

STATE OF ALABAMA
DEPARTMENT OF MENTAL HEALTH
RSA UNION BUILDING
100 N. UNION STREET
POST OFFICE BOX 301410
MONTGOMERY, ALABAMA 36130-1410
www.mh.alabama.gov

March 7, 2024

Dear Vendor:

The Alabama Department of Mental Health (ADMH) is soliciting proposals from qualified firms and/or individuals to provide **Interpreting and/or Computer Assisted Real Time Captioning (CART)** services. **This RFP is opened until further notice.**

The submission of a proposal does not guarantee the award of a contract. Any contract resulting from the proposal is not effective until it has received all required governmental approvals and signatures. In addition, the selected vendor shall not begin performing work under this contract until notified to do so by the departmental contracting agent.

When submitting a proposal, please read the entire RFP document and return your proposal in the requested format. All proposals should be submitted in ink or typed and contain an original signature. Submissions should be delivered to:

AL Department of Mental Health
Office of Contracts & Purchasing
100 North Union Street, Suite 570
Montgomery, AL 36104

MAILING NOTE:

Proposals may be sent via Regular US Postal Service (USPS) Mail, Express/Overnight USPS Mail, commercial delivery service such as FedEx or UPS, or hand delivered. Emailed or faxed responses are **not** accepted. Also, please note: All US Postal mail, including express/overnight mail that is dispatched to any State agency is processed thru the State mail facility before it is forwarded to the appropriate State agency, thus delaying its arrival to the department.

Sincerely,

Leola Rogers

Leola Rogers
Office of Contracts & Purchasing



Organization: ALABAMA DEPARTMENT OF MENTAL HEALTH (ADMH)

RFP Closing Date & Time: **This RFP is opened until further notice.**
Emailed or faxed responses are not accepted.

RFP Contact Info: Leola Rogers
ADMH
Office of Contracts & Purchasing
RSA Union Building
100 North Union Street, Suite 570
Montgomery, AL 36104
Telephone Number (334) 353-7440
Email: leola.rogers@mh.alabama.gov

MAILING NOTE:

Proposals may be sent via Regular US Postal Service (USPS) Mail, Express/Overnight USPS Mail, commercial delivery service such as FedEx or UPS, or hand delivered. Emailed or faxed responses are **not** accepted. Also, please note: All US Postal mail, including express/overnight mail that is dispatched to any State agency is processed thru the State mail facility before it is forwarded to the appropriate State agency, thus delaying its arrival to the department.

ADDITIONAL INFORMATION

1. Who **may** respond to this RFP? Interpreting agencies and Individuals.
 2. Who **may not** respond to this RFP? Employees of ADMH and current State employees.
 3. In order to transact business in the State of Alabama all businesses domestic and foreign must be registered with the Alabama Secretary of State Office. (Domestic means within the State of Alabama. Foreign means out-of-state.) Website: www.sos.alabama.gov
 4. If contracted with the State of Alabama, all vendors must enroll and actively participate in E-Verify. Website: <https://www.e-verify.gov/>
 5. ALL vendor payments are processed thru the State of Alabama Accounting and Resource System (STAARS). All vendors must register with STAARS Vendor Self Service. Website: <https://procurement.staars.alabama.gov/webapp/PRDVSS1X1/AltSelfService>
 6. The ADMH reserves the right to reject any and all proposals if RFP instructions are not adhered to, such as: received after deadline (see mailing note), requested # of submissions not received.
 7. **Protest** (Effective 10/1/2022): A bona fide prospective bidder or offeror who is aggrieved in connection with the solicitation of a contract may protest to ADMH Director of Purchasing **within 14 days of the date of issuance** of the solicitation or any amendment to it, if the amendment is at issue.
- (2)a. Except as provided in paragraph b., a bona fide actual bidder or offeror who is aggrieved in connection with the intended award or award of a contract may protest to ADMH Director of Purchasing **within 14 days of the date the award or notification of intent to award**, whichever is earlier, is posted in accordance with this article.

b. A matter that could have been raised under subdivision (1) as a protest of the solicitation may not be raised as a protest of the award or intended award of a contract.

(3) A protest filed under subdivision (1) or (2) shall be in writing, be filed with ADMH, and set forth the grounds of the protest and the relief requested with enough particularity to give notice of the issues to be decided.

(b) ADMH, or his or her designee, may settle and resolve the protest of a bona fide actual or prospective bidder or offeror concerning the solicitation or award of a contract in accordance with rules adopted under this article.

(c) If the protest is not resolved by mutual agreement **within 10 days after** the protest is filed, ADMH shall commence an administrative review of the protest and issue a decision in writing within 14 days of the review.

(d) A copy of the decision under subsection (c) shall be mailed or otherwise furnished immediately to the protestor and any other party intervening.

(e) A decision under subsection (c) shall be final and conclusive, unless fraudulent, or a party adversely affected by the decision appeals administratively to the Director of Finance in accordance with Section 41-4-164.

(f) In the event of a timely protest under subsection (a) or an appeal under Section 41-4-164, the state may not proceed further with the solicitation or with the award of the contract until five days after notice of the final decision is provided to the protestor, except that solicitation or award of a protested contract is not stayed if ADMH, after consultation with the head of the using agency or the head of a purchasing agency, makes a written determination that the solicitation or award of the contract without further delay is necessary to protect the best interests of the state.

8. **Records Request:** ADMH recognizes and supports the public's right to inspect/request copies of public records in accordance with State law. Many public records and resources are available on the ADMH website: www.mh.alabama.gov for review. Please view the website prior to submitting a request for records as your request may be satisfied by the information contained therein.

RFP Submissions: Two (2)—1 original and 1 copy.

Submit RFP Responses To:

AL Department of Mental Health
Office of Contracts & Purchasing
RSA Union Building
100 N. Union Street, Suite 570
Montgomery, AL 36104

The Alabama Department of Mental Health (ADMH) is soliciting proposals from qualified firms and/or individuals to provide **Interpreting** and/or **CART Services** in the State of Alabama.

SECTION I

Required qualifications:

1. Individuals may meet any of the required qualifications listed in Exhibit DS-I (See attached). The level of certification must be identified in the proposal.

The contractor will provide the following services:

1. Interpreters/CART providers will convey messages between Deaf and/or Hard of Hearing, staff, consumers or other individuals/agencies and hearing staff, consumers, or other individual/agencies through interpreting, transliteration, cued speech, CART, or other language modalities as contracted by the AL Department of Mental Health.
2. Interpreters/CART providers will submit invoices based on certification and instructions as outlined in Exhibit DS-II (See attached).

SECTION II

A. Proposal Content

Instructions must be followed or responses will not be graded.

Each proposal is to contain specific responses to each of the following requests and respondents are encouraged to respond fully to each inquiry, but to be as concise as possible. Submit the response to each item with the item reproduced at the top of the page of the response.

1. Submit a cover letter summarizing your proposal. Limit the cover letter to no more than one page.
2. Attach the Vendor Contact Page.
3. A Table of Contents of the submitted information. All pages should be numbered consecutively beginning with **number 1** after the cover letter.
4. Attach vendor information to include:
 - Include previous experience.
 - Include knowledge of Interpreter/CART services, special training, or any other information pertaining to the respondent's abilities to provide the scope of work for this RFP.
5. Based on fee schedule enclosed, a copy of each pertinent certification must be attached to the proposal.
6. Submit one (1) original and one (1) copy of your entire proposal.
7. Proposals must be clearly marked **Interpreter/CART Services for ADMH. Proposals will be received until further notice.**

The Department of Mental Health assumes no responsibility for expenses incurred in the preparation of the proposal and reserves the right to reject any and all proposals. Additionally, ADMH reserves the right

to waive irregularities in any proposals and request clarification of any information and negotiate with the firm and/or individual submitting the best proposal to secure more favorable conditions.

B. Evaluation Process

ADMH will examine each proposal submitted and may elect to conduct interviews with finalists.

C. Selection Criteria

Selection shall be based on factors to be developed by the procuring state entity, which may include among others, the following:

1. Specialized expertise, capabilities, and technical competence, as demonstrated by the proposed approach and methodology to meet project requirements.
2. Resources available to perform the work, including any specialized services within the specified time limits for the project.
3. Record of past performance, quality of work, ability to meet schedules, cost control and contract administration.
4. Availability to and familiarity with the project locale.
5. Proposed project management techniques.
6. Ability and proven history in handling special project contracts.

D. Evaluation Criteria

Proposals will be evaluated based on their responsiveness to the items contained in the content section of this Request for Proposal. It is expected to review and rate responses according to the following ways:

1. Experience, stability and reputation –35%
2. Understanding of and responsiveness to the Request for Proposal – 25%
3. Expertise and knowledge of interpreter services – 40%

SECTION III

ADMH reserves the right, at its sole discretion, to adjust this RFP as it deems necessary. Notification of any adjustment to the RFP shall be posted on ADMH website at www.mh.alabama.gov for review.

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VENDOR CONTACT PAGE

Legal Name	
Street Address	
City, State & Zip Code	
Contact Person	
<u>Contact Phone</u> Email	

NOTE: Attach this page after the cover letter.

EXHIBIT DS-1

Fee Schedule for Interpreting Services (Hourly) Effective October 1, 2023

Nationally Certified Interpreter holding QMHI-Supervisor <i>Holding national certification as defined in (1)</i>	\$75
Nationally Certified Interpreter holding QMHI <i>Holding national certification as defined in (1)</i>	\$65
Nationally Certified Interpreter completed MHIT Practicum <i>Holding national certification as defined in (1)</i>	\$55
Nationally Certified Interpreter with MHIT Training <i>Holding national certifications as defined in (1)</i>	\$50
Nationally Certified Interpreter <i>Holding national certifications as defined in (1)</i>	\$40
<i>(1) Acceptable RID generalist certifications including CI, CT, OTC, IC, TC, CSC, RSC, NIC, NIC-Advanced, NIC-Master, CDI, BEI Advanced or Master, NAD 4/5, or certifications deemed equivalent by the Office of Deaf Services.</i>	
Certified/Credentialed (other categories) <i>(NAD 3, BEI Basic, EIPA 4.0 or above or other certifications deemed appropriate by Office of Deaf Services)</i>	\$35
Permitted Interpreter or Interpreters with the following credentials <i>(Below NAD 3, below EIPA 4.0 or other certifications deemed appropriate by Office of Deaf Services)</i>	\$30 ⁽²⁾
<i>(2) Permitted Interpreters may only be utilized with pre-approval by the Office of Deaf Services in situations where the service provision would be appropriate, a more qualified individual is not available, the appointment cannot be rescheduled, and all parties are willing to accept the interpreting product.</i>	
Deaf Blind Interpreting <i>An additional \$5 per hour may be added to any payment category for Deaf-Blind interpreting. Defined as interpreting which requires tactile or tracked interpreting.</i>	\$5
Trilingual Interpreting <i>Interpreters with trilingual credentials who are activity providing interpreting in which English, Sign Language/CART, and a third language in an appointment are permitted to charge an additional \$5 an hour.</i>	\$5
Visual Gestural Communication Specialist	\$25
Support Service Provider (SSP)	\$25
SLPI Interviewer (per interview)	\$25
SLPI Evaluator (per evaluation)	\$35
Video Remote Interpreting (Agencies) <i>(Per Minute, no portal or mileage charges, annual \$100 setup fee after first assignment)</i>	\$3.50 per minute

DMH Video Remote Interpreting (Individuals) <i>(Per Hour, no portal or mileage charges)</i>	current hourly rate
DMH Video Remote Interpreting On-Call (Individuals) <i>(Per Hour, no portal or mileage charges)</i>	\$10
Certified C-Print (or equivalent) Captionist	\$25
Certified C-Print (or equivalent) Captionist/Interpreter ⁽³⁾ <i>(3)Nationally Certified Interpreters will be paid at the appropriate Interpreter Rate</i>	
Real-time Captionist, CART	\$130
Sign Fluent Therapist \$40.00 ⁽⁴⁾ <i>(4)Sign Fluent Therapist providing direct therapy, not utilizing additional interpreting support services (Sign Fluent is defined as maintaining an Advanced or higher Sign Language Proficiency Interview (SLPI) score, nationally certified interpreter or equivalent as defined by the Office of Deaf Services.)</i>	
Sign Fluent Therapist (Psychologist/Psychiatrist) <i>(5) Sign Fluent Therapist providing direct therapy, not utilizing additional interpreting support services (Sign Fluent is defined as maintaining an Advanced or higher Sign Language Proficiency Interview (SLPI) score, nationally certified interpreter or equivalent as defined by the Office of Deaf Services.)</i> <i>(6) Other payer options should be explored as a primary payer prior to invoice submission.</i> <i>(8) Requires pre-approval from the State Director, Office of Deaf Services or State Coordinator, Interpreting, Office of Deaf Services.</i>	\$175.00 ^{(5) (6) (8)}
Portal <i>(7) 1/2 of the Appropriate Hourly Rate Based on qualifying certification and training.</i>	1/2 Hourly Rate ⁽⁷⁾
Interpreter Referral Agency <i>May add an additional \$5 per hour above the interpreter's rate, when agency is an interpreter referral agency and sub-contracting work.</i>	\$5
Out of State Interpreter <i>May add an additional annual fee upon the completion of the first interpreting job with ADMH to cover in-state licensing set up fee.</i>	Current State Rate
MHIT Attendance <i>All categories not already mentioned who have completed 40 hours of training at MHIT are permitted to charge an additional \$5 an hour.</i>	\$5
Per Diem (Overnight) <i>(8) Requires pre-approval from the State Director, Office of Deaf Services or State Coordinator, Interpreting, Office of Deaf Services</i>	Current State Rate ⁽⁸⁾
Mileage	Current State Rate

**DEFINITIONS
Acronyms Used**

BEI - A/M	Board for Evaluation of Interpreters – Advanced/Master
CART	Computer Assisted Real Time Captioning
CDI	Certified Deaf Interpreter
CI	Certificate of Interpretation
CSC	Comprehensive Skills Certificate
CT	Certificate of Transliteration
IC	Interpretation Certificate
II	Interpreter Institute
MHIT	Mental Health Interpreter Training
NAD	National Association of the Deaf
NIC	National Interpreter Certification
OTC	Oral Transliteration Certification
QMHI	Qualified Mental Health Interpreter
QMHI-S	Qualified Mental Health Interpreter-Supervisor
RID	Registry of Interpreters for the Deaf
RSC	Reverse Skills Certificate
SLPI	Sign Language Proficiency Interview
SSP	Support Service Provider
TC	Transliteration Certificate
VGCS	Visual Gestural Communication Specialist

EXHIBIT DS-II
Alabama Department of Mental Health
Office of Deaf Services

Interpreter Services Invoicing Procedures

To assure that ADMH is using fiscal resources in the most effective manner when providing interpretive services to Deaf or Hard of Hearing clients and/or staff.

General Guidelines

Invoices must be submitted in a timely manner from the date of service delivery to the State of Alabama Department of Mental Health through submission of the appropriate payment voucher to the Regional Interpreter in the appropriate area of service provision. End of the fiscal year invoices must be received before the cut-off date of the 13th accounting month. ADMH fiscal year runs October 1 – September 30.

Payment will only be provided for services that have been pre-approved for payment by the Regional Interpreter Coordinators or by the Office of Deaf Services.

Invoices from the service provider should include the following information:

- Date of service provision
- Number of hours
- Interpreting Rate (according to DMH fee schedule)
- Portal Rate (if applicable and must be itemized separately from the interpreter rate.)
- Name of Interpreter
- Name of Client or Client Number
- Mileage and Mileage Rate
- Total

Incomplete invoices will result in a delay or denial of payment.

All interpreting services will be provided by qualified individuals eligible to work as interpreters according to Alabama Licensure Law.

Time should be charged in 15-minute increments.

Interpreters are reimbursed one-hour minimum for assignments.

In addition to the hourly rate, interpreters should be reimbursed mileage according to the current state rate.

Portal reimbursement will not be paid except in cases where mileage is beyond a 30-mile radius from the provider's base (defined as their home, unless otherwise noted). In cases where travel extends beyond a 30-mile radius, the interpreter will be paid one-half of their normal hourly rate, as defined in Exhibit DS-I. Time should be charged in 15-minute increments.

In the case of "No-shows" assignments or assignments cancelled with less than 24 hours' notice, Interpreters may invoice per agreement, actual mileage traveled, actual portal traveled, and the time allotted the assignment as provided up to the amounts listed in the Fee Schedule.

Updated 3/7/2024