

Phone Interpreting RFP

2017-2019 | Due: 8/31/2016

Neighborhood and Community Relations Department



Neighborhood and Community Relations

- **Mission:** To strengthen our city's quality of life through vigorous community participation, resident involvement in neighborhood and community organizations, and supporting clearly defined links between the City, City services, neighborhood and community organizations.
- Access and Outreach
- Enterprise Support
- Neighborhood Support

Minneapolis language services

- Language Access Plan (federal mandate)
 - Civil Rights Act of 1964
 - Executive Order 13166
- NCR manages
 - Language Access Plan
 - Interpreting and translation contracts
 - Consultation and cultural context for engagement
- Primary City languages
 - Spanish, Somali, Hmong, Oromo, Vietnamese, Lao, Amharic

Purpose of RFP

- Seeking language service vendors to provide phone interpreting services
- Services will support the City's work in relaying information, engaging, and communicating with Minneapolis' diverse communities
- Three year contract: \$200,000

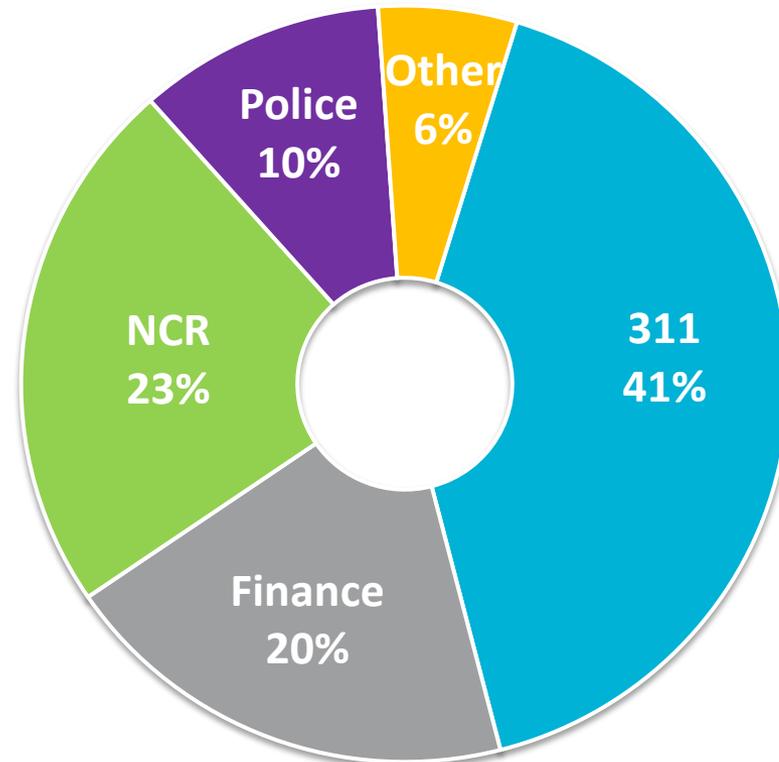
General statistics

Enterprise phone interpreting expenditure

2013	2014	2015
\$37,170	37,542	\$42,824

- Utilized by 15+ departments

Department Breakdown (2015)



Language statistics (rough est.)

2139

Spanish Calls

(311 and Finance)

183

Somali Calls

(311 and Finance)

60

Hmong Calls

(311 and Finance)

416 hours

24,984 minutes

Languages

- Amharic
- Arabic
- Bulgarian
- Cambodian
- Chinese
- Chinese Mandarin
- Farsi
- French
- Hindi
- Hmong
- Japanese
- Korean
- Lao
- Mongolian
- Oromifa
- Russian
- Somali
- Spanish
- Swahili
- Tagalog
- Tamil
- Turkish
- Vietnamese

Interpreting services

- Court certified or ability to show at least two years of professional interpreting experience
- Ability to communicate clearly and fluently in both English and the native language
- Appropriate interpreting pace

Telephone services

- Services provided 24 hours a day, 7 days a week, 365 days a year
- Efficient pre-connection protocol for interpreter response
- Live operator to properly match-up requests
- Conference-calling services

Thank you

- Send additional questions to Nick Ngo
 - E-mail: nicholas.ngo@minneapolismn.gov
- Dates:
 - 7/20/2016: Deadline for question inquiries
 - 8/31/2016: RFP Submitted by 4:00 pm