

<b>ATTACHMENT D: BIDDER RESPONSE FORM</b> This form is broken into Seven sections: Section 1. Administrative Response; Section 2. EO 18-03 Response; Section 3. Washington Small Business; Section 4. Certified Washington Veteran-owned Business; Section 5. Management Response; Section 6. Technical Response; and Section 7. Quotation/Cost Proposal. Bidders must respond to all questions in the order and in the expandable space provided. If a question requires Bidder to submit additional documents, please attach them to this document and label them clearly as part of your response to this Attachment D.		
<b>1</b>	<b>BIDDER INFORMATION (ADMINISTRATIVE RESPONSE)</b> Bidder's response to the questions in this Section 1, combined with the information provided in Bidder's Submittal Letter and Certifications and Assurances, comprise Bidder's Administrative Response to this Solicitation. While the Administrative Response is not given a number score, the information provided as part of Bidder's Administrative Response may cause the Bid to be disqualified and may be considered in evaluating Bidder's qualifications and experience.	<b>MAXIMUM TOTAL POINTS</b>
a	Please indicate whether you employ or Contract with current or former state employees. If the answer is yes, provide the following information with respect to each individual: 1. name of employee or contractor; 2. the individual's employment history with the State of Washington; 3. a description of the Individual's involvement with the response to this Solicitation; and 4. the Individual's proposed role in providing the services under this any Contract that may be awarded.	NOT SCORED
	ANSWER: No	
b	Please list the names and contact information of three individuals you agree may serve as Bidder references and may freely provide information to DSHS regarding the reference's experience and impressions of Bidder. In providing these names, Bidder represents that it shall hold both DSHS and the organizations and individuals providing a reference harmless from and against any and all liability for seeking and providing such reference.	NOT SCORED
	ANSWER: 1. Berle Ross / Sign Language Interpreter Contracts and Resources, Office of the Deaf and Hard of Hearing (360) 339-4559 / <a href="mailto:berle.ross@dshs.wa.gov">berle.ross@dshs.wa.gov</a> 2. Kathleen To / System Manager, Linguistic Services, Swedish Health Services (206) 386-3019 / <a href="mailto:kathleen.to@swedish.org">kathleen.to@swedish.org</a> 3. Elsie Rodriguez-Paz / Interpreter Services Program Manager, Quality Assurance, Providence St. Joseph's Health and Services (360) 486-6769	
c	Please indicate whether your Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation.	NOT SCORED
	ANSWER: No	

d	<p>Please indicate whether you are requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A. If so, state the page of Attachment A on which the text you request to change is found, and state the specific changes you are requesting. DSHS shall be under no obligation to agree to any requested changes, and will not consider changes to contract language or negotiate any new language not identified in response to this question.</p>	NOT SCORED
	<p>ANSWER:          Page 29, Section 2.b.ii</p> <p>Original: The name and contact information of the Interpreter who will be providing the in-person Critical Event Interpretation Services. Contact information includes the Interpreter’s telephone number, cell phone number, Business Address and email address.</p> <p>Specific Change Request: The name and contact information of the Interpreter who will be providing the in-person Critical Event Interpretation Services. Contact information includes the Interpreter’s telephone number, cell phone number, <del>Business Address</del> and email address.</p> <p>Reasoning behind suggestion: UniversalLanguage must obtain permission from each interpreter before we are able to provide any of their personal info such as phone numbers, email address or Business Address. The interpreter’s Business Address will likely be their home address and some interpreters may be concerned about allowing us to provide it, limiting their ability to accept these interpreter requests. If it is important to provide this piece of information, we are happy to work with interpreters regarding the matter.</p>	
e	<p>If Bidder considers any information that is submitted as part of its Response to be proprietary, please identify the numbered pages of Bidder’s Response containing such information and place the word “Proprietary” in the lower right-hand corner of each of these identified pages.</p>	NOT SCORED
	<p>ANSWER:          Pages 10, 12, 13, 14 and 15.</p>	
f	<p>Please indicate whether you have had a contract terminated for cause or default within the past five (5) years. If so, please provide the terminating party’s name, address and telephone number and provide a summary describing the alleged deficiencies in Bidder’s performance, whether and how these alleged deficiencies were remedied and any other information pertinent to Bidder’s position on the matter. “Termination for Cause” refers to any notice to Bidder to stop performance due</p>	NOT SCORED

	to Bidder’s asserted nonperformance or poor performance and the issue was either (a) not litigated; (b) litigated with a resulting determination in favor of the other party; or (c) is the subject of pending litigation.	
	ANSWER: No, UniversalLanguage has had no contracts terminated for cause or default within the past five (5) years.	
g	Please identify any prior contracts Bidder has entered into with the State of Washington within the past ten (10) years and identify the dates and nature of the contract and primary agency contact for each.	NOT SCORED
	<p>ANSWER:</p> <p><b>Washington State Healthcare Authority</b>                      Contract No. K2474, Spoken Language Interpreter Services, In-Person (2018 – Present)                      Regions: All Counties in WA, Border Cities in OR and ID                      Primary Contact: Monique Anderson, HCA Interpreter Services Program Specialist, <a href="mailto:monique.anderson@hca.wa.gov">monique.anderson@hca.wa.gov</a></p> <p>Contract No. K4724, Spoken Language Interpreter Services, OPI and VRI (2022 - Present)                      Primary Contact: Oscar Ochoa, HCA Interpreter Services Program Specialist, <a href="mailto:oscar.ochoa@hca.wa.gov">oscar.ochoa@hca.wa.gov</a>                      Regions: All Counties in WA, Border Cities in OR and ID</p> <p><b>Washington State Office of the Deaf &amp; Hard of Hearing</b>                      Contract No. 1548-29879, Sign Language Interpreter Services, In-Person (2014-2020)                      Contract No. 02120, Sign Language Interpreter Services, In-Person &amp; Video Remote (2020-Present)                      Regions: All Counties in WA                      Primary Contact: Berle Ross / Sign Language Interpreter Contracts and Resources, Office of the Deaf and Hard of Hearing, <a href="mailto:berle.ross@dshs.wa.gov">berle.ross@dshs.wa.gov</a></p> <p><b>Washington State Department Enterprise Services</b>                      Contract No. 18222, Spoken Language Interpreter Services, In-person, OPI and VRI (2023- Present)                      Contract No. 03116, Transcription and Captioning Services – CART (2023-Present)                      Contract No. 03514, Interpreter Services, Spoken: Court-Certified, Non Court-Certified; Department of Social and Health Services and Purchasing Cooperative Members (2015-2023)                      Regions: All Counties in WA                      Primary Contact for Contract No.’s 18222, 03116 and 03514: <a href="mailto:DESLanguageAccess@des.wa.gov">DESLanguageAccess@des.wa.gov</a> (no specific contact person)</p>	
h	Please indicate whether Bidder has been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation. If the answer	NOT SCORED

	is yes, please list the nature of the allegations, docket number, disposition and date (if applicable) and Bidder’s explanation of how it has changed its practices or operations relative to any alleged deficiencies since that proceeding was filed.	
	ANSWER: No, UniversalLanguage has not been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services UniversalLanguage proposes to provide pursuant to this Competitive Solicitation.	
i	Please describe your proposed plans for the use of Subcontractors in performing this Contract, listing each Subcontractor, its proposed role, and the estimated percentage of the Contract that will be performed by each Subcontractor. Please indicate whether each Subcontractor self-identifies or is certified as a Washington small business, a minority-owned business, a woman-owned business, a disadvantaged business enterprise, or a veteran-owned business. If the answer is yes, please identify the type of organization(s) and provide details of any certifications. Note that all Subcontractors must be approved by DSHS.	NOT SCORED
	ANSWER: No, UniversalLanguage does not plan on using Subcontractors for this Contract.	
J	Please describe any programs, policies or activities of your organization that support human health and environmental sustainability in your business practices. If a program, policy or activity is specifically applicable to this Contract, please indicate so.	NOT SCORED
	ANSWER: UniversalLanguage supports human health an environmental sustainability in the following areas:  <b>Remote Interpreting Services:</b> By offering remote interpreting services such as Over-the-Phone Interpretation (OPI) and Video Remote Interpretation (VRI), we reduce the need for interpreters to travel to physical locations, thereby minimizing carbon emissions from transportation and promoting public health by reducing exposure to infectious diseases.  <b>Telecommuting and Flexible Work Arrangements:</b> We encourage telecommuting and flexible work arrangements for staff members whenever feasible to reduce commuting-related emissions and promote work-life balance. Any staff who live near one of our physical offices are welcome to work exclusively in the office, exclusively at home, or a hybrid of both.  <b>Green Office Practices:</b> Our offices practice energy conservation, waste reduction, and recycling. Staff are encouraged to minimize paper usage, recycle waste materials, and conserve energy by turning off lights and electronic devices when not in	

	<p>use. Interpreters are encouraged to upload copies of their Work Statements and any required documents into our portal opposed to printing and mailing them.</p> <p><b>Health and Wellness Info and Challenges:</b> We offer monthly health and wellness ideas for staff members to promote physical and mental well-being including health tips, awareness of special programs and challenges that promote healthy work-life balance.</p>	
k	<p>Please write the region or regions your firm can provide services, and if necessary, please list any counties where your firm is unable to provide coverage.</p> <p>Region 1 – <i>Counties:</i> Klickitat, Yakima, Kittitas, Chelan, Okanogan, Douglas, Grant, Benton, Franklin, Walla Walla, Columbia, Garfield, Asotin, Adams, Whitman, Spokane, Lincoln, Ferry, Stevens, Pend Oreille</p> <p>Region 2 – <i>Counties:</i> Whatcom, Skagit, Snohomish, King</p> <p>Region 3 – <i>Counties:</i> Clallam, Jefferson, Grays Harbor, Mason, Kitsap, Pierce, Thurston, Pacific, Lewis, Wahkiakum, Cowlitz, Clark, Skamania</p>	NOT SCORED
	<p>ANSWER          UniversalLanguage can provide services in all counties of Regions 1, 2 and 3.</p>	
j	<p>As a separate attachment, please provide your firm’s internal protocol for investigating and reporting an alleged violation by an Interpreter of RID’s Code of Professional Conduct.</p>	NOT SCORED
	<p><i>PROVIDED AS SEPARATE ATTACHMENT – Attachment title: “WeCare – Sign Language – RID COC Violation Protocol”</i></p>	
<b>2</b>	<b>BIDDER EO 18-03 CERTIFICATION</b>	MAXIMUM TOTAL POINTS
EO	<p>Are your employees required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver?</p> <p><b>Please Note:</b> Points for this question will be awarded to bidders who respond that they do not require these clauses and waivers. If you certify here that your employees are NOT required to sign these clauses and waivers as a condition of employment, and you are the successful Bidder, a term will be added to your Contract certifying this response and requiring notification to DSHS if you later require your employees to agree to these clauses or waivers during the term of the Contract.</p>	<b>5</b>
	ANSWER:	


	No, UniversalLanguage employees are not required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver.	
<b>3</b>	<b>BIDDER CERTIFICATION – WASHINGTON SMALL BUSINESS</b>	<b>MAXIMUM TOTAL POINTS</b>
	<p>Are you a Washington Small Business as defined under <b>RCW 39.26.010</b>?</p> <p>According to <b>Chapter 39.26.010 RCW</b>, to qualify as a Washington Small Business, Bidder must meet three requirements:</p> <ul style="list-style-type: none"> <li>a. <i>Location.</i> Bidder’s principal office/place of business must be located in and identified as being in the State of Washington. A principal office or principal place of business is a firm’s headquarters where business decisions are made and the location for the firm’s books and records as well as the firm’s senior management personnel.</li> <li>b. <i>Size.</i> Bidder must be owned and operated independently from all other businesses and have either: (a) fifty (50) or fewer employees; or (b) gross revenue of less than seven million dollars (\$7,000,000) annually as reported on Bidder’s federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years.</li> <li>c. <i>WEBS Certification.</i> Bidder must have certified its Washington Small Business status in Washington’s Electronic Business Solution (<a href="#">WEBS</a>).</li> </ul>	<b>5</b>
	ANSWER: No	
<b>4</b>	<b>BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS</b>	<b>MAXIMUM TOTAL POINTS</b>
	<p>Are you a Certified Washington Veteran-Owned Business as defined under <b>RCW 43.60A.190</b>?</p> <p>According to <b>Chapter 43.60A.190 RCW</b>, to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet four requirements:</p> <ul style="list-style-type: none"> <li>a. <i>51% Ownership.</i> Bidder must be at least fifty-one percent (51%) owned and controlled by:             <ul style="list-style-type: none"> <li>1. <i>A veteran is defined as every person who at the time he or she seeks certification has received a discharge with an honorable characterization or received a discharge for medical reasons with an honorable record, where applicable, and who has served in at least one of the capacities listed in RCW 41.04.007;</i></li> </ul> </li> </ul>	<b>5</b>

	<p>2. A person who is in receipt of disability compensation or pension from the Department of Veteran’s Affairs; or</p> <p>3. An active or reserve member in any branch of the armed forces of the United States, including the national guard, coast guard, and armed forces reserves.</p> <p>b. Washington Incorporation/Location. Bidder must be <u>either</u> an entity that is incorporated in the state of Washington as a Washington domestic corporation <u>or, if not incorporated,</u> an entity whose principal place of business is located within the State of Washington.</p> <p>c. WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington’s Electronic Business Solution (<a href="#">WEBS</a>).</p> <p>d. WDVA Certification. Bidder must have provided certification documentation to the Washington Department of Veterans’ Affairs (WDVA) and be certified by WDVA and listed as such on WDVA’s website (<a href="#">WDVA – Veteran-Owned Businesses</a>).</p>	
ANSWER:	No	

<b>5</b>	<b>BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)</b>	<b>MAXIMUM TOTAL POINTS</b>
<b>MANDATORY EXPERIENCE AND QUALIFICATIONS</b>		<b>Pass/Fail</b>
<b>A</b>	Does your firm possess a Washington State business license; or able to obtain one within 30 calendar days of being awarded a new contract?	<b>PASS/FAIL</b>
	ANSWER: UniversalLanguage possesses a Washington State business license	
<b>B</b>	Does your firm subcontract with an existing pool of qualified ASL interpreters registered with ODHH?	<b>PASS/FAIL</b>
	ANSWER: Yes	
<b>C</b>	Is your firm headquartered in the State of Washington?	<b>PASS/FAIL</b>
	ANSWER: Yes	
<b>DESIRED EXPERIENCE AND QUALIFICATIONS</b>		<b>MAXIMUM TOTAL POINTS</b>
<b>A</b>	Please describe your experience, skills, and qualifications that demonstrate your ability to satisfy this solicitation’s Contract. Please include any relevant experience coordinating ASL interpreters that makes your business uniquely qualified for the Contract.	<b>15</b>
	ANSWER:  UniversalLanguage has administered sign language interpretation contracts and provided interpreter referral services in Medical, Social and Legal Service settings since 1997, becoming the preferred vendor for thousands of organizations across many industries like Healthcare, Government, Legal, Education, Insurance and more. Our Sign Language Coordination team processes over 3000 in-person sign language interpretation requests annually and specializes in connecting Deaf, Deafblind, Hard of Hearing, Late Deafened, and Deaf Disabled individuals with interpreters who best match their unique needs.  Our history of administrating and providing onsite interpreter referral services WA State started in January 1999 with DSHS Contract No. 15398, and statewide Contract No. 13000 thereafter. Beginning January 2003, UniversalLanguage managed onsite Interpreter referral services for DSHS Medical and Social appointments via brokerage contracts, statewide. Since entering our first DES contract in 2010, UniversalLanguage has been chosen by hundreds of WA State Purchasing Cooperative Members as their #1 preferred Interpreter referral services vendor statewide. Beginning July 1st, 2018, UniversalLanguage was contracted as the sole vendor by WA State, Health	



<p>Care Authority to facilitate Onsite Spoken and Sign Language Interpreter Services in accordance with its authority under chapters 39.26 and 41.05 RCW.</p> <p>UniversalLanguage has become an industry leader and one of the biggest language referral vendors in WA State, operating a Contact Center that operates 24/7/365 for our Interpreters, Purchasers and their staff, and the Clients in need of interpretation services. Superior equipment, technological infrastructure, offices, data centers and a persistent commitment to great customer service has allowed our business and team to grow continuously throughout the nearly 3 decades that UniversalLanguage has been in business.</p> <p>UniversalLanguage is very proud to provide our proprietary, HIPAA compliant, and user-friendly web-based scheduling platform to Purchasers since it was launched in January of 2015. Although we accept requests from Purchasers via phone, email, and fax – our state-of-the-art web-based platform allows Purchasers to login securely and input, edit and cancel appointments. Our highly customized, intuitive, and user-friendly interface is currently used by thousands of Washington State Purchasers who login to input, view, reschedule and/or cancel appointments. We receive regular feedback from our many satisfied Purchasers that they greatly appreciate the convenience and flexibility of our web-based platform, having real-time status of all interpreter requests and our diligent and continued guidance, which are complemented by helpful user guides.</p> <p>We would like to underscore our two decades’ relationship with the State of Washington Administrations via providing Face-to-Face Interpreter Referral Services for the Medical Assistance Administration (MAA), Health and Recovery Services Administration (HRSA), Department of Social and Health Services (DSHS), Department of Enterprise Services (DES), Office of the Deaf and Hard of Hearing (ODHH) and Department of Corrections.</p> <p>Our company has been, and remains independently funded and free of debt, claims, and lawsuits, demonstrating long-term financial stability and every indication of continued growth. Our financial stability enables us to make significant investments in operations and technology to develop and improve our infrastructure. Superior equipment, technology, offices, data center, and a persistent commitment to great customer service has allowed our business and team to grow continuously for 25+ years that UniversalLanguage has been in business.</p> <p>As a full-service language resource, we are a place where our customers can turn for help. In the workplace, we value honesty, diversity, integrity, and equal opportunity for everyone. Our team members have different ethnic, religious, and political backgrounds, and we are all united to serve our community and our customers.</p>	
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B	<p>Please provide the number of ASL interpreters registered with ODHH who you currently subcontract with; and, if you are a successful Bidder, will use to provide services under the Contract.</p> <p><b>(NOTE: The Bidder with the highest number of interpreters will receive the maximum allowable points. Bidders with a lower number of interpreters will receive proportionately fewer points based on the highest number as follows: lower number/higher number * available points = total points awarded).</b></p>	20
	<p>ANSWER:</p> <p>42</p>	
C	<p>Please describe how you determine interpreters' skills for various kinds of appointments, so the interpreters meet the clients' communication style to promote effective communication in critical situations.</p>	30
	<p>ANSWER:</p> <p>UniversalLanguage employs a full-time Sign Coordinator, who reviews each new sign language request we receive. The Sign Coordinator verifies all information needed to successfully match an Interpreter with the Client has been provided, including the</p>  <p>Client's communication preferences as well as the nature of the appointment (e.g. physical therapy, dental care). Our scheduling platform allows each interpreter request to indicate the specific mode of communication needed (see image below), and this allows our system to automatically filter requests so only interpreters who provide the specified mode are offered the request.</p> <p>Should additional information be needed to successfully match an Interpreter to a Client, the Sign Coordinator contacts the Requester to obtain the missing information.</p> <p>Interpreters are then assigned based on their specific expertise and experience as it relates to the Client's situation. The Sign Coordinator assesses which Interpreter(s) should be offered a particular request based on the following guidelines:</p>	<p style="text-align: right; border: 1px solid red; padding: 2px;">Proprietary</p>

Nature of Appointment:

- Routine - Eye Exam, Lab Work
- Physical Therapy, Audiological (hearing exam), Dental Care

NAD	RID	NIC
Level V	SC:L, MCSC	Master, Advanced
Level IV	CSC, CI & CT, RSC, CDI, CLIP-R	Certified
Level III	OIC:C, OTC, IC, TC, IC & TC, CI, CT	

Nature of Appointment:

- Routine - Physical, Hospital Admission, Neurological
- Counseling - Mental Health, Doctor, Diagnostic Interviews, Alcoholics Anonymous, Substance Abuse
- Classes - Childbirth, Planned Parenthood
- Therapy - Chemotherapy, Chiropractic, Ontological

NAD	RID	NIC
Level V	SC:L, MCSC	Master, Advanced
Level IV	CSC, CI & CT, RSC, CDI, CLIP-R	
	OIC:C, OTC	

Nature of Appointment:

- Emergency Room, Minor Surgery, Abortion, Extensive Eye Exam
- Major Surgery
- Psychiatric Counseling, Evaluation

NAD	RID	NIC
Level V	SC:L, MCSC	Master
	CSC, CI/CT, RSC, CDI, CLIP-R	
	OIC:C	

UniversalLanguage’s scheduling platform has been custom-tailored to aid in matching Sign Language Interpreters appropriately for each request received through a series of filters that can be customized based on each Interpreter’s experience as well as the certifications that are most appropriate for the type of appointments a Purchaser typically has.

Example of Purchaser Qualifications that may be applied to a Purchaser’s account (may be adjusted as needed at any time):

Qualification Record	Type ↑
<a href="#">RID: SC:L</a>	Sign Certification
<a href="#">RID: MCSC</a>	Sign Certification
<a href="#">RID: CSC</a>	Sign Certification
<a href="#">RID: CI and CT</a>	Sign Certification
<a href="#">RID: RSC</a>	Sign Certification
<a href="#">RID: CDI</a>	Sign Certification
<a href="#">RID: CLIP-R</a>	Sign Certification
<a href="#">RID: IC</a>	Sign Certification
<a href="#">RID: TC</a>	Sign Certification
<a href="#">RID: CI</a>	Sign Certification
<a href="#">RID: CT</a>	Sign Certification
<a href="#">RID: OIC:C</a>	Sign Certification
<a href="#">RID: OTC</a>	Sign Certification
<a href="#">NAD: Level V</a>	Sign Certification
<a href="#">NAD: Level IV</a>	Sign Certification
<a href="#">NAD: Level III</a>	Sign Certification
<a href="#">NIC: Master</a>	Sign Certification
<a href="#">NIC: Advanced</a>	Sign Certification
<a href="#">NIC: Certified</a>	Sign Certification

Proprietary

Example of Interpreter Qualifications that may be listed on an Interpreter’s profile in order to filter/track their certifications, eligibility for accepting work under a specific contract and help appropriately match them to appointments:

Qualification Record	Language †	Issue Date	Expiration Date	Active	Number
ODHH	Sign	7/1/2017	6/30/2020	✓	
RID: CI and CT	Sign	2/24/1992		✓	CI/CT
RID: SC:L	Sign	6/16/2008		✓	SC:L

Example of Interpreter Preferences, which are saved on each Interpreter’s profile in order to filter/track the industries and settings they have experience interpreting in as well as availability and service area:

**Preferences**

<b>Availability</b>	Days; Evenings; Nights; Weekend Days; Weekend Nights; Holidays	<b>Pro-Choice</b>	Yes
<b>Availability Comments</b>	NA 4/7-4/15; NA Su 5-10pm	<b>Industry</b>	Medical / Healthcare; Behavioral Health; Rehabilitation, Drug and Alcohol; Rehabilitation, Vocational; Protective Services, Adult and Children; Socio-Economic Benefits; Employment; Business, General; Education; Other
<b>Type</b>	In-Person	<b>Setting</b>	One-on-One; Small Group; Conference
<b>Travel Area from Home (Miles)</b>	30	<b>Mode of Communication</b>	Simultaneous

D Please describe how you will consistently acquire updated interpreter schedules. Include and describe in detail your scheduling and booking process or system that enables you to respond to and book interpretation services, and how you will maintain uninterrupted service.

**30**

ANSWER:

UniversalLanguage’s scheduling platform is uniquely designed with accommodations for last-minute appointments built-in, as well as appointments scheduled for the distant future. As soon as a sign language request has been entered into the platform, it is reviewed by the Sign Coordinator to verify all information has been included, and the request is available for Interpreters to accept online. The request will only be viewable by Interpreters who have met the qualifications specified in the Contract and any other communication needs / preferences specific to the Client. The scheduling platform also sends email and text alerts automatically to Interpreters so they receive notification about new requests and can accept / reject it immediately. Having the ability to simultaneously alert all qualified Interpreters about new interpreter requests allows us to secure available Interpreters quickly and follow up with Requesters regarding the status of their Interpreter request promptly. Our Sign Coordinator also contacts Interpreters manually if an Interpreter does not reject a particular interpreter request electronically.

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Having a dedicated Sign Coordinator actively monitoring hard to fill interpreter requests increases our ability to find Interpreters for these requests. The Sign Coordinator is familiar with Interpreters who typically accept last minute requests, what areas they tend to work in, how far they will travel and their willingness to rearrange their schedule in order to assist. For example, some Interpreters are willing to travel well beyond their typical service area if multiple appointments are available, or if they are made aware that a Consumer is struggling to be seen due to lack of an Interpreter. The Sign Coordinator is also able to work with Requesters and Interpreters to see when all parties are available in order to make sure the Client can receive the services they need, if there is any flexibility with the scheduled date / time.

Interpreters are able to login to their portal and self-manage their availability preferences by updating the “Availability” and “Availability Comments” fields seen in the image below:

<b>Preferences</b>	
Availability	Days; Evenings; Nights; Weekend Days; Weekend Nights; Holidays
Availability Comments	NA 4/7-4/15; NA Su 5-10pm
Pro-Choice	Yes
Industry	Medical / Healthcare; Behavioral Health; Rehabilitation, Drug and Alcohol; Rehabilitation, Vocational; Protective Services, Adult and Children; Socio-Economic Benefits; Employment; Business, General; Education; Other
Type	In-Person
Setting	One-on-One; Small Group; Conference
Mode of Communication	Simultaneous
Travel Area from Home (Miles)	30

- **Availability field:** Allows interpreters to indicate general times of day they are available, so they are only offered appointments that fall within that general range. For example, if an interpreter’s Availability is limited to “Weekend Days” and “Weekend Nights”, they will only be offered appointments that fall on weekends.
- **Availability Comments field:** This text fields allows interpreters to enter specific details about upcoming availability, such as the dates they will be on vacation or certain days/times they will not be available to provide services.

**Cutting Edge Technology and Processes**

Our Web-based platform automatically filters Interpreter requests and looks for the same values on the Interpreter’s profile. Only Interpreters that have all the same matching criteria are considered eligible, and therefore can accept (and be scheduled for) those appointments. The criteria being evaluated for exact match includes but is not limited to:

Proprietary

- Language and Mode Requested
- Communication Preference
- Type of Certification
- Requirement Documentation / Immunizations
- Proximity / Geographic Location of Appointment
- Special Requests for a Specific Interpreter and/or Gender
- Interpreter’s level of Experience and Professionalism
- Industry Type
- Setting of Appointment (One-on-One, Group, etc.)
- Interpreter Availability (schedule conflicts)

Since our web-based platform automatically filters all Interpreter requests, Interpreters can login independently via their secure login and password and accept appointments, all in real-time. Simultaneously, our Scheduling Department monitors all requests coming in and can reach out to eligible Interpreters via text, email, and/or phone to offer them available appointments. Automatic updates are sent to the Requester to keep them apprised of the status of their Interpreter requests while it is in the pending status, at the designated/requested time intervals.

**Email / Text Notifications**

UniversalLanguage has developed notification alert plans for Requesters, Interpreters, and internal staff for a wide variety of platform functions for optimal system and business management. The following is a list of HIPAA-compliant notifications that our system sends out on a daily basis automatically regarding Interpreter requests (please note this is not all-inclusive, and additional email / text alerts can be created based on recommendations and/or if deemed helpful or necessary by UniversalLanguage).

**Service Requesters**

- Status Update
- Job Filled (Confirmation)
- Job Status (Pending)
- Job Unfilled
- Feedback Follow-Up

**Interpreters**

- Available Job
- Available Job (You're Requested)
- Your Job has been Updated
- Your Job is Cancelled
- Upcoming Jobs Reminder

**Internal Staff**

- Special Request Review
- Pending Job Needs Attention
- Feedback Received
- Response to Feedback

Proprietary

Feedback Received		
E	Please describe your process for booking appointments in which there are more than one Deaf, DeafBlind, hard of hearing, late deafened, or Deaf Disabled person.	<b>20</b>
	<p>ANSWER:</p> <p>When scheduling sign language interpreters for appointments involving more than one client, multiple interpreters will likely be needed. This ensures effective communication for each participant and allows the interpreters to manage the interaction smoothly. Each client may have different communication preferences, language proficiency levels, or specialized needs, so having multiple interpreters can enhance the quality and accessibility of the interpretation process. Additionally, having multiple interpreters can help distribute the workload and prevent interpreter fatigue, ensuring sustained accuracy and quality throughout the appointment.</p> <p>The number of interpreters needed for appointments involving multiple clients can vary depending on several factors, including the complexity of communication needs, the duration of the appointment, and the preferences of the participants. While having two interpreters can often suffice for moderate-length appointments or situations with relatively straightforward communication requirements, more complex or extended appointments may benefit from additional interpreters. Ultimately, the decision on the number of interpreters needed should be based on careful assessment and communication with the clients involved, taking into account their specific needs and preferences to ensure effective communication and inclusivity.</p> <p>When multiple interpreters are to be scheduled for an appointment, UniversalLanguage enters a separate interpreter request in our scheduling platform for each interpreter that will be needed. These interpreter requests are “linked” together for easy tracking. Notes are included on each interpreter request, letting interpreters know that a team of interpreters will be scheduled. As interpreters accept these “linked” interpreter requests, notes are updated with the name(s) of interpreters who have accepted them, allowing the scheduled interpreters to be aware of who they will be on a team with (so interpreters can verify they will be a good fit with the other interpreters on the team, when possible).</p> <p>In the event that UniversalLanguage is only able to secure interpreters for a portion of the team that will be needed, that information is conveyed to the Requester to see how they would like to proceed. In most cases, the Requester will send the remaining unfulfilled interpreter requests to another language agency so they can attempt to secure the remaining interpreter(s) needed.</p>	
F	Please describe how you will handle a situation where the interpreter(s) arrive and are unable to provide effective communication access.	<b>20</b>
	ANSWER:	



	<p>If interpreter(s) are unable to provide effective communication, they are asked to contact us right away and provide the reason(s) behind the breakdown in communication so we can assess the situation and offer solutions custom tailored for the client’s specific needs. Our main goal is to determine whether to retain the same interpreter(s) for the encounter or seek replacement interpreter(s), which depends on the nature of the communication breakdown and its underlying causes.</p> <p>For example, the client may lack familiarity with ASL and need a Certified Deaf Interpreter present, or the current interpreter may be able to employ strategies to facilitate understanding, such as using simplified language or providing visual aids. Perhaps the interpreter is unfamiliar with complex subject matter, in which case they may be able to clarify terms and break down information into digestible segments, or they may feel a replacement interpreter should take over as the subject matter to well beyond their scope. In general, we typically find that retaining the same interpreter is only appropriate in cases where the communication breakdown can be addressed through clarification, adaptation or environmental adjustments (improving lighting, minimizing background noise). Situations involving lack of interpretation skills or experience, emotional or psychological barriers or conveying incomplete/inaccurate information typically warrant securing replacement interpreter(s).</p> <p>The more information we can gather regarding the specific communication needs, the better we will be able to find replacement interpreter(s) that will be the best match for the client. We also involve the provider/service requester who is present at the encounter, so we receive information from their perspective as well and can get their approval for any solutions offered (e.g. replacement interpreter can arrive on-site in 30 minutes, are all parties able to wait for them to arrive?).</p> <p>In cases where it is determined that an interpreter is not a good fit for a particular client, the interpreter is informed and a note is added to the their profile in our scheduling system so we refrain from scheduling the interpreter for that client in the future.</p>	
G	Please describe your method for ensuring an Interpreters safety during unscheduled home visits where the client is unknown.	<b>15</b>
	<p>ANSWER:</p> <ul style="list-style-type: none"> <li>• Specify appointment will be for an unscheduled home visit so the interpreter is aware and provide any know details about the appointment to the interpreter.</li> <li>• Make the interpreter aware that they can request a brief with the Provider prior to entering the home should they need additional information.</li> <li>• Interpreters are instructed to never enter the home unless accompanied by the provider/service requester.</li> <li>• For unscheduled visits, it is very common for an alternate meeting place to be arranged to avoid potential safety concerns upon arrival (e.g. do not park in front of house, call provider upon arrival and meet them at their car, meet at gas station down the road and follow Provider to residence so you arrive together).</li> </ul>	

	<ul style="list-style-type: none"> <li>• Should the Provider leave the residence for any reason, the interpreter is to follow, so the client does not have unsupervised access to the interpreter.</li> <li>• Interpreters are to immediately withdraw from any appointment if they feel their safety is in question.</li> <li>• Interpreters are to promptly report any safety concerns to UniversalLanguage so the matter can be addressed with the appropriate parties. Time is of the essence as the matter needs to be addressed prior to any other interpreters being scheduled for that client.</li> </ul> <p>UniversalLanguage is happy to collaborate with Service Requesters/Purchasers and provide interpreters with any information on specific check-in procedures, situational awareness, etc. they follow to minimize potential risks.</p>	
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6	BIDDER'S SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)	MAXIMUM TOTAL POINTS
A	For each category below, please state the time needed by your firm to confirm receipt of a sign language interpreter request received during non-standard business hours (Monday-Thursday; 5:00pm – 8:00am Pacific Time/Friday 5:00pm – Monday 8:00am Pacific Time, including holidays).	<b>15</b>
	<p>ANSWER:</p> <p style="margin-left: 40px;"><b><u>Non-Standard Business Hours</u></b></p> <p style="margin-left: 40px;">Less than 12-hour notice: within 30 minutes</p> <p style="margin-left: 40px;">12–24-hour notice: within 30 minutes</p> <p style="margin-left: 40px;">24-48-hour notice: within 30 minutes</p> <p style="margin-left: 40px;">48-72-hour notice: within 30 minutes</p> <p style="margin-left: 40px;">72–120-hour notice: within 30 minutes</p> <p style="margin-left: 40px;">120 hours' + notice: within 30 minutes</p> <p style="margin-left: 40px;">Please note, UniversalLanguage is staffed 24/7/365 and is willing to adjust times listed above as needed should purchasers require faster turnaround.</p>	

B	For each category below, please state the time needed by your firm to confirm receipt of a sign language interpreter request received during standard business hours (Monday – Friday; 8:00am -5:00pm Pacific Time, not including holidays).	<b>Not Scored</b>
	<p>ANSWER:</p> <p><b><u>Standard Business Hours</u></b></p> <p>Less than 12-hour notice: within 30 minutes</p> <p>12–24-hour notice: within 30 minutes</p> <p>24-48-hour notice: within 30 minutes</p> <p>48-72-hour notice: within 30 minutes</p> <p>72–120-hour notice: within 30 minutes</p> <p>120 hours’ + notice: within 30 minutes</p> <p>Please note, UniversalLanguage is staffed 24/7/365 and is willing to adjust times listed above as needed should purchasers require faster turnaround.</p>	
C	For each category below, please state the time needed by your firm to accept or deny an interpreter request received during non-standard business hours (Monday-Thursday; 5:00pm – 8:00am Pacific Time/Friday 5:00pm – Monday 8:00am Pacific Time, including holidays).	<b>15</b>
	<p>ANSWER:</p> <p><b><u>Non-Standard Business Hours</u></b></p> <p>Less than 12-hour notice: within 30 minutes</p> <p>12–24-hour notice: within 60 minutes</p> <p>24-48-hour notice: within 60 minutes</p> <p>48-72-hour notice: within 120 minutes</p> <p>72–120-hour notice: within 120 minutes</p> <p>120 hours’ + notice: within 120 minutes</p> <p>Please note, UniversalLanguage is staffed 24/7/365 and is willing to adjust times listed above as needed should purchasers require faster turnaround.</p>	
D	For each category below, please state the time needed by your firm to accept or deny an interpreter request received during standard business hours (Monday – Friday; 8:00am -5:00pm Pacific Time, not including holidays)	<b>Not Scored</b>
	ANSWER:	

	<p><b><u>Standard Business Hours</u></b></p> <p>Less than 12-hour notice: within 30 minutes</p> <p>12–24-hour notice: within 60 minutes</p> <p>24-48-hour notice: within 60 minutes</p> <p>48-72-hour notice: within 120 minutes</p> <p>72–120-hour notice: within 120 minutes</p> <p>120 hours’ + notice: within 120 minutes</p> <p>Please note, UniversalLanguage is staffed 24/7/365 and is willing to adjust times listed above as needed should purchasers require faster turnaround.</p>	
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7	BIDDER’S PROPOSED PRICING (QUOTATION OR COST RESPONSE)	MAXIMUM TOTAL POINTS
A	Please provide the booking fees your firm will charge for services rendered and the service category corresponding to those charges.	<b>20</b>
	ANSWER: In-person Emergency Interpreter Services (including Critical Events) \$116.00 In-Person Non-Emergency Interpreter Services (including Critical Events) \$116.00	
B	Please fully describe any assumptions Bidder has made that affect its proposed total charges, if those assumptions are not explicitly addressed in Attachment A, Sample Contract.	<b>Not Scored</b>
	ANSWER: UniversalLanguage has made the assumption that a portion of the Booking Fee may be passed along to the interpreter who provides services as extra incentive to accept a particular interpreter request.	

# WeCare – Sign Language

## RID Code of Conduct Violation Investigation Protocol

Internal Protocol for Investigating and Reporting Alleged Violations of the RID Code of Professional Conduct.

### **1. Feedback Reported:**

a. Upon receiving an allegation of a potential violation of the Code of Professional Conduct, a Feedback Record is entered into our Scheduling Platform to be reviewed by WeCare staff, who are responsible for investigating and maintaining documentation on any feedback received regarding an interpreter.

b. The interpreter involved will also receive an email, making them aware of new the feedback received.

### **2. Preliminary Assessment / Investigation:**

a. WeCare staff will conduct a preliminary assessment to determine the nature and severity of the alleged RID Code of Conduct violation.

b. The interpreter in question will be notified of the allegation and provided with an opportunity to respond, preferably in writing, within a specified timeframe.

c. If necessary, additional information or evidence may be gathered from relevant parties involved in the interpretation session.

### **3. Determination and Action:**

Based on the findings of the investigation, a determination will be made regarding whether a violation of the Code of Professional Conduct has occurred.

a. If a Code of Conduct violation is substantiated, WeCare reviews the applicable section(s) of the Code of Conduct with the interpreter to prevent future occurrences.

WeCare staff verify that the interpreter understands and will follow the Code of Conduct



moving forward. During this time, the Interpreter's profile is reviewed to determine whether the interpreter has past violations that are relevant to the new feedback received. If the interpreter has a history of similar violations, additional coaching will be provided compared to cases where an interpreter does not have a history of ongoing past violations. All coaching is based on the RID Code of Conduct that sign interpreters are expected to adhere to.

b. If the interpreter disputes the Code of Conduct violation, further investigation will be conducted to gather all relevant facts and evidence related to the alleged violation. This typically involves speaking with the interpreter to gather information from their perspective and then contacting the complainant to bring clarity to the situation.

c. If WeCare staff review the information provided and deduce that a violation has not occurred, the complainant will be contacted to explain and provide clarity on RID Code of Conduct expectations for interpreters.

d. As per complainant's request, and/or ODHH endorsement, the following interventions may be implemented: counseling or verbal warning, written warning, time-limited suspension of services, indefinite exclusion of services, or ability to subcontract under contract referrals. An interpreter may be immediately excluded due to Safety and Health or HIPAA violations, and/or public health or safety is at risk, as defined in the RID Code of Conduct.

e. Upon determination of the appropriate remedial action to be taken care of, WeCare staff will provide written notice to the Interpreter, if any, of corrective actions taken. They will also document and track any allegations of misconduct by an Interpreter and the actions taken, and remove any suspensions or exclusions imposed, when applicable.

#### **4. Reporting and Escalations:**

a. In cases involving serious/ongoing violations or legal implications, WeCare will escalate the situation to management for approval to file an official complaint through RID Ethical Practices System (EPS). UniversalLanguage attempts to handle complaints without involving RID EPS prior to exhausting all avenues of conflict resolution.

b. When contractually appropriate, ODHH will be notified of any alleged RID COC violations received.



## 5. Timeline

- a. Any feedback reported is to be fully investigated and have any associated action(s) completed within 10 business days of receiving the initial complaint, whenever possible. Should additional time be needed to fully address the feedback, the reporting party and/or interpreter will be notified of the delay and provided with an anticipated completion date.
- b. If the complainant has a specified response time requested, that will be used instead of the typical 10 business day timeline.

