

# Request for Proposals

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**City of Minneapolis**  
**Neighborhood and Community Relations Department**

**Phone Interpreting Services in Multiple Languages**  
RFP 2016-99 Issue Date June 13, 2016

**Proposals Due by: ~~Wednesday, August 31, 2016 at 4:00pm~~**  
**Thursday, September 8, 2016 at 4:00pm**

6/13/2016

To whom it may concern:

Attached is a Request for Proposal for phone interpreting services in multiple languages. These services are needed for the language interpreting services via phone for the City of Minneapolis. Please consider submitting a proposal for providing these services if your firm meets the qualifications and is available. Please review the RFP for details.

Proposals are due by 4 pm ~~Wednesday, August 31, 2016~~ Thursday, September 8, 2016. A pre-proposal conference will be held at Crown Roller Mill Conference Room 2 on Wednesday July 13, 2016 at 1 p.m.

Thank you for your consideration.

Sincerely,

David Rubedor, Director  
Neighborhood and Community Relations Department

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# REQUEST FOR PROPOSALS FOR Phone Interpreting Services

## I. INVITATION:

The City of Minneapolis (hereinafter referred to as the City) makes this Request for Proposals (hereinafter referred to as the RFP) in order to select a qualified Firm (hereinafter referred to as the Vendor) for providing phone interpreting services in multiple languages (hereinafter called the Project). These services will support the City's work in relaying information, engaging, and communicating with non-to-limited English speaking residents and communities (Residents). The Project is generally described in the "Scope of Services" (Attachment B), contained within this RFP, including descriptions of roles, responsibilities and relationship of the Vendor, City, and other parties involved in the Project.

**II. PRE-PROPOSAL CONFERENCE:** A pre-proposal conference will be held at **1 pm. (Minneapolis Time), July 13 2016** in the Conference Room 2, 105 5<sup>th</sup> Ave South, Minneapolis, Minnesota 55401. All potential Vendors are encouraged to attend this conference.

**III. PROPOSAL DUE DATE and LOCATION:** The Vendor shall submit **ten (10) copies** of their proposals to the City of Minneapolis Procurement Office, labeled:

City of Minneapolis - Procurement  
Request for Proposals for:  
Phone Interpreting Services  
330 2<sup>nd</sup> Avenue South, Suite 552  
Minneapolis, MN 55401

The submittal shall be made at or before **4:00 P.M. (Minneapolis Time), ~~August 31, 2016~~ September 8, 2016.**

**NOTE: Late Proposals may not be accepted.** Electronic copies can be submitted by email to [RFP.Responses@minneapolismn.gov](mailto:RFP.Responses@minneapolismn.gov).

**IV. PROPOSAL FORMAT:** The Vendor shall provide the appropriate information in sufficient detail to demonstrate that the evaluation criteria has been satisfied as specified in Section V – "EVALUATION OF PROPOSALS".

To allow for easier comparison of proposals during evaluation, proposals should contain the following sections and appendices and be arranged in consecutive order.

1. Executive Summary - The Executive Summary should include a clear statement of the Vendor's understanding of the RFP including a brief summary of the Scope of Work. Include, at a minimum, an outline of the contents of the proposal, an identification of the proposed project team, a description of the responsibilities of the project team, and a summary of the proposed services.
2. Scope of Services - Describe in detail how services will be provided. Include a detailed listing and description of tasks and deliverables.

3. Experience and Capacity - Describe background and related experience demonstrating ability to provide required services. Indicate if company expansion is required to provide service.
4. References - List references from contracts similar in size and scope.
5. Personnel Listing - Show involved individuals with resumes and specific applicable experience. Sub-contractors should also be listed, including the identification of any that are certified in the City of Minneapolis Small & Underutilized Business Program.
6. Cost/Fees - Indicate proposed cost of service including a description of how costs were determined; hourly rates; direct costs and payment billing schedule; list of charges per classification of employee; cost breakdown for each year of service.
7. Company Financial Information [Proof of financial responsibility, any bankruptcy filings by the vendor, its principles and officers during the previous seven years, if deemed necessary]
8. Grant-funded Services - Include a copy of the most recent audit report and management letter if vendor receives over \$50,000 in City contracts annually and if vendor is not an individual proprietor.

**V. EVALUATION OF PROPOSALS – SELECTION OF *Vendor*.** Proposals may be reviewed by an Evaluation Panel made up of representatives of the City of Minneapolis, Department of Neighborhood and Community Relations Department and other City staff assistance as they might require. The Evaluation Panel will select a "short list" of qualified Vendors who may be formally interviewed as part of the final selection, as deemed necessary by the City. Evaluations will be based on the required criteria listed in Section IV “PROPOSAL FORMAT”, and the following:

- A. Quality, thoroughness, and clarity of proposal.
- B. Qualifications and experience of staff (includes a review of references).
- C. How well the Scope of Services offered meets department objectives.
- D. Comparative projects.
- E. Financial responsibility and capacity of company including whether or not the company, any affiliates, subsidiaries, officers or directors have filed for federal bankruptcy protection within seven years of the date of this RFP.
- F. Organization and management approach and involvement for a successful project.
- G. Small & Underutilized Business participation.
- H. Cost of services proposed.
- I. Insurance coverage as defined for the services.

A formal Presentation/Interview will be requested of the “short list” Vendor’s. Specifically, the City requests that the Vendor’s Project Manager assigned to the proposed project team lead the Presentation and that actual members of the project team (including any sub-vendors) participate in the formal presentation/interview.

The Presentation/Interview of the “short listed” Vendor’s will consist of the following elements:

1. Discussion of the Vendor’s approach to providing services for this Project based upon the Scope of Services described herein.
2. Overview of the Vendor’s experience as related to the Scope of Services, including

qualifications and experience of assigned staff.

The Evaluation Panel will schedule and arrange for the presentations.

**VI. SCHEDULE:** The following is a listing of key Proposal and Project milestones:

RFP Release	6/13/2016
Pre-Proposal Conference	7/13/2016
Questions on RFP Due by	7/20/2016
Responses to Questions posted by	7/25/2016
Proposals due by	4:00 PM on <del>8/31/2016</del> 9/8/2016
Estimated Vendor selection	9/16/2016
Estimated services start date	1/1/2017
Estimated services end date	12/31/2019

**VII. CONTRACT:** The contracting parties will be the City of Minneapolis and the Vendor selected to provide the services as described herein. The selected proposal, along with the RFP and any counter proposal will be incorporated into a formal agreement after negotiations. It is the intent of the City to award a single contract for a term of three (3) years with the option to extend the contract, on an annual basis, at the sole option of the City, for two (2) additional years.

**VIII. DEPARTMENT CONTACT/REQUESTS FOR CLARIFICATION:** The Vendor's primary interface with the City will be with the Contract Manager who will act as the City's designated representative for the Project. Prospective responders shall direct inquiries/questions *in writing only* to:

Contract Manager: Nick Ngo, Neighborhood and Community Relations Department  
105 5<sup>th</sup> Avenue South  
Minneapolis, MN  
[nicholas.ngo@minneapolismn.gov](mailto:nicholas.ngo@minneapolismn.gov)

All questions are due no later than **11:59 pm (Minneapolis Time), July 20, 2016**. Responses to the Questions will be posted by **July 25, 2016** on City's RFP website at:  
<http://www.minneapolismn.gov/finance/procurement/rfp>

The Contract Manager is the only individual who can be contacted regarding the Project before proposals are submitted. The Contract Manager cannot vary the terms of the RFP.

**IX. REJECTION OF PROPOSALS:** The City reserves the right to reject any Vendor on the basis of the proposals submitted. The City reserves the right to reject all proposals or any Vendor on the basis of the proposal submitted.

**X. ADDENDUM TO THE RFP:** If any addendum is issued for this RFP, it will be posted on the City of Minneapolis web site at:  
<http://www.minneapolismn.gov/finance/procurement/rfp>  
The City reserves the right to cancel or amend the RFP at any time.

# ATTACHMENT A

## RFP Terms & Conditions

The General Conditions are terms and conditions that the City expects all of its Consultants to meet. The Consultant agrees to be bound by these requirements unless otherwise noted in the Proposal. The Consultant may suggest alternative language to any section at the time it submits its response to this RFP. Some negotiation is possible to accommodate the Consultant's suggestions.

### 1. City's Rights

The City reserves the right to reject any or all proposals or parts of proposals, to accept part or all of proposals on the basis of considerations other than lowest cost, and to create a project of lesser or greater expense and reimbursement than described in the Request for Proposal, or the respondent's reply based on the component prices submitted.

### 2. Equal Opportunity Statement

The Consultant agrees to comply with applicable provisions of applicable federal, state and city regulations, statutes and ordinances pertaining to the civil rights and non-discrimination in the application for and employment of applicants, employees, subcontractors and suppliers of the Consultant. Among the federal, state and city statutes and ordinances to which the Consultant shall be subject under the terms of this Contract include, without limitation, Minnesota Statutes, section 181.59 and Chapter 363A, Minneapolis Code of Ordinances Chapter 139, 42 U.S.C Section 2000e, et. seq. (Title VII of the Civil Rights Act of 1964), 29 U.S.C Sections 621-624 (the Age Discrimination in Employment Act), 42 U.S.C Sections 12101-12213 (the Americans with Disability Act or ADA), 29 U.S.C Section 206(d) (the Equal Pay Act), 8 U.S.C Section 1324 (the Immigration Reform and Control Act of 1986) and all regulations and policies promulgated to enforce these laws. The Consultant shall have submitted and had an "affirmative action plan" approved by the City prior to entering into a Contract.

### 3. Insurance

Insurance secured by the Consultant shall be issued by insurance companies acceptable to the City and admitted in Minnesota. The insurance specified may be in a policy or policies of insurance, primary or excess. Such insurance shall be in force on the date of execution of the Contract and shall remain continuously in force for the duration of the Contract.

Acceptance of the insurance by the City shall not relieve, limit or decrease the liability of the Consultant. Any policy deductibles or retention shall be the responsibility of the Consultant. The Consultant shall control any special or unusual hazards and be responsible for any damages that result from those hazards. The City does not represent that the insurance requirements are sufficient to protect the Consultant's interest or provide adequate coverage. Evidence of coverage is to be provided on a current ACORD Form. A thirty (30) day written notice is required if the policy is canceled, not renewed or materially changed. The Consultant shall require any of its

subcontractors, if sub-contracting is allowable under this Contract, to comply with these provisions, or the Consultant will assume full liability of the subcontractors.

The Consultant and its subcontractors shall secure and maintain the following insurance:

- a) **Workers Compensation** insurance that meets the statutory obligations with Coverage B- Employers Liability limits of at least \$100,000 each accident, \$500,000 disease - policy limit and \$100,000 disease each employee.
- b) **Commercial General Liability** insurance with limits of at least \$2,000,000 general aggregate, \$2,000,000 products - completed operations \$2,000,000 personal and advertising injury, \$100,000 each occurrence fire damage and \$10,000 medical expense any one person. The policy shall be on an "occurrence" basis, shall include contractual liability coverage and the City shall be named an additional insured. The amount of coverage will be automatically increased if the project amount is expected to exceed \$2,000,000 or involves potentially high risk activity.
- c) **Commercial Automobile Liability** insurance covering all owned, non-owned and hired automobiles with limits of at least \$1,000,000 per accident.

#### 4. **Hold Harmless**

The Consultant will defend, indemnify and hold harmless the City and its officers and employees from all liabilities, claims, damages, costs, judgments, lawsuits and expenses, including court costs and reasonable attorney's fees regardless of the Consultant's insurance coverage, arising directly from any negligent act or omission of the Consultant, its employees, agents, by any sub-contractor or sub-consultant, and by any employees of the sub-contractors and sub-consultants of the Consultant, in the performance of work and delivery of services provided by or through this Contract or by reason of the failure of the Consultant to perform, in any respect, any of its obligations under this Contract.

The City will defend, indemnify and hold harmless the Consultant and its employees from all liabilities, claims, damages, costs, judgments, lawsuits and expenses including court costs and reasonable attorney's fees arising directly from the negligent acts and omissions of the City by reason of the failure of the City to perform its obligations under this Contract. The provisions of the Minnesota Statutes, Chapter 466 shall apply to any tort claims brought against the City as a result of this Contract.

Except as provided in the section titled Data Practices, neither party will be responsible for or be required to defend any consequential, indirect or punitive damage claims brought against the other party.

#### 5. **Subcontracting**

The Consultant shall provide written notice to the City and obtain the City's authorization to sub-contract any work or services to be provided to the City pursuant to this Contract. As required by Minnesota Statutes, Section 471.425, the Consultant shall pay all subcontractors for subcontractor's undisputed, completed work, within ten (10) days after the Consultant has received payment from the City.

#### 6. **Assignment or Transfer of Interest**

The Consultant shall not assign any interest in the Contract, and shall not transfer any interest in the same either by assignment or novation without the prior written approval of the City. The Consultant shall not subcontract any services under this Contract without prior written approval of the City Department Contract Manager designated herein.

**7. General Compliance**

The Consultant agrees to comply with all applicable Federal, State and local laws and regulations governing funds provided under the Contract.

**8. Performance Monitoring**

The City will monitor the performance of the Consultant against goals and performance standards required herein. Substandard performance as determined by the City will constitute non-compliance with this Contract. If action to correct such substandard performance is not taken by the Consultant within a reasonable period of time to cure such substantial performance after being notified by the City, Contract termination procedures will be initiated. All work submitted by Consultant shall be subject to the approval and acceptance by the City Department Contract Manager designated herein. The City Department Contract Manager designated herein shall review each portion of the work when certified as complete and submitted by the Consultant and shall inform the Consultant of any apparent deficiencies, defects, or incomplete work, at any stage of the project.

**9. Prior Uncured Defaults**

Pursuant to Section 18.115 of the City's Code of Ordinances, the City may not contract with persons or entities that have defaulted under a previous contract or agreement with the City and have failed to cure the default.

**10. Independent Consultant**

Nothing contained in this Contract is intended to, or shall be construed in any manner, as creating or establishing the relationship of employer/employee between the parties. The Consultant shall at all times remain an independent Consultant with respect to the work and/or services to be performed under this Contract. Any and all employees of Consultant or other persons engaged in the performance of any work or services required by Consultant under this Contract shall be considered employees or subcontractors of the Consultant only and not of the City; and any and all claims that might arise, including Worker's Compensation claims under the Worker's Compensation Act of the State of Minnesota or any other state, on behalf of said employees or other persons while so engaged in any of the work or services to be rendered or provided herein, shall be the sole obligation and responsibility of the Consultant.

**11. Accounting Standards**

The Consultant agrees to maintain the necessary source documentation and enforce sufficient internal controls as dictated by generally accepted accounting practices (GAAP) to properly account for expenses incurred under this Contract.

**12. Retention of Records**

The Consultant shall retain all records pertinent to expenditures incurred under this Contract in a legible form for a period of six years commencing after the later of contract close-out or resolution of all audit findings. Records for non-expendable property acquired with funds under this Contract shall be retained for six years after final disposition of such property.

### **13. Data Practices**

The Consultant agrees to comply with the Minnesota Government Data Practices Act (Minnesota Statutes, Chapter 13) and all other applicable state and federal laws relating to data privacy or confidentiality. The Consultant and any of the Consultant's sub-consultants or sub-contractors retained to provide services under this Contract shall comply with the Act and be subject to penalties for non-compliance as though they were a "governmental entity." The Consultant must immediately report to the City any requests from third parties for information relating to this Contract. The City agrees to promptly respond to inquiries from the Consultant concerning data requests. The Consultant agrees to hold the City, its officers, and employees harmless from any claims resulting from the Consultant's unlawful disclosure or use of data protected under state and federal laws.

All Proposals shall be treated as non-public information until the Proposals are opened for review by the City. At that time, the names of the responders become public data. All other data is private or non-public until the City has completed negotiating the Contract with the selected Consultant(s). At that time, the proposals and their contents become public data under the provisions of the Minnesota Government Data Practices Act, Minnesota Statutes, Chapter 13 and as such are open for public review.

### **14. Inspection of Records**

Pursuant to Minnesota Statutes, Section 16C.05, all Consultant payroll and expense records with respect to any matters covered by this Contract shall be made available to the City and the State of Minnesota, Office of the State Auditor, or their designees upon notice, at any time during normal business hours, as often as the City deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.

### **15. Living Wage Ordinance**

The Consultant may be required to comply with the "[Minneapolis Living Wage and Responsible Public Spending Ordinance](http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/convert_255695.pdf)" ([http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/convert\\_255695.pdf](http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/convert_255695.pdf)), Chapter 38 of the City's Code of Ordinances (the "Ordinance"). Unless otherwise exempt from the ordinance as provided in Section 38.40 (c), any City contract for services valued at \$100,000 or more or any City financial assistance or subsidy valued at \$100,000 or more will be subject to the Ordinance's requirement that the Consultant and its subcontractors pay their employees a "living wage" as defined and provided for in the Ordinance.

### **16. Applicable Law**

The laws of the State of Minnesota shall govern all interpretations of this Contract, and the appropriate venue and jurisdiction for any litigation which may arise hereunder will be in those

courts located within the County of Hennepin, State of Minnesota, regardless of the place of business, residence or incorporation of the Consultant.

#### **17. Conflict and Priority**

In the event that a conflict is found between provisions in this Contract, the Consultant's Proposal or the City's Request for Proposals, the provisions in the following rank order shall take precedence: 1) Contract; 2) Proposal; and last 3) Request for Proposals (only for Contracts awarded using RFP).

#### **18. Travel**

If travel by the Consultant is allowable and approved for this Contract, then Consultant travel expenses shall be reimbursed in accordance with the City's [Consultant Travel Reimbursement Conditions](http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/wcms1p-096175.pdf) (<http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/wcms1p-096175.pdf>).

#### **19. Billboard Advertising**

City Code of Ordinance 544.120, prohibits the use of City and City-derived funds to pay for billboard advertising as a part of a City project or undertaking.

#### **20. Conflict of Interest/Code of Ethics**

Pursuant to Section 15.250 of the City's Code of Ordinances, both the City and the Consultant are required to comply with the City's Code of Ethics. Chapter 15 of the Code of Ordinances requires City officials and the Consultant to avoid any situation that may give rise to a "conflict of interest." A "conflict of interest" will arise if Consultant represents any other party or other client whose interests are adverse to the interests of the City.

As it applies to the Consultant, the City's Code of Ethics will also apply to the Consultant in its role as an "interested person" since Consultant has a direct financial interest in this Agreement. The City's Code of Ethics prevents "interested persons" from giving certain gifts to employees and elected officials.

#### **21. Termination, Default and Remedies**

The City may cancel this Contract for any reason without cause upon thirty (30) days' written notice. Both the City and the Consultant may terminate this Contract upon sixty (60) days' written notice if either party fails to fulfill its obligations under the Contract in a proper and timely manner, or otherwise violates the terms of this Contract. The non-defaulting party shall have the right to terminate this Contract, if the default has not been cured after ten (10) days' written notice or such other reasonable time period to cure the default has been provided. If termination shall be without cause, the City shall pay Consultant all compensation earned to the date of termination. If the termination shall be for breach of this Contract by Consultant, the City shall pay Consultant all compensation earned prior to the date of termination minus any damages and costs incurred by the City as a result of the breach. If the Contract is canceled or terminated, all finished or unfinished documents, data, studies, surveys, maps, models, photographs, reports or other materials prepared by the Consultant under this Contract shall, at the option of the City, become the property of the

City, and the Consultant shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents or materials prior to the termination.

Notwithstanding the above, the Consultant shall not be relieved of liability to the City for damages sustained by the City as a result of any breach of this Contract by the Consultant. The City may, in such event, withhold payments due to the Consultant for the purpose of set-off until such time as the exact amount of damages due to the City is determined. The rights or remedies provided for herein shall not limit the City, in case of any default by the Consultant, from asserting any other right or remedy allowed by law, equity, or by statute. The Consultant has not waived any rights or defenses in seeking any amounts withheld by the City or any damages due the Consultant.

## **22. Ownership of Materials**

All finished or unfinished documents, data, studies, surveys, maps, models, photographs, reports or other materials resulting from this Contract shall become the property of the City upon the City's payment for and final approval of the final report or upon payment and request by the City at any time before then. The City at its own risk, may use, extend, or enlarge any document produced under this Contract without the consent, permission of, or further compensation to the Consultant.

## **23. Intellectual Property**

All Work produced by the Consultant under this Contract is classified as "work for hire" and upon payment by the City to the Consultant will be the exclusive property of the City and will be surrendered to the City immediately upon completion, expiration, or cancellation of this Contract. "Work" covered includes all reports, notes, studies, photographs, designs, drawings, specifications, materials, tapes or other media and any databases established to store or retain the Work. The Consultant may retain a copy of the work for its files in order to engage in future consultation with the City and to satisfy professional records retention standards. The Consultant represents and warrants that the Work does not and will not infringe upon any intellectual property rights of other persons or entities.

Each party acknowledges and agrees that each party is the sole and exclusive owner of all right, title, and interest in and to its services, products, software, source and object code, specifications, designs, techniques, concepts, improvements, discoveries and inventions including all intellectual property rights thereto, including without limitations any modifications, improvements, or derivative works thereof, created prior to, or independently, during the terms of this Contract. This Contract does not affect the ownership of each party's pre-existing, intellectual property. Each party further acknowledges that it acquires no rights under this Contract to the other party's pre-existing intellectual property, other than any limited right explicitly granted in this Contract.

## **24. Equal Benefits Ordinance**

Minneapolis Code of Ordinances, Section 18.200, relating to equal benefits for domestic partners, applies to each Consultant and subcontractor with 21 or more employees that enters into a "contract", as defined by the ordinance that exceeds \$100,000. The categories to which the ordinance applies are personal services; the sale or purchase of supplies, materials, equipment or the rental thereof; and the construction, alteration, repair or maintenance of personal property. The categories to which the ordinance does not apply include real property and development contracts.

Please be aware that if a “contract”, as defined by the ordinance, initially does not exceed \$100,000, but is later modified so the Contract does exceed \$100,000, the ordinance will then apply to the Contract. A complete text of the ordinance is available at:  
[http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/convert\\_261694.pdf](http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/convert_261694.pdf)

It is the Consultant’s and subcontractor’s responsibility to review and understand the requirements and applicability of this ordinance.

## **25. City Ownership and Use of Data**

The City has adopted an Open Data Policy (“Policy”). The City owns all Data Sets as part of its compliance with this Policy. Data Sets means statistical or factual information: (a) contained in structural data sets; and (b) regularly created or maintained by or on behalf of the City or a City department which supports or contributes to the delivery of services, programs, and functions. The City shall not only retain ownership of all City Data Sets, but also all information or data created through the City’s use of the software and /or software applications licensed by the Consultant (or any subcontractor of sub-consultant of the Consultant) to the City.

The City shall also retain the right to publish all data, information and Data Sets independently of this Contract with the Consultant and any of Consultant’s subcontractors or sub-consultants involved in providing the Services, using whatever means the City deems appropriate.

The City shall have the right to access all data, regardless of which party created the content and for whatever purpose it was created. The Consultant shall provide bulk extracts that meet the public release criteria for use in and within an open data solution. The Consultant shall permit and allow free access to City information and Data Sets by using a method that is automatic and repeatable. The Data Sets shall permit classification at the field level in order to exclude certain data.

## **26. Small & Underutilized Business Program (SUBP) Requirements**

The City of Minneapolis policy is to provide equal opportunities to all businesses, with an effort to redress discrimination in the City’s marketplace and in public contracting against Minority-Owned Business Enterprises (MBEs) and Women-Owned Business Enterprises (WBEs). The SUBP requirements detailed in the Minneapolis Code of Ordinances Chapter 423.50 applies to any professional or technical Service contract in excess of \$100,000. SUBP goals are set on contracts based on project scope, subcontracting opportunities and availability of qualified MBEs/WBEs.

There are no SUBP goals on this RFP. However, if there are subcontracting opportunities later identified, Consultant shall inform the Contract Manager to obtain authorization as stated under the section titled “Subcontracting” of the Terms and Conditions. Consultant shall take action to afford MBEs and WBEs full and fair opportunities to compete on this contract and resulting subcontracts. To locate certified MBEs and WBEs under the Minnesota Uniform Certification Program (MnUCP), please visit <http://mnucp.metc.state.mn.us/> or contact [contractcompliance@minneapolismn.gov](mailto:contractcompliance@minneapolismn.gov).

# ATTACHMENT B

## SCOPE OF SERVICES

It is the intent of this document to outline a general description of the Project, the extent of services required, and the relationship of this Project to other work, and the agencies or other parties that will interact with the Vendor. The contents of this document are considered representative of the Project as a whole, but are by no means conclusive.

### General Description

Vendors perform telephone interpreting services (in multiple languages) upon request by City staff. Vendors must be culturally competent and have an understanding of the multiple linguistic structures. Language skills have to be capable of taking complex and technical information, simplifying it to common speech.

### Minimum Qualifications

#### Phone Interpreters

A successful proposal for interpreting services must, at minimum, have the following qualifications:

- Court certified or ability to indicate proven professional interpreting experience of at least two years;
- Be over 18 years of age;
- Demonstrate fluency and comprehension of English and native languages;
- Received documented professional training in interpreting work; and
- Be matched to situations according to the interpreter's years of experience, language skills, as well as gender and culture when these factors are essential to facilitating effective service delivery.

#### Telephone Services:

- Minimal to immediate response and connection to interpreters;
- Conference-calling services and capabilities for interpreted calls; and
- Vendor provides a list and rates of available languages for interpreting services. Additionally, identify the time frames and languages of which interpreter may not be available for the work.

### Performance Measures

The expected results are effective and timely interpreting services of approximately 45,000 minutes per year. Schedule constraints include 24x7x365 availability for these services.

#### Interpreting Services

- Appropriate interpreting pace for both parties to follow and interact;
- Ability to actively and accurately verbally interpret between English and native-language on-the-spot;
- Maintain consistency of content;
- Capable of communicating information to non-subject matter audiences;
- Avoid word-for-word and "literal" translation;
- Knowledge of local communities' terminology, idiomatic expressions and culture; and
- Finished product should be clear, precise and the language constructed for identified target audience.

## Languages Offered

The successful Proposer must be able to provide ‘qualified’ interpreters 24 hours a day, 7 days a week, 365 days a year according to the following:

- Interpreters should be available, on an as needed basis, for interpretation of at least 200 languages nationwide by phone. Proposals should list all languages offered;
- Proposer must be able to adjust interpreter pools according to changes in population and needs; and
- At a minimum, your firm must be able to provide interpreters for Minneapolis’s top six languages (Spanish, Hmong, Somali, Laotian, Oromo, Vietnamese).

## Telephonic Interpretation

Proposals should include call connection protocol, which must, at a minimum, provide telephonic interpretation 24 hours a day, 7 days a week, 365 days a year and include the following at a minimum:

- Caller dials a toll free number;
- Call is received by a live operator;
- The operator stays on the line to ensure that the proper interpreter match is made (i.e. interpreter speaks correct language);
- ‘Connect time’ is the duration between when the call is first verified by the successful Proposer as placed by City of Minneapolis to when the call is connected to the interpreter who speaks the language of the limited English proficient customer/client;
- Billing to start only after interpreter is placed in contact with the personnel requesting interpretation;
- Average connect time for calls across all languages should be an average of 30 seconds; and
- Describe your approach to provide Minneapolis’ employees with both their Limited English Speaker and Interpreter on the line prior to the time the 311 operator answers the phone.

## Recruitment and Training

Vendor includes information on training, assessment, and ongoing performance monitoring process. This is to demonstrate which interpreters maintain accurate and clear messaging at all times, and avoid omission or embellishment of the source message; and

Demonstrate interpreters have the ability to anticipate and recognize misunderstandings arising from the differing cultural assumptions and expectations, or regional language differences and dialects, and that interpreters have training to respond to such issues appropriately, including criteria for recusal.

## Administrative Deliverables

### Monitoring Quality of Services

On a quarterly basis, Vendors undergo an evaluation to ensure delivery of phone interpreting services meet the outlined performance measures. Vendors provide NCR and designated parties with quarterly reports at no further cost in conjunction with invoicing, indicating services provided for that quarter. Reports should include, at a minimum, the language of the service provided; the name of the requesting court; the length of the proceeding or service provided, and the credentials and/or certifications of the interpreter provided.

### Management and Supervision

In addition to an account liaison, a customer service representative must be provided to support operational, procedural, billing, training, and general support issues. The account liaison, a customer service representative, and/or predetermined members of the support team must be directly accessible to the City of Minneapolis representative during normal business hours (7 am – 7 pm).

### Detailed Billing Statements

Proposals should include a description of the customization available for billing statements. Billing for telephonic interpretation is to be on a per-call basis, with a minimum increment of one (1) minute, without fees or charges. At a minimum, telephonic billing statements should include (but not be limited to) the following:

- List of individual calls showing
- Call type (emergency or non-emergency)
- City Department represented
- Operator identification number or distinct call number
- Interpreter identification number (not necessary if there is a distinct call number)
- Language requested
  - Date
  - Time
  - Duration
  - Amount billed
  - Caller identification number
  - Caller location
  - Connect time
  - Call outcome (hang up or interpretation provided)
  - Summary of total calls/appointments showing

### Detailed reporting

Proposals should include a detailed description of available reporting City of Minneapolis can request or access via email or the internet. Reporting should be available whenever requested by designated personnel at City of Minneapolis. At a minimum, customizable reports should be able to show, by company, by location and by language:

- Breakdown of languages requested by department & for the city as a whole & sent to a 311 representatives & Neighborhood & Community Relations representative to be assigned at the time of contract signing.

- Calls per language
- Average length of call
- Time of day when majority of calls are received
- Average cost of call
- Average connect time of calls
- Total number of hang ups/unfilled requests