

IFB #710-21-0024
Sign Language Interpreter Services

A. Bid Response Packet

State of Arkansas
Department of Human Services

PRIMARY CONTACT

Kelly Mistry
Strategic Account Executive
(831) 238-5433
KMistry@languageline.com

GLOBAL HEADQUARTERS

LanguageLine Solutions
1 Lower Ragsdale Drive, Bldg. 2
Monterey CA 93940
www.languageline.com



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APPENDICES

- Appendix A: Verification To Do Business in the State of Arkansas
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BID SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:	Language Line Services, Inc.			
Address:	1 Lower Ragsdale Drive, Building 2			
City:	Monterey	State:	CA	Zip Code: 93940
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit			
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned <input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American			
	AR Certification #: _____		* See Minority and Women-Owned Business Policy in Solicitation Terms and Conditions	

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for bid solicitation-related matters.			
Contact Person:	Kelly Mistry	Title:	Strategic Account Executive
Phone:	(831) 238-5433	Alternate Phone:	N/A
Email:	KMistry@languageline.com		

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Solicitation Terms and Conditions for additional information.</i>

ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and shall not employ or contract with illegal immigrants during the term of a contract awarded as a result of this bid solicitation.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, Prospective Contractor agrees and certifies that they do not boycott Israel and shall not during the aggregate term of a contract awarded as a result of this bid solicitation. <input checked="" type="checkbox"/> Prospective Contractor does not and shall not boycott Israel.

An official authorized to legally bind the Prospective Contractor must sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* may cause the Prospective Contractor's proposal to be rejected.

Authorized Signature:  _____ **Title:** Chief Financial Officer

Use Ink Only.

Printed/Typed Name: Bonaventura A. Cavaliere **Date:** 1.18.2021

Contract Number _____
Attachment Number _____
Action Number _____

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: SUBCONTRACTOR NAME:

☐ Yes ☒ No

IS THIS FOR:

TAXPAYER ID NAME: Language Line Services, Inc. Goods? ☐ Services? ☒ Both? ☐

YOUR LAST NAME: Cavaliere FIRST NAME Bonaventura M.I.:

Address: 1 Lower Ragsdale Drive, Building 2

CITY: Monterey STATE: CA ZIP CODE: 93940 COUNTRY: United States

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

FOR INDIVIDUALS *

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☒ None of the above applies

FOR AN ENTITY (BUSINESS) *

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%) Position of Control
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☒ None of the above applies

Contract Number _____
Attachment Number _____
Action Number _____

Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
2. I will include the following language as a part of any agreement with a subcontractor:

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.
3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature _____

Title Chief Financial Officer

Date 1-18-2011

Vendor Contact Person Kelly Mistry

Title Strategic Account Executive

Phone No. (831) 238-5433

Agency use only
Agency Number 0710

Agency Name Department of Human Services

Agency Contact Person

Contact Phone No.

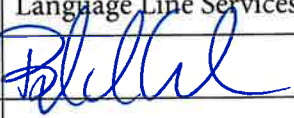
Contract or Grant No.

SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

None

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

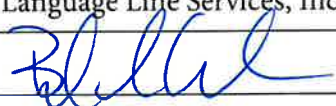
Vendor Name:	Language Line Services, Inc.	Date:	1. 18. 2021
Authorized Signature:		Title:	Chief Financial Officer
Print/Type Name:	Bonaventura A. Cavaliere		

SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are **NON-mandatory** **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

None

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**


Vendor Name:	Language Line Services, Inc.	Date:	1.18.2021
Authorized Signature:		Title:	Chief Financial Officer
Print/Type Name:	Bonaventura A. Cavaliere		

SECTION 3 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

None

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

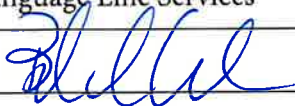
Vendor Name:	Language Line Services, Inc.	Date:	1.18.2021
Authorized Signature:		Title:	Chief Financial Officer
Print/Type Name:	Bonaventura A. Cavaliere		

SECTION 4 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

None

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

Vendor Name:	Language Line Services	Date:	1.18.2021.
Authorized Signature:		Title:	CFO.
Print/Type Name:	Bonaventura A. Cavaliere		

PROPOSED SUBCONTRACTORS FORM

- **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

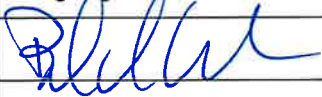
PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP

☒ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES**

By signature below, vendor agrees to and **shall** fully comply with all Requirements related to subcontractors as shown in the bid solicitation.

Vendor Name:	Language Line Services, Inc.	Date:	1.18.2021
Authorized Signature:		Title:	Chief Financial Officer
Print/Type Name:	Bonaventura A. Cavaliere		

OFFICIAL BID PRICE SHEET

ITEM	CERTIFICATION LEVEL	ESTIMATED ANNUAL HOURS	UNIT PRICE PER HOUR	EXTENDED PRICE
1	RID, NAD (Level 3 and above) QAST (Level 2 and above)	2,700 hours Daytime: Mon - Fri (8:00 am -5:pm CST)	\$ <u>90.00</u> Per hour	\$ <u>243,000</u>
2	RID, NAD (Level 3 and above) QAST (Level 2 and above)	700 hours Evenings: Mon – Fri 5:01 am CST until 7:59 pm CST) Weekends: Sat- Sun (24 hour each day) Holidays: (Note the State's observed on page)	\$ <u>135.00</u> Per hour	\$ <u>94,500</u>
3	RID, NAD (Level 3 and above) QAST (Level 2 and above)	50 hours Emergency/Crisis: Less than 24 hour notice	\$ <u>180.00</u> Per hour	\$ <u>9,000</u>
4	RID, NAD (Level 3 and above)	50 hours Court/Legal: All Hours Daytime, Evenings, Weekends, Holidays & Emergency/Crisis	\$ <u>180.00</u> Per hour	\$ <u>9,000</u>
TOTAL				\$ <u>355,500</u>

Comments:

- Standard Hourly Rate.** 8:00 a.m. - 5:00 p.m. local time Monday through Friday with more than one full business days' notice.
- Non-Standard Hourly Rate.** Before 8:00 a.m. or after 5:00 p.m. local time Monday through Friday, Saturday/Sunday or assignments with less than one full business day's notice.
- Emergency / Holiday Rate.** Assignments with less than one hour's notice or assignments on federally recognized holidays. Emergency service not available in all areas.
- Cancellation.** Assignments canceled with less than one full business days' notice will be charged at the applicable rate for the greater of the Minimum Appointment Time or reserved time for the assignment.
- Minimum Appointment Time.** Two Hours. Time will be billed in 15-minute Increments.
- Billing.** Billing will be for the greater of time reserved or actual time, subject to the minimum.
- Mileage Reimbursement.** Mileage reimbursement currently \$0.42 per mile.

Please refer to Attachment 1, Alternate ASL Interpreter Solution Pricing for Virtual Onsite and Video Interpreting services.

**Policy #: 200****EQUAL OPPORTUNITY POLICY****PURPOSE**

LanguageLine Solutions is an Equal Opportunity Employer. LanguageLine Solutions will not discriminate against qualified applicants or employees with respect to any terms or conditions of employment based on race, color, religion (including religious dress and religious grooming), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity or expression, sexual orientation, marital status, registered domestic partner status, age, national origin, ancestry, citizenship, physical or mental disability, veteran status, legally protected medical condition or information, genetic information testing, or any other basis protected by local, state, or federal laws.

GENERAL POLICY

LanguageLine Solutions will reasonably accommodate employees and applicants with disabilities if the person is otherwise qualified to safely perform all of the essential functions of the job. To comply with applicable laws ensuring equal employment opportunities to all qualified individuals with a disability, LanguageLine Solutions will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact the LanguageLine Solutions and request such an accommodation. LanguageLine Solutions and the applicant or employee will engage in an interactive process to identify and evaluate possible accommodations. If an accommodation is identified that is reasonable and will not impose an undue hardship, LanguageLine Solutions will make the accommodation.

LanguageLine Solutions prohibits retaliation against individuals who bring forth any complaint, orally or in writing, to LanguageLine Solutions or the government, or against any individuals who assist or participate in the investigation of any complaint or otherwise oppose discrimination.

The Equal Opportunity Policy of LanguageLine Solutions is based upon the philosophy that people should be treated fairly, with dignity; and upon the belief that citizens in a free society have the right to self-determination without fear of discrimination as to personal preference or characteristics beyond their control. Experience continues to confirm our belief that it is good business to have and support personnel policies and practices with a strong commitment to equal opportunity.


In the application of our Equal Opportunity Policy, managers are responsible to ensure that:

LanguageLine Solutions®

1. Recruitment and placement for every level and job classification are not based on an applicant or employee's race, color, religion (including religious dress and religious grooming), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity or expression, sexual orientation, marital status, registered domestic partner status, age, national origin, ancestry, citizenship, physical or mental disability, veteran status, legally protected medical condition or information, genetic information testing, or any other basis protected by local, state, or federal laws.
2. Decisions on promotions and transfers are in keeping with equal opportunity principles and are based on qualifications as they relate to the requirements and essential functions of the job for which the person is being considered.
3. Personnel policies, practices and actions are applied equally to all employees.
4. Written Affirmative Action Programs will be implemented within our organizational units.
5. Non-segregated facilities are maintained, and appropriate physical facilities are provided for both men and women employees.
6. Employees will be provided information concerning the company's Equal Opportunity Policy, Affirmative Action Program and Fair Treatment Process.
7. The Equal Opportunity Policy of the company will be monitored by conducting annual, regular reviews to determine performance to the Affirmative Action Plan.
8. The quality of the equal opportunity environment and performance to the Affirmative Action Plan obligations are significant elements of each Manager's performance.

In addition, LanguageLine Solutions' managers and non-management employees are held accountable for any conduct toward their subordinates or co-workers that may be defined as sexual harassment, including sexual advances, requests for sexual favors, or physical or verbal conduct of a harassing nature which is intimidating or demeaning. Any such proven misconduct may be cause for immediate termination from employment.


 Scott W. Klein
 President/CEO-LanguageLine Solutions


 Date

Creation Date: 01/01/2003

Revision #: 6

Revision Date: 12/07/2017

Narrative

Company Experience and Capability

LanguageLine Solutions has nearly four decades of extensive corporate experience delivering language access solutions. ***We are the first and only language service provider to be certified by ASTM International. LanguageLine is ranked as the largest interpretation provider by Nimdzi and listed as a core provider of interpretation in the medical sector by Slator.*** We successfully deliver a full suite of language service solutions offering over-the-phone interpreting (OPI), video remote interpreting (VRI), onsite interpreting, translation and localization, and bilingual testing and training. LanguageLine also is equipped to deliver telehealth and virtual onsite interpretation services to help improve productivity, assist with compliance, and boost client satisfaction.

As an experienced language services provider for more than 39 years, LanguageLine handles nearly 40 million interactions per year – that is more than one new understanding created every second of every day. Today we can connect you to a professional interpreter via telephonic or video in 30 seconds or less from any desktop, laptop, tablet, or most handheld devices. LanguageLine's OnSite division enjoys a 98.4% interpreter assignment fill rate across more than 130,000 assignments each year in over 100 languages nationwide. Finally, we can translate and localize the written, online or recorded word accurately and perfectly. We do all this in more than 240 languages, and we do it 24 hours a day, seven days a week, 365 days a year.

Our company has flourished as a result of our excellent portfolio of language services and strong emphasis on client satisfaction. We specialize in supporting the all agencies of the government, healthcare, hospitals and more in building bridges to communication. Our company is uniquely qualified to build stronger and more beneficial partnerships with clients. Having LanguageLine as your sole language access vendor will ensure consistency and streamline language planning efforts needed for any setting.

ACCOUNT MANAGEMENT TEAM

LanguageLine recognizes the importance of providing DHS with a customer support strategy that is both easily accessible and consistent. In order to provide the most hands-on customer service approach that is backed by our executive leadership, we will assign a dedicated Strategic Account Executive as the primary Point of Contact (POC) to manage your relationship. Kelly Mistry provides DHS with both strategic and day-to-day support and will serve as the primary conduit to product, customer service, and management teams. Our key personnel team is shown in the table below.

We also believe account support means more than just the basics. Every customer account also receives a dedicated Customer Service Representative to handle standard account functions like reporting, billing inquiries, account set up, and basic troubleshooting.

Key Personnel

Kelly Mistry	
Title	Strategic Account Executive
Overview	The DHS will benefit from a dedicated Account Executive, Kelly Mistry. Kelly will be responsive to your needs and work directly with DHS to oversee implementation, explore your language solutions requirements, and ensure overall customer satisfaction throughout your relationship with LanguageLine. She can also set up

	<p>custom call flows, custom billing and invoicing options, and ensure that language services are tailored specifically to your needs.</p> <p>Kelly has over 10 years of experience in state government, managing statewide programs and serving as a statewide language access coordinator. Kelly has a wealth of knowledge and experience in meeting the language access needs of various government programs and departments and will work collaboratively with DHS to ensure that we identify the most appropriate and cost-effective solutions to meet your needs. Kelly joined LanguageLine in 2017, and she holds Master's degrees in Public Administration and Social Work from Florida State University.</p>
Ongoing Roles	<p>Kelly's ongoing account support responsibilities for DHS include:</p> <ul style="list-style-type: none"> ■ Developing relationships with key stakeholders to ensure the service provided by LanguageLine Solutions meets and exceeds expectations. ■ Acting as the main point of contact for users to raise questions, concerns, or areas of new interest. ■ Ensuring that all customer concerns are dealt with professionally, appropriately and in a timely manner. ■ Monitoring management information to assess usage and performance. ■ Attending service reviews to discuss LanguageLine Solutions' performance and new contract objectives. ■ Ensuring that all customer communications are channeled to the correct LanguageLine Solutions departments for timely action. ■ Coordinating and organizing formal and informal staff training.
Contact information	<p>Phone: (831) 238-5433</p> <p>E-mail: KMistry@languageLine.com</p>
Jim Pfeiffer	
Title	Regional Vice President, Onsite Interpreting
Overview	<p>Jim is the senior liaison to the OnSite division providing experienced oversight and assistance in determining and executing strategic objectives. He develops relationships with key stakeholders to ensure onsite services meet and exceed expectations. By acting as the primary contact for OnSite division, he ensures that all customer communications are channeled correctly for timely action.</p> <p>Jim has been in executive sales management in the language services industry for more than 20 years. He was the Vice President of Sales for Fluent Language Solutions from 1999-2012 and moved into his current role with LanguageLine in 2013. Jim graduated with a Bachelor's Degree from the University of North Carolina in 1985 and spent the first 14 years of his career in consumer product sales.</p>
Ongoing Roles	<p>Jim's ongoing account support responsibilities for DHS:</p> <ul style="list-style-type: none"> ■ Acting as the primary liaison to LanguageLine's Onsite Division ■ Developing, implementing and executing onsite processes specific to DHS requirements. ■ Managing all onsite activities and coordinating support of all interpreter requests ■ Ensuring that all customer concerns are dealt with professionally, appropriately and in a timely manner. ■ Monitoring management information to assess usage and performance. ■ Attending service reviews to discuss LanguageLine Solutions' performance and new contract objectives. ■ Ensuring that all customer communications are channeled correctly for timely action.

	■ Coordinating and organizing formal and informal staff training.
Contact information	Phone: (704) 996-0008 Email: jim.pfeiffer@languageline.com
Frank Masin	
Title	Vice President, Government Services
Overview	As Vice President of LanguageLine Solutions' Government Group, Frank Masin has overall responsibility for the company's Federal, State and Local government sales and support. Frank is Kelly's senior level support and can leverage the executive management within our company for any situations with DHS that call for a high-level involvement. He joined LanguageLine Solutions in March of 2000 as a National Sales Manager and contributed <u>greatly</u> to the company's growth and continued success.
Ongoing Roles	In addition to providing senior level support to DHS, Frank ensures his team meets Monthly, Quarterly and Annual commitments. He provides ongoing support, training, and coaching for the sales teams. Additionally, Frank is responsible for negotiating large contracts, including contracts with DHS, and provides necessary updates to Senior Leadership. Frank is the bridge between LanguageLine, LanguageLine's Leadership, the Account Executive and DHS. As a part of this role, he manages expectations and provides solutions, when required.
Contact information	Phone: (443) 512-8869 Email: fmassin@languageline.com

Approach and Methodology

The State of Arkansas, Department of Human Services (DHS), Division of Children and Family Services, through Invitation for Bid #710-21-0024 is seeking a vendor to provide American Sign Language (ASL) interpretation services for DHS location or, at another designated location according to the requesting Division needs.

Our solution described in this bid provides our capabilities and expertise to deliver:

- A network of ASL interpreters who are experienced and proficient to sign for specialized and complex medical and/or legal terms, 24/7.
- Adequate coverage throughout all seventy-five (75) counties within the state, with multiple modalities based upon the preference of the service requestor.
- Nationally certified ASL interpreters committed to upholding the LanguageLine Interpreter Code of Ethics and the RID Code of Professional Conduct.

ONSITE INTERPRETING SERVICES

LanguageLine® OnSiteSM, was founded in 1991 by two nationally certified American Sign Language (ASL) interpreters. As an ISO 9001:2015, our OnSite division is designed to support facilities that have an ongoing need for dependable face-to-face interpretation in ASL and over 100 spoken languages. The human interaction and visual contact that onsite interpretation provides can be critical to the success of bridging language and communication barriers.

LanguageLine's OnSite division have been delivering quality interpretation for more than 30 years. We now have 13 major hub locations across the United States. Meanwhile, our onsite interpreter workforce is over 8,400 interpreters nationwide, and growing!

The key to our success has been establishing a strong partnership with clients. We work closely with our client partners to define their language needs and targeted number of interpreters, then we recruit to fill those needs. Our rigorous screening and testing for interpreters, our experience finding interpreters in over 240 languages, and the ability to ramp up quickly make us the clear choice over smaller onsite providers. LanguageLine also offers a complete solution to your language access needs.

We will build upon our existing network of ASL interpreters within the State of Arkansas, especially in rural counties, while also offering virtual onsite (VOSI) and video remote interpreting (VRI) to supplement our existing capabilities and network of interpreters in Arkansas. Our VRI solution also affords DHS a unique opportunity to have 24/7 access to certified ASL interpreters for circumstances where an interpreter is needed unexpectedly and/or immediately.

ALTERNATE ASL INTERPRETER SOLUTIONS

During the initial onset of the pandemic in late February and early March, our clients experienced no downtime in service. LanguageLine is committed to having all personnel perform work in an environment that is safe and efficient during the COVID-19 pandemic.

Virtual Onsite Interpreting

As the pandemic has changed the world, and the language access space for delivering in-person ASL interpretation, LanguageLine's Onsite Interpreting Program adapted to ensure our clients needs could continue to be met. In April 2020, LanguageLine launched Virtual OnSite. Virtual OnSite allows DHS to schedule appointments through various platforms such as Zoom, Microsoft Teams, GoTo Meeting, Vidyo, BlueJeans, Cisco Webex, Google Meet, VSee, Skype, and many more commonly used virtual platforms. This program allows clients to schedule traditional onsite appointments in a virtual space. Onsite interpreters will log on as attendees on your virtual platform at the scheduled time of your appointment. This program allows you to receive the same onsite interpretation services clients expect, at the same contracted rate structure, but in a virtual setting and with no required mileage fees.

Video Remote Interpreting

Another viable alternative for DHS, in light of the ongoing pandemic, is on-demand VRI. Through our VRI application, InSight, DHS will have on-demand access to an ASL interpreter, 24/7/365. LanguageLine feels on-demand interpreting is far more advantageous than advanced scheduling because it ensures you have access to a certified interpreter when you need one, without ever needing to remember to schedule one. VRI is also a highly cost-effective solution as it bills for interpretation by the minute, with no minimum usage requirements. As such, VRI is ideal for interactions and encounters that are unplanned or are shorter in duration.

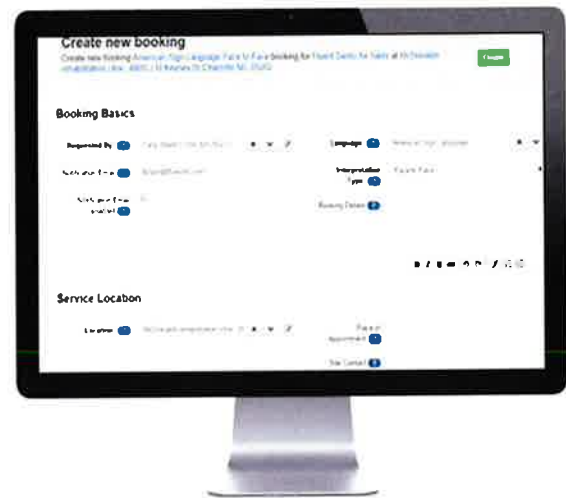
We are the only VRI provider in the industry to offer on-demand video interpretation in 41 spoken languages and ASL. We also maintain an industry-leading video fulfillment rate of 95% for all calls in the most recent quarter of reporting. This means that only 5% of spoken language requests rolled to audio interpreters due to high volume. No other video interpretation service provider delivers this level of video fulfillment across every offered language average less than 30 seconds, consistently throughout the day.

HOW TO ACCESS AND SCHEDULE ASL ONSITE & VIRTUAL ONSITE INTERPRETERS

Scheduling ASL Interpreters for Onsite Appointments

We blend a skilled and dedicated scheduling team with an online portal for managing all interpretation assignments. Our dedicated onsite booking staff, consisting of 14 staff members, will manage the scheduling of all assignments for DHS. DHS bookings will be coordinated by Josh Polk, Onsite Interpreting Scheduling Manager. Josh has over 12 years of Onsite Scheduling expertise and will provide a clear line of communication to coordinate DHS' onsite requests via our Interpreter Intelligence portal.

Our portal was built with our client's needs in mind. Through Interpreter Intelligence, we can book the most qualified interpreter in closest proximity to the assignment thereby minimizing costs.



DHS can submit booking requests through the following channels:

- Interpreter Intelligence Portal
- Toll-free phone number
- E-Mail

All urgent requests (same day, next day) should be phoned in with an acknowledgement communicated immediately. Depending on the location and language requested, we do our best to fulfill urgent unplanned requests for an interpreter at the location within one hour, whenever possible.

Live schedulers are available 24/7/365 by phone. Once our booking coordinators receive the request, they work to confirm an interpreter for the assignment. Once the interpreter is confirmed, the requestor is instantly notified by email.

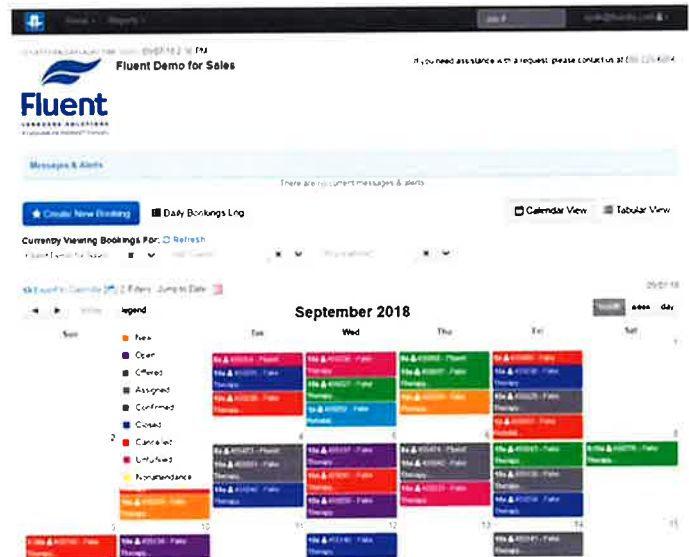
LanguageLine's booking process makes it easy for your staff to request specific interpreters by language, interpretation level, and proximity. LanguageLine is dedicated to providing our interpreters with the correct information about their assignment so they can deliver the highest standard of interpretation by being prepared for the situation at hand. We are acutely aware of the need for culturally sensitive interpreting and will make every effort to accommodate your requirements. Confidentiality and professionalism are emphasized as part of the Interpreters' Code of Ethics and all interpreters are required to sign a confidentiality agreement, which is kept on file.

If schedule changes or conflicts arise, our dedicated interpreter scheduling team will communicate directly with the point of contact at DHS to discuss the conflict and cancel or reschedule as needed.

Scheduling an Interpreter through Onsite's Portal

DHS will have access to our state-of-the-art scheduling portal, Interpreter Intelligence, 24/7/365. The portal allows DHS to schedule, manage, monitor, and export reports to save time and expense as well as increase productivity.

Through Interpreter Intelligence, DHS has real-time calendar access to all existing and past status updates of assignments. From there, you are able to view the date, time, location, language, status of an assignment and the interpreter that has been assigned. DHS has the option to receive email notification when a job is entered, assigned, and confirmed or cancelled. There is also a color-coding system in place for each step of the interpreter assignment and scheduling process. From the moment an assignment has been requested, to the moment it has been assigned and then closed, you are able to track the progress by color, to provide you with an added level of security and peace of mind.



Scheduling ASL Interpreters for Virtual OnSite Appointments

DHS can email requests via email to our OnSite Scheduling team at onsiterequests@languageLine.com.

Information for Interpreter Request

- ☐ Name of your company/organization
- ☐ Client ID (if applicable)
- ☐ Requestor's Name
- ☐ Requestor's Telephone Number (and cell phone number or alternative number to put on file if applicable)
- ☐ Requestor's E-mail Address (required information)
- ☐ Requested Language
- ☐ Preferred Interpreter (if any)
- ☐ Represented facility address (to ensure this is applied to the correct account)
- ☐ Include the virtual meeting platform that DHS will use? **REQUIRED** (i.e., Zoom, GoTo Meeting, Google Hangouts, etc.).
- ☐ Include a hyperlink to video bridge (Zoom, etc.) **REQUIRED**
- ☐ Provider's Name (If applicable):
- ☐ Nature of the request (i.e., medical, legal, interview, sick visit, follow up, etc.):
- ☐ Date(s) of Appointment
- ☐ Start Time(s)
- ☐ How long Interpreter(s) Needed
- ☐ Interpreter Gender Preference (if any)

Implementation Planning

Upon award, your account management team will be joined by an Onsite Implementation team, as well as the key stakeholders of DHS to develop the implementation project plan. Preparation for deployment of onsite interpreting for DHS would consist of three phases:

PHASE 1: Identification of onsite needs by location and language. This process will determine specific onsite interpreting needs, define your language needs and targeted number of interpreters, then we recruit to fill those needs.

PHASE 2: Identify most effective means for requesting onsite services catered to DHS' specific needs:

- a. **Online scheduling portal access:** DHS can place in-person interpreter service requests directly through a secure online scheduling portal.
- b. **Contact the Onsite Scheduling team:** DHS can dial 1-888-225-6056 to schedule an onsite interpreter. Live schedulers are available, 24/7/365.
- c. **Email requests:** DHS can email requests via email to our Onsite Scheduling team at onsiterequests@languageline.com.

PHASE 3: Complimentary training of personnel and distribution of support tools:

- a. Initial training and ongoing support for the DHS locations requesting onsite services.
- b. Training on online portal access to review historical, current and future assignment requests.
- c. Support tools provided for requesting onsite services that are catered to your specific needs

HOW TO CONNECT TO AN ASL INTERPRETER THROUGH VIDEO REMOTE

LanguageLine's video remote interpreting is a turnkey solution that is easily and readily available for DHS' use. Our video interpreting application is easy to install. The application is available in the Apple App and Google Play™ Store, allowing for easy installation on any smartphone or tablet. Users of PC devices will be directed to our secure web site and must use either Chrome or Firefox browsers for access. For non-Apple products, "cookies" will need to be enabled to store your Authentication Code. Your Account Executive can provide installation instructions and assist with the installation process.

This flexible and reliable solution enables DHS to connect with an ASL interpreter with one tap of a button, requiring no advanced scheduling or minimum usage time. With LanguageLine's creative solutions for on-demand interpreting, DHS can connect to an ASL interpreter in seconds from any existing device or equipment, throughout its network of users.

LanguageLine can work collaboratively with your IT department to review any technical specifications or network requirements to ensure a smooth implementation. Similarly, LanguageLine is available to support you with any necessary internal approvals, such as a security review or vetting by your IT department.

Accessing Video Interpreting

After installing LanguageLine's InSight application, interpreters are available on demand through a simple and easy-to-use interface. The customer just taps on the language required, taps again on the video icon, and the video call is connected. The interpreter conducts a pre-session conversation for both the customer and end user, and then the VRI session begins. In addition, our VRI solution offers an all-in-one

option for accessing both video and audio interpreters. ASL interpreters can also be reached directly with just the touch of a button on the VRI device.

Connecting to a Video Interpreter

- Tap the language to select. The language will turn orange.
- Tap the orange highlighted language with a video icon to access a video interpreter.



Control Panel Features



- Minimize or move the self-video window or drag the image to a different location
- 📹 Allow video privacy so the interpreter does not have video access
- 🎤 Mute and un-mute audio
- 📞 End the call
- 🔊 Access the in-app volume adjustment

Self-View: The self-view option allows the user to view himself or herself during an interpretation session in the corner of the screen. This feature also allows the participant to know if the interpreter can see him or her.

Microphone and Volume: The microphone is on by default but can be muted for temporary privacy. Volume control is built-in and easily accessible on the top right-hand corner of the screen.

Privacy: The video privacy screen button can be activated during an interpretation session. Press once to block the interpreter from viewing the customer and press it again for the session to resume.

Implementation Planning



STEP 1: Meeting with the DHS

The first step is to assess the current language services program and set objectives. Your account executive and our implementation team will meet with key facility staff via phone. The purpose of the meeting is to learn about the current language services program at the different facilities and then to set the objectives and expectations for the implementation process, including end-user training.

Different language access modes have different setup requirements. Our product teams will use this meeting to establish and understand service-specific needs and information with DHS.

STEP 2: Language Access Needs Assessment for the DHS

LanguageLine will conduct a live or virtual walkthrough at DHS to gain a better understanding of the language services in place. The team visits all areas that use language services and surveys rooms. The implementation team notes available equipment and identifies gaps in equipment and language training support materials. For video interpreting services in particular, our implementation team focuses on ways to leverage existing video equipment to access services and/or identify areas that need additional telephone and video equipment. The implementation team will identify onsite needs by location per language. This process will determine what additional resources are needed, if any, for language coverage.

STEP 3: Draft Customized Implementation Plan

After the visit, the implementation team drafts a plan with specific recommendations for your facilities. DHS will review the plan, offer comments, and provide buy-in. The plan includes a timetable for staff training on how to use equipment and access language services, as well as staff training on how to use which language service.

For video services, the team drafts an implementation plan with the specific recommendations for the facility and submits it via e-mail to the facility key stakeholder and/or champion for review, comments, and approval. Specific objectives include:

- Define the call routing requirements and schedule
- Determine ASL and spoken language needs over video interpreting
- Define call routing during off hours
- Define and create visual content and audio track for the call hold screens
- Deploy video interpreting software and accounts to the hospital's video devices and setup of hospital Wi-Fi access

STEP 4: Complimentary Implementation and Training

Our teams will go on site to implement services within 3 weeks of receiving approval of the implementation plan by the DHS.

The implementation team will go onsite for 2 to 3 days at each facility, depending on the size, to deploy equipment mobile video interpreting product, Interpreter on Wheels, track equipment location, conduct in-services, track the number of people trained, and distribute support tools and materials on how to access language access services.

STEP 5: Post-Implementation Report

One week after the implementation process at DHS, LanguageLine's implementation team will submit a post-implementation report to the facility champion. This report contains detailed information about the results for each location. The document serves as proof of the steps taken by DHS to comply with regulatory requirements.

QUALIFIED INTERPRETERS

ASL Interpreter Recruitment and Qualifications

LanguageLine OnSite recruiters use professional databases and general search engines such as American Translators Association (ATA), and the Registry of Interpreters for the Deaf (RID), National Board of Certification for Medical Interpreters (NBCMI), Certification Commission for Healthcare Interpreters (CCHI), National Court Interpreter Database (NCID), National Center for State Courts (NCSC), Indeed, and LinkedIn. Recruiters look for candidates with the qualifications listed above.

To ensure that we provide the highest quality interpretation to our valued customers, our experienced recruiting staff screens all potential applicants and résumés for prior experience with the language service industry. Our onsite interpreters must meet specific requirements such as:

- Excellent command of both English and target language
- Experience providing onsite, face-to-face consecutive interpretation
- Must pass a criminal background check prior to hiring
- Professional demeanor and appearance
- Excellent judgment, negotiation, and conflict resolution

Before taking an assignment, LanguageLine's onsite interpreters are required to attend an orientation session led by an Interpreter Manager. Depending on the location of the interpreter, the session can be taken either in person or online. The session covers topics such as:

- Review of client requirements and industry standards
- Roles of the interpreter, standards of practice, and the Interpreter Code of Ethics
- Customer service skills such as professionalism, appropriate attire, and cultural awareness
- Legal requirements, such as Health Insurance Portability and Accountability (HIPAA) Act, confidentiality, and Fraud, Waste and Abuse (FWA) prevention

All onsite interpreters abide by national standards for interpretation, exhibit cultural sensitivity, and remain neutral. Onsite interpretation is the preferred method of interpretation in situations involving:

- Where there is high interaction with multiple participants and unstructured turn-taking
- Complex, critical, and sensitive situations
- Complex dialogue exchanges
- Abstract philosophical interchanges
- Dialogue with veiled intentions or multiple meanings
- Young children or those with underdeveloped language skills
- High use of idiomatic language patterns
- Individuals with a secondary disability, such as poor vision, that impedes the ability to utilize technology
- Behavioral and mental health issues

Our ASL interpreters are nationally certified, and many are also Certified Deaf Interpreters (CDI). Holders of this certification have demonstrated knowledge and understanding of interpreting, deafness, the Deaf community, and Deaf culture. Holders have specialized training and/or experience in the use of gesture, mime, props, drawings, and other tools to enhance communication. Holders possess native fluency in ASL

and are recommended for a broad range of assignments where the deaf consumer has low or no American Sign Language skills. Additionally, we provide ongoing interpreter support that is based on accepted national interpretation standards, the interpreter code of ethics, and customer feedback.

LanguageLine ASL interpreters must hold one of the following certifications:

- RID (CI, CT, SC:L, NIC, NIC-A, NIC-M, IC, TC, CDI, RSC)
- NAD (Levels 3-5)
- BEI (Levels 3-5, Advanced or Master)

In addition to the certification above, Quality Assurance Screening Test (QAST) is an added requirement for our Arkansas-based ASL interpreters to meet the needs of the State.

Compliance and Regulations

LanguageLine complies with HIPAA in relation to the confidentiality and safeguarding of DHS clients records, including other legal requirements related to interpreting in an education specific setting. In addition, we adhere to specific laws and regulations to support our partners in the Government industry and enables our partners to continually ensure compliance with federal and state regulations and equal access laws. Through our services, we guarantee that your company complies with Title VI of the Civil Rights Act of 1964, Executive order 13166, American with Disabilities Act and other laws and regulations.

Customer confidentiality is reinforced through a number of initiatives. Throughout their training, our linguists undergo specific instruction on security and confidentiality. This training is mandatory for all linguists and employees. We review our corporate security and privacy policies during orientation, and regularly reexamine them at the departmental level. All of our interpreters and employees are required to sign and comply with our corporate confidentiality and non-disclosure agreements on an annual, recurring basis.

Appendix A: Verification To Do Business in the State of Arkansas

Language Line Services, Inc.'s State of Arkansas Vendor Number is 100243290. At the time of bid submission, LanguageLine is in the process of registering to do business with the State of Arkansas and will provide the formal Certificate of Registration upon request and/or award.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
05/20/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Willis Towers Watson Northeast, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	CONTACT Willis Towers Watson Certificate Center PHONE 1-877-945-7378 FAX 1-888-467-2378 E-MAIL certificates@willis.com ADDRESS:														
INSURED Language Line Services Inc. One Lower Ragsdale Drive Building 2 Monterey, CA 93940	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: Great Northern Insurance Company</td> <td>20303</td> </tr> <tr> <td>INSURER B: Federal Insurance Company</td> <td>20281</td> </tr> <tr> <td>INSURER C: Vigilant Insurance Company</td> <td>20397</td> </tr> <tr> <td>INSURER D: Illinois Union Insurance Company</td> <td>27960</td> </tr> <tr> <td>INSURER E: AIG Specialty Insurance Company</td> <td>26883</td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Great Northern Insurance Company	20303	INSURER B: Federal Insurance Company	20281	INSURER C: Vigilant Insurance Company	20397	INSURER D: Illinois Union Insurance Company	27960	INSURER E: AIG Specialty Insurance Company	26883	INSURER F:	
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INSURER F:															

COVERAGES

CERTIFICATE NUMBER: W16494333

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY		3595-61-78	06/01/2020	06/01/2021	EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000
						MED EXP (Any one person) \$ 10,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:					PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY		73576109	06/01/2020	06/01/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input type="checkbox"/> ANY AUTO					BODILY INJURY (Per person) \$
	<input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS					BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY					PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR		7987-71-21	06/01/2020	06/01/2021	EACH OCCURRENCE \$ 5,000,000
	<input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE					AGGREGATE \$ 5,000,000
	DED <input type="checkbox"/> RETENTION \$					\$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	7174-35-69	06/01/2020	06/01/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Errors & Omissions		G21654711 018	06/01/2020	06/01/2021	Each Claim \$10,000,000 Aggregate \$10,000,000 Retention Each Claim \$100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Professional Liability coverage includes coverage for contingent bodily injury, property damage and wrongful acts such as the disclosure of confidential information. Coverage is true worldwide.

SEE ATTACHED

CERTIFICATE HOLDER

CANCELLATION

Sample	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

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AGENCY CUSTOMER ID: _____

LOC #: _____

**ADDITIONAL REMARKS SCHEDULE**Page 2 of 2

AGENCY Willis Towers Watson Northeast, Inc.		NAMED INSURED Language Line Services Inc. One Lower Ragsdale Drive Building 2 Monterey, CA 93940	
POLICY NUMBER See Page 1		EFFECTIVE DATE: See Page 1	
CARRIER See Page 1	NAIC CODE See Page 1		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 FORM TITLE: Certificate of Liability InsuranceINSURER AFFORDING COVERAGE: AIG Specialty Insurance CompanyNAIC#: 26883POLICY NUMBER: 01-350-79-08 EFF DATE: 06/01/2020 EXP DATE: 06/01/2021

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Excess Errors & Omissions	Limit:	\$5,000,000 Excess of \$10,000,000

ADDITIONAL REMARKS:

Excess E&O: Excess policy is following form coverage.