

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

January 20, 2026

Dear Vendor:

The Alabama Department of Mental Health (ADMH) is soliciting proposals to provide **Interpreting and/or Computer Assisted Real Time Captioning (CART)** services. Request for Proposals (RFP) will be **accepted 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.

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 by the closing date and time. 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. By using the USPS, you assume the risk of delayed 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: ADMH
Office of Contracts & Purchasing
RSA Union Building
100 North Union Street, Suite 570
Montgomery, AL 36104
Telephone Number (334) 353-7440

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 by the closing date and time. 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. By using the USPS, you assume the risk of delayed 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. **Multiple awards may be made.**
7. **Protest...Filing of Protests; Resolution; Administrative Review.**

(a)(1) A bona fide prospective bidder or offeror who is aggrieved in connection with the solicitation of a contract may file a notice of intent to protest with the Chief Procurement Officer within five (5) calendar days after the date the solicitation is issued, or after the date any amendment to the solicitation is issued if the amendment is at issue. After filing a notice of intent to protest, the bona fide prospective bidder or offeror shall have seven (7) calendar days to submit a formal written protest.

(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 the award of a contract may file a notice of intent to protest with the Chief Procurement Officer within five (5) calendar days after the date of the award or the date of

the notice of intent to award, whichever is earlier, is posted in accordance with this article. After filing a notice of intent to protest, the bona fide actual bidder or offeror shall have seven (7) calendar days to submit a formal written protest. The Chief Procurement Officer may award the contract at issue if he or she does not receive the notice of intent to protest within the five-day period.

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 notice of intent to protest filed under subdivision (1) or (2) shall be in writing, filed with the Chief Procurement Officer, state the intent to protest, and state the grounds of the protest and the relief requested with enough particularity to give notice of the issues to be decided.

(b) The Chief Procurement Officer 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, the Chief Procurement Officer shall commence an administrative review of the protest and issue a decision in writing within 14 days after the review.

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

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

(f)(1) Except as provided in subdivision (2), 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 protester.

(2) Notwithstanding subdivision (1), a solicitation or award of a protested contract may proceed without delay if the Chief Procurement Officer, 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. Anyone seeking copies of records and/or information from ADMH must complete a records request form. The form is located on ADMH website at www.mh.alabama.gov for review and completion.

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

Regular mail	Courier
AL Department of Mental Health Office of Contracts & Purchasing RSA Union Building PO Box 301410 Montgomery, AL 36130	AL Department of Mental Health Office of Contracts & Purchasing RSA Union Building 100 N. Union St., Suite 570 Montgomery, AL 36104

Request for Proposal Standard Terms and Conditions

1. Authority

Division 4 of the Department of Finance Administrative Code (Chapters 355-4-1 through 355-4-6), effective October 1, 2022, is incorporated by reference and made a part of this document. To view the relevant provisions of the Administrative Code, visit our website <https://purchasing.alabama.gov/>

2. Prohibited Contacts; Inquiries regarding this RFP

From the Release Date of this Request for Proposal (hereafter referred to as RFP) until a contract is awarded, parties that intend to submit, or have submitted, a Proposal are prohibited from communicating with any members of the Soliciting Party's Team for this transaction who may be identified herein or after the Release Date, or other employees or representatives of the Soliciting Party regarding this RFP or the underlying transaction except the designated contact(s).

3. Nonresponsive Proposals

Any Proposal that does not satisfy requirements of the RFP may be deemed non-responsive and may be disregarded without evaluation. Supplemental information, including information necessary to clarify a proposal, may be required from any Proposer.

4. Changes to RFP; Changes to Schedule

The Soliciting Party reserves the right to change or interpret the RFP prior to the Proposal Due Date. Changes will be communicated to those parties receiving the RFP who have not informed the Soliciting Party's designated contact that a Proposal will not be submitted. Changes to the deadline or other scheduled events may be made by the Soliciting Party as it deems to be in its best interest.

5. Expenses of Proposal

A Proposer will not be reimbursed for any expenses incurred in preparation of a proposal.

6. Rejection of Proposals

The State reserves the right to reject any and all proposals and cancel this Request if, in its sole discretion, it deems such action to be in its best interest.

7. The Final Terms of the Engagement

Issuance of this RFP in no way constitutes a commitment by the State to award a contract. The final terms of engagement for the service provider will be set out in a contract which will be effective upon its acceptance by the State as evidenced by the signature thereon of its authorized representative. Provisions of this RFP and the accepted Proposal may be incorporated into the terms of the engagement should the State so dictate. Notice is hereby given that there are certain terms standard to commercial contracts in private sector use which the State is prevented by law or policy from accepting, including indemnification and holding harmless a party to a contract or third parties, consent to choice of law and venue other than the State of Alabama, methods of dispute resolution other than negotiation and mediation, waivers of subrogation and other rights against third parties, agreement to pay attorney's fees

and expenses of litigation, and some provisions limiting damages payable by a vendor, including those limiting damages to the cost of goods or services.

8. Choice of Law; Venue

This Contract will be governed by laws of the State of Alabama and the sole venue for litigation and alternative dispute resolution activities will be the City of Montgomery in the State of Alabama. No other court shall have jurisdiction.

9. Not to Constitute a Debt of the State

The terms and commitments contained in the solicitation, or any contract resulting from this solicitation, shall not constitute a debt of the State of Alabama, the incurring of which is prohibited by Section 213 of the Official Recompilation of the Constitution of Alabama, 1901, as amended.

10. Proration

Any provision of a contract resulting from this bid to the contrary notwithstanding, in the event of failure of the State to make payment hereunder as a result of partial unavailability, at the time such payment is due of such sufficient revenues of the State to make such payment (proration of appropriated funds for the State having been declared by the governor pursuant to Section 41-4-90 of the Code of Alabama 1975), the supplier shall have the option, in addition to the other remedies of the contract, of renegotiating the contract (extending or changing payment terms or amounts) or terminating the contract.

11. Non-appropriation of funds

Section 41-4-144(c) of the Code of Alabama 1975 states: “(c) When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal period, the contract shall be cancelled, and the supplier shall be reimbursed for the reasonable value of any non- recurring costs incurred but not amortized in the price of the supplies or services delivered under the contract. The cost of cancellation may be paid from any appropriations available for that purpose.”

12. Dispute Resolution

In the event of any dispute between the parties arising from this solicitation and any agreement with a dispute involving the payment of money, supplier’s sole remedy is the filing of a claim with the Board of Adjustment of the State of Alabama. For any and all other disputes arising under the terms of this contract which are not resolved by negotiation, the parties agree to utilize appropriate forms of non-binding alternative dispute resolution including, but not limited to, mediation. Such dispute resolution shall occur in Montgomery, Alabama, utilizing where appropriate, mediators selected from the roster of mediators maintained by the Center for Dispute Resolution of the Alabama State Bar Association.

13. No Indemnification

Supplier acknowledges and agrees that, under the terms of this solicitation and agreements relating to purchases or leases resulting therefrom, the State is prohibited from indemnifying the supplier. The State does not agree to and will not indemnify the supplier for any reason.

The State of Alabama does not release or waive, expressly or implied, the State of Alabama's right to assert sovereign immunity or any other affirmative defense right it may have under law. The State of Alabama shall control the defense and settlement of any legal proceeding on behalf of the State, including the selection of attorneys.

14. Conflict of Law

If any provision of this solicitation and any subsequent award shall contravene any statute or Constitutional provision or amendment, either now in effect or which may, during the course of this agreement, be enacted, then that conflicting provision shall be deemed null and void.

15. Internet Website Links

Internet and/or website links **will not** be accepted in RFP responses as a means to supply any requirements stated in this solicitation.

16. Solicitation Responses and Results

The complete bid file will be made available for review as provided by (or as outlined) in Section 41-4-115 of the Code of Alabama 1975 and Rule 355-4-1-.04 of the Department of Finance Administrative Code.

17. Exception to Terms and Conditions

Suppliers may place any qualifications, exceptions, conditions, reservations, limitations, or substitutions in their bid or proposal concerning the contract terms and conditions. However, the State is not obligated to accept any changes to the published terms and conditions of the solicitation.

18. Confidentiality

Procurement information is a public record to the extent provided by state law and shall be available to the public. Section 41-4-115 of the Code of Alabama 1975 defines what is exempt from disclosure. Additional rules are included in Rules 355-4-1-.03(4) and 355-4-1-.04 of the Alabama Department of Finance Administrative Code.

19. Click Wrap

The State of Alabama acknowledges that additional terms between the supplier and the State or third-party terms may apply but does not agree to be bound by them unless provided for review and separately agreed to in writing by an authorized official of the State of Alabama. If the purchase or use of the supplies or services provided utilizes a computer interface, no State of Alabama end user shall be deemed to have agreed to any clause by virtue of it appearing in an "I agree" click box or other comparable mechanism ("click-wrap" or "browse-wrap"); rather the terms and conditions, such as End User License Agreements, may only be accepted by inclusion in an agreement and signature by an authorized official of the State of Alabama. If the terms and conditions or any other third-party terms and conditions are invoked through click wrap, execution by any unauthorized individual shall not bind the end user or the State of Alabama to such clause. Any clause which requires the State of Alabama to indemnify another party or clause which assigns jurisdiction to any state other than Alabama which is contained in such click-wrap is deemed to be stricken from the terms and conditions unless expressly agreed in writing and under the signature of an authorized individual.

20. Debarment and Suspension

Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any governmental department or agency. If supplier cannot certify this statement, supplier must attach a written explanation for review by the Chief Procurement Officer.

21. Merit System Exclusion

It is understood and agreed that supplier is an independent supplier and as such all services rendered by supplier and its agents and employees thereof shall be as an independent supplier and not as an employee, Merit or otherwise, of the State of Alabama, and supplier or its agents and employees thereof shall not be entitled to or receive Merit System benefits.

22. Severability

In the event any provision of this solicitation or resulting contract shall not be enforceable, the remaining provisions shall continue in full force and effect.

23. Volume of Business

Except as otherwise stated in this solicitation, the State of Alabama cannot and does not guarantee any volume of business.

24. Legislative Contract Review Committee

Personal and professional services contracts with the State may be subject to review by the Contract Review Permanent Legislative Oversight Committee in accordance with Section 29-2-40, et seq. of the Code of Alabama 1975. The vendor is required to be knowledgeable of the provisions of that statute and the rules of the committee. These rules can be found at <https://alison.legislature.state.al.us/contract-review>. If a contract resulting from this RFP is to be submitted for review the service provider must provide the forms and documentation required for that process.

By submitting a response, I hereby affirm the following:

I acknowledge receipt of the solicitation and all amendments (new rounds). I have read the solicitation and agree to provide each item or service offered. I will comply with all terms and conditions contained within this solicitation. I have not been in any agreement of collusion among bidders in restraint of freedom of competition by agreement to bid or to refrain from bidding. I further certify that I am not barred from bidding or entering into a contract and acknowledge that the State may declare the contract void if this certification is false.

The Alabama Department of Mental Health, hereinafter, referred to as ADMH, was established by Alabama Acts 1965, No. 881, section 22-50-2. Its purpose is to provide for the diagnosis, treatment, rehabilitation, follow up care, prevention and research into causes of all forms of mental or emotional illness, which includes alcoholism, drug addiction, epilepsy, and intellectual/developmental disability. ADMH has the statutory authority to supervise, coordinate, and establish standards for all operations and activities of the state related to mental health and the provision of mental health services.

The ADMH is soliciting proposals from qualified firms and/or individuals to provide **Interpreting** and/or **CART services** in the State of Alabama. **Multiple awards may be made.**

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.

Scope of Work:

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 **ADMH Interpreter/CART Services. Proposals accepted until further notice.**

Your entire proposal must be received at the following address.

Regular mail	Courier
AL Department of Mental Health Office of Contracts & Purchasing RSA Union Building PO Box 301410 Montgomery, AL 36130	AL Department of Mental Health Office of Contracts & Purchasing RSA Union Building 100 N. Union St., Suite 570 Montgomery, AL 36104

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 that the review committee will 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 the requested service – 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.

The RFP is posted on ADMH website at www.mh.alabama.gov for review.

Regular mail

AL Department of Mental Health
Office of Contracts & Purchasing
RSA Union Building
PO Box 301410
Montgomery, AL 36130

Courier

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

RFP CONTACT

Create your agency contact page with the requested information below and attach it after the cover letter.

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

EXHIBIT DS-I
Fee Schedule for Interpreting Services (Hourly)
Effective October 1, 2025

• 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
(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.	
• 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)
(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.	
• 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/Evaluator (per SLPI)	\$30
• Video Remote Interpreting (Agencies) <i>(Per Minute, no portal or mileage charges, annual \$100 setup fee after first assignment)</i>	\$3.50 per minute
• ADMH Video Remote Interpreting (Individuals) <i>(Per Hour, no portal or mileage charges)</i>	current hourly rate
• ADMH 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)	
(3) Nationally Certified Interpreters will be paid at the appropriate Interpreter Rate	
• Real-time Captionist, CART	\$130
• Sign Fluent Therapist	\$40 (4)
(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.)	

<ul style="list-style-type: none"> • Sign Fluent Therapist (Psychologist/Psychiatrist) <p>(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.)</p> <p>(6) Other payer options should be explored as a primary payer prior to invoice submission.</p> <p>(8) Requires pre-approval from the State Director, Office of Deaf Services or State Coordinator, Interpreting, Office of Deaf Services.</p>	\$175 (5) (6) (8)
<ul style="list-style-type: none"> • Portal <p>(7) ½ of the Appropriate Hourly Rate Based on qualifying certification and training.</p>	½ Hourly rate (7)
<ul style="list-style-type: none"> • Interpreter Referral Agency <p>May add an additional \$5 per hour above the interpreter's rate, when agency is an interpreter referral agency and sub-contracting work.</p>	\$5
<ul style="list-style-type: none"> • Out of State Interpreter <p>May add an additional annual fee upon the completion of the first interpreting job with ADMH to reimburse in-state interpreter licensing fee.</p>	Current State Rate
<ul style="list-style-type: none"> • MHIT Attendance <p>All categories not already mentioned who have completed 40 hours of training at MHIT are permitted to charge an additional \$5 an hour.</p>	\$5
<ul style="list-style-type: none"> • Per Diem (Overnight) <p>(8) Requires pre-approval from the State Director, Office of Deaf Services or State Coordinator, Interpreting, Office of Deaf Services</p>	Current State Rate (8)
<ul style="list-style-type: none"> • Mileage 	Current State Rate

DEFINITIONS and Acronyms Used

BEI	Board for Evaluation of Interpreters
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
Interpreter Services Invoicing Procedures
ADMH Office of Deaf Services

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 Communication Access team member who requested the 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 Communication Access Team or State Interpreter Coordinator with 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 ADMH fee schedule)
- Portal Rate (if applicable. Must be itemized separately from the interpreter rate.)
- Name of Interpreter. Name must match name as indicated in STAARS.
- State vendor number.
- Name of Client or Client Number
- Mileage and Mileage Rate
- Total

Incomplete or inaccurate 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.

Interpreters are reimbursed one-hour minimum for assignments. Additional time should be charged in 15-minute increments.

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 single day "no-show" 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. Multi-day assignments which are cancelled less than 24 hours' notice or have a no-show event will be paid for the first full day of time scheduled, actual mileage traveled, and actual portal traveled.

Revised January 2026