

5. SECTION B - SCOPE OF SERVICES:

5.1. Background

Montgomery County contains 491 square miles (or 317,000 acres) of land area. The County population was 1,052,521 as of July 2023, consisting of 41.4 percent White (non-Hispanic) and 58.6 percent cultural minorities. About 32.7 percent of the population is foreign-born. The purpose of this Request for Proposal is to enter into a contract with a qualified firm for the provision of telephone language interpretation services in accordance with the terms and conditions of this Request for Proposal for non-English speaking residents and visitors to Montgomery County who need County Services. Services required are for round the clock coverage, 24 hours a day, seven days a week, 365 days a year telephone language interpretation services primarily for the County's public-safety answering point (PSAP) emergency 9-1-1 center, however, services will also be required on an "as needed" basis for other County agencies.

Note: The terms "Offeror" or "Contractor" are used interchangeably in this solicitation and refer to the successful entity selected for Contract award.

5.2. Intent

It is the County's intent to enter into a contract with a qualified offeror to provide voice, foreign language interpretation services, enabling the County's PSAP and multiple County departments to maintain a high level of quality service to residents and visitors to Montgomery County who are unable to communicate effectively in English to facilitate communications in their interactions with Montgomery County, Maryland. There is no guarantee of any specific amount or volume of services to be provided or of any specific amount of funds to be encumbered under any contract resulting from this Solicitation.

The Offeror and all individuals providing language services must be free of all obligations and interests which conflict with the best interest of the code of ethics developed by the Montgomery County Government.

5.3. Scope of Services/Specifications/Work Statement

1. The Offeror must provide high quality language interpretation primarily for the County's public-safety answering point (PSAP) emergency 9-1-1 center, however, services will also be required on an "as needed" basis for other County agencies. This includes 24/7/365 services in the Required Languages as shown in the table below and in any new or emerging languages, by prompt recruitment to employ language speakers when a new or emerging language need is identified by the County using department. Services must be available via direct-dial telephone access and must be answered within ten (10) seconds or less for Public Safety. Because Public Safety emergency services will utilize the contracted services, operators specifically trained to handle 9-1-1 emergency dialog are required. Contractor must provide a live operator to resolve problems such as connection issues or scheduling issues immediately when necessary. Services should be built out in a fault tolerant manner so that service interruptions do not occur.

Required Languages:

Spanish	Mandarin	Amharic	Russian	French	Brazilian Portuguese	Vietnamese
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Korean	Farsi (Persian)	Arabic	Cantonese	Haitian Creole	Bengali	Dari (Afghanistan)
Pashto (Afghanistan)	Hindi	Tigrigna (Eritrea)	Swahili	Thai	Urdu	Punjabi
Nepali	Japanese	Portuguese	Romanian	Tagalog	Oromo (Ethiopia)	Cambodian
Kinya/Rwanda	Ewe	Sinhala	Burmese	Bulgarian	French Creole	Polish
Filipino	Persian	Lao	Gujarati	Mongolian	Turkish	Indonesian
Greek	Sudanese Arabic	Uzbek	Ethiopian	Ukrainian	Somali	Kurdish
Italian	Yoruba	Khmer	Armenian	Sango	Albanian	Twi
Kirundi	Mandinka	Luganda	Hebrew	Tamil	German	Telugu
Fante	Wolof	Karenni/Kayah	Edo	Tibetan	Afghan	Taishanese
Cape Verdean	Sylheti	Garre	Taiwanese	Karen	Sichuan/ Szechuan	Dutch
Fulani	French Cajun	Nigerian Pidgin	Eritrean	Hmong	Mam	Bambara
Igbo	Ga	Kurdish (Sorani)	Ashanti	Swedish	Shanghainese	Ilocano
Kanjobal	Hausa	Kurdish (Badini)	Slovak	Luo	Hokkien	Georgian
Latvian	Neapolitan	Malay	Egyptian Arabic	Pohnpeian	Krio	Fukienese
Jakartanese	Nuer	Kunama	Mixteco	Malayalam	Malinke	Lingala
Montenegrin	Chin (Hakha)	Navajo	Yiddish	Pothohari	Chimwiini	Marshallese
Croatian	Chimwiini	Malay	Turkmen	Soninke (Sarahuleh)	Jula	Kongo
Czech	Mien	Sindhi	Moroccan Arabic	Jamaican English	Bikol	Moldovan
Tongan	Creole Patois	Foochow	Serbo- Croatian	Catalan	Maay Maay	Belarusian
Zarma	Rohingya	Kachchi	Macedonian	Kurdish (Kurmanji)	French Creole	Visayan
Hungarian	Serbian	Ga				

2. The Offeror must provide confidential language interpretation services for individuals who cannot speak, read, write or understand the English language at a level that permits them to interact effectively. Services to these individuals must be available twenty-four (24) hours per day, seven days a week, and 365 days a year. The proposal must include a plan for providing for telephone interpreter services twenty-four (24) hours per day, seven days a week, and 365 days a year. All proposals to this Request for Proposal must include a description of how the offeror plans to provide interpreter services and a list of the languages that the offeror can provide.
3. An Offeror must have adequately trained staff in the areas of public safety and medical terminologies. These skills are required and must be fully described in the response.
4. An Offeror must describe any plans or strategies planned to accommodate the text to 9-1-1 translation services with Next Generation 9-1-1 systems.
5. An Offeror must provide evidence:
  - that interpreters are adequately trained;
  - of its fault tolerant and redundant infrastructure to ensure continuous operations 24/7/365;
  - of its continuity of operations plan;
  - of its specific workflow for PSAP direct dial 9-1-1 emergency calls;
  - of Interpreters who have specialty or subject matter expertise, such as medical interpreting, or any other specialty interpretation skills;
  - of producing on-line reports and access to Montgomery County Departments to establish unique identifying numbers for various departments, for usage data, cost data, wait time, language, talk time. The Offeror must further have the ability to create separate access/account codes for tracking purposes, for multiple offices within Montgomery County Departments (i.e. separating 9-1-1 from police patrol, and fire patrol, multiple access codes for various programs throughout the county);
  - of all languages the Offeror offers interpretation;
  - of all languages the Offeror does not provide language interpretation;
  - of the numbers of interpreters for each language; and
  - of the ability to provide interpretation for the “Required Languages.”
6. The Offeror must have the technical ability to direct dial, connect via operator assist, and establish three-way conference calls without creating an extra charge for three-way initiated conference calls.
7. The Offeror must have the ability to meet the diversity of languages in the County, including new and emerging languages, by immediate recruitment of language speakers when a need is identified by the County's using department.
8. The Offeror must have the ability to automatically prioritize incoming calls placing PSAP 9-1-1 calls at the top of the pending queue for service, followed by field police officers, fire fighters and EMTs. The Offeror must guarantee an average answer time for PSAP 9-1-1 calls of 10 seconds or less.
9. The Offeror must have an established complaint process and procedure that includes a clear path of filing complaints and a path to resolutions and remedies
10. The Offeror must provide, at no extra cost, adequate training materials, as approved by the County related to the contracted services so that using departments can utilize them to provide training to County staff regarding the phone interpretation service. The Offeror must assign an account relationship manager to be the point person working with the County using departments to resolve service, training, or billing issues through the life of the contract. The proposal must include all costs for services and clearly specify the rates for each of

the proposed services. The Offeror will offer the same County rate to County's Contracted partner organizations.

11. The Offeror must provide video remote interpretation services, to allow the County to serve clients with limited English proficiency who require service delivery via telemedicine and/or telehealth.

#### 5.4. Contractor's Qualifications

Contractor must have a minimum of 3 years of previous documented experience providing for language interpretation services for governmental agencies, including emergency 9-1-1 calls of similar call volumes approaching 10,000 minutes/month and 1,500 calls/month. Contractor must provide a minimum of three (3) references from similar governmental entities using the Contractor's services. Contractor staff must be experienced in providing the specified scope of services. The contractor must have all relevant certifications required to provide the specified scope of services. The proposal must include interpreter's levels of experience and knowledge as well as any certification requirements interpreter must maintain.

#### 5.5. Contractor's Responsibility

Contractor must provide for staffing to be responsive to calls for translation services as described in this RFP.

A account relationship manager must be designated to handle billing, service, and support inquiries. Contractor must be responsive within 48 hours to billing and performance inquiries.

The Contractor must, without cost to the County, comply with any and all applicable County, State and Federal Laws, codes, regulations, procedures or policies in connection with the services called for in this Request for Proposal.

#### 5.6. County's Responsibility

The County will promptly notify Contractor in writing via email of any discrepancies in agreed upon call times or invoice issues.

#### 5.7. Reports/Deliverables

- Contractor must make available a reporting system allowing the County to participate in audits of service and expenditures.
- Ad-hoc reports must be available for usage and performance of users, interpreters, call type, duration, costs by various categories.
- Historical reports must be available for time period covered by the contract.
- The Contractor must furnish a monthly report to the approving department with the monthly invoice detailing services rendered for the previous month no later than the 15th of the month.

### 6. SECTION C - PERFORMANCE PERIOD

#### 6.1. TERM

The effective date of this Contract begins upon signature by the Director, Office of Procurement and ends after a one-year period. Contractor must perform all work in accordance with time periods stated in the Scope of Services. Before this term for performance ends, the Director at his/her sole option may (but is not required to) renew the term. Contractor's satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew this term two (2) times for one year each.