL DOCUMENTS**

The successful Respondent will enter into a contractual agreement with MPHC following notification of award selection, which may include a required Business Associate Agreement (“BAA”), Non-Disclosure Agreement (“NDA”) and a Master Services Agreement (MSA).

### **3.9 SUPPLIER DIVERSITY**

Mountain Park encourages supplier diversity and seeks to provide opportunities for a broad spectrum of diverse suppliers to compete for our goods and services.