

June 26, 2023

Ms. Mary Keating  
Director of Community Services for DuPage County  
421 N County Farm Rd., Room 3-400  
Wheaton, IL 60187-3978

Ms. Mary Keating,

We are pleased to present our proposal for your review regarding the following contract: INTERPRETER SERVICES RFP #23-072-CS, due on June 27, 2023. Also acknowledging receipt of Q&A ADDENDUM#1 FOR INTERPRETER, TRANSLATOR 23-072-CS. After a thorough review of the bid requirements, we are confident our services are effectively positioned to meet your ongoing language access needs. Our proposal addresses your need for all areas including In-Person and Virtual Interpretation, (including American Sign Language), Telephonic Interpretation, and Document Translation.

Language Access Resource Center (LARC), a program of DuPage Federation on Human Services Reform, offers an array of services including interpretation, translation, interpreter training and consultation with health and human services organizations to identify the most cost-effective and efficient ways to meet the needs of the area's growing immigrant population. LARC was developed in 2005 out of the interest expressed by health and human services organizations in finding a cost-effective way to meet the needs of their limited English proficient clients. We have been honored to work with the County for a number of years and we hope to continue this partnership.

-We offer **face-to-face interpretation in person** in over 40 languages, **including American Sign Language (ASL)**. Requests may be made through several convenient formats, including an online scheduling system.

-**Video Remote Interpretation**. Our local interpreters will connect via various platforms and apps of your choice (Zoom, GoogleMeet, FreeConferenceCall, etc.), to serve your language needs remotely with voice or video participation.

-**Telephonic interpretation** In conjunction with our telephonic partner we provide telephonic interpretation in over 260 languages. Clients are provided with their own toll-free number to call for immediate access to a telephonic interpreter.

-**Document translations** are available in all languages. Qualified professional translators with extensive experience are utilized for our translations. We provide translations covering a wide variety of subject matter with prompt turnaround. We can also provide audio transcribing and subtitles.

-**Trainings**. Rigorous interpreter trainings are offered multiple times a year. Currently we offer online and hybrid trainings for bilingual individuals, workshops, and continuing education opportunities for trained professional interpreters and staff language liaisons. Through our interpreter training model, interpreters at no cost may be available to you as well.

-**Consultation and presentations** such as "The Importance of Language Access - How and Why to Use Interpreters" are also available.

Thank you for the opportunity to submit a proposal. LARC is a resource for all your language access needs. If you have any questions, please don't hesitate to contact me directly (708.466.2132)

Sincerely,  
Signature on File

David J. Roth  
Executive Director  
droth@dupagefederation.org

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## TECHNICAL PROPOSAL

2. Firm Qualifications – Provide a statement that portrays the firm’s qualifications in relation to the Scope of Services. The response should include the following:

- a) *A summary of the firm’s general qualifications including specific disciplines represented that are applicable to the proposed work, number of employees, office locations, etc.*

Language Access Resource Center (LARC) is a program of DuPage Federation on Human Services Reform, a 501(c)3 non-profit organization. Founded in 2005, LARC offers an array of services including interpretation, translation, interpreter training, and consultation to a variety of organizations, including health, human services, educational and legal, to identify the most cost-effective and efficient ways to meet the needs of the area’s growing immigrant population. LARC was developed out of the interest expressed by health and human services organizations in finding solutions to meet the needs of their limited English proficient clients.

We provide face-to-face interpretation (including American Sign Language-ASL and Certified Deaf Interpreter-CDI services), telephonic interpretation, and document translation services. Interpreter services are available 24 hours, 7 days a week.

LARC staff and independent contractor interpreters abide by the National Council on Interpreting in Health Care (NCIHC) Code of Ethics and the National Standards for Interpreters which require all confidential information to be safeguarded; all interpretation and translations are to be rendered accurately; impartiality is to be maintained at all times; all parties are to be treated with respect, and interpreters must act in a professional and ethical manner at all times.

LARC is dedicated to the protection of confidential information. LARC interpreter requests are facilitated through an online scheduling system. The scheduling system is secure and in compliance with all current rules and regulations regarding HIPAA Compliance Risk Assessment. Further, our documents are saved in Dropbox, which requires authorized users to log in and follows 256-bit Advanced Encryption Standard (AES).

LARC interpreters are required to have an annual TB test with negative results, 10 panel drug screen, Illinois State background check, and Proof of Immunity form on file. Additional client requirements are considered and fulfilled when possible. In addition, LARC interpreters are required to execute a Business Associate Agreement, assuring non-disclosure of confidential information and adherence to applicable federal and state laws.

LARC staff members perform continuous unannounced on-site evaluations of interpreters for quality control and to address performance and/or complaints.

LARC staff is available to handle all customer service needs from 8am - 5 pm during regular business days. Outside of those hours, needs may be met through a dedicated after-hours phone number or sending an email to LARC@dupagefederation.org which is monitored at all times.

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b) *An outline of the firm’s depth and breadth to carry out the scope and the extent of the work required, especially that of the project lead.*

Clients may request our services in the following manners:

- Online scheduling system
- Fax (630 748 4794)
- Phone (regular hours: 630-782-7544 or after hours: 630-290-7893)
- Email (LARC@dupagefederation.org)

When requesting language access service, a client will provide the date and time the service is needed, language needed, duration of the service, location where the service will be provided, the requester’s name, the client’s name, the interpreter gender preference (if any), and any additional notes necessary to ensure superior service and billing.

Upon an interpreter’s acceptance of an assignment, an e-mail confirmation is sent to the client. Phone confirmation is available upon request. All requests are processed upon submission and status notifications (pending, confirmed, or declined) are sent in a timely manner.

Per RFP, listing of Non-Core Languages:

	YES	NO
Assyrian	x	
Bosnian	x	
Bulgarian	x	
Cambodian	x	
Cantonese	x	
Greek	x	
Italian	x	
Malayalam	x	
Myanmar	x	
Nepaly	x	
Punjabi	x	
Romanian	x	
Serbo-Croatian	x	
Serbian	x	
Tagalog	x	
Telagu/Hin	x	
Turkish	x	

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LARC’s trained interpreter pool currently consists of 222 local interpreters. The languages available for **face- to-face in-person and video remote interpretation services** include:

ALBANIAN (2)	ARABIC (21)	AMERICAN SIGN LANGUAGE (47, and 3 CDI)	
ARMENIAN (1)	ASSYRIAN (3)	AZERI (1)	BENGALI (1)
BOSNIAN (2)	BULGARIAN (1)	BURMESE (3)	CANTONESE (2)
CHINESE (6)	CROATIAN (2)	CZECH (1)	DARI (5)
FARSI (4)	FRENCH (1)	GREEK (1)	GUJARATI (8)
HAKA-CHIN (1)	HAITIAN/CREOLE (1)	HINDI (12)	HUNGARIAN (1)
ITALIAN (2)	KAREN (1)	KINYARWANDA (1)	KOREAN (4)
LITHUANIAN (1)	MACEDONIAN (1)	MANDARIN (8)	MARATHI (1)
MONGOLIAN (2)	NEPALI (1)	PASHTO (2)	PERSIAN (4)
POLISH (11)	PUNJABI (3)	ROMANIAN (1)	RUSSIAN (6)
PORTUGUESE (2)	SERBIAN (2)	SPANISH (93)	SUDANESE (2)
SWAHILI (1)	TAIWANESE (1)	TELEGU (1)	TOISHANESE (1)
UKRAINIAN (2)	URDU (9)	UZBEK (1)	VIETNAMESE (5)

LARC interpreters are available to travel within DuPage County and its surrounding areas as well.

**Telephonic interpretation services** are available in over 260 languages (see Appendix A for complete list). Available languages include DuPage County’s core and non-core languages. Telephonic clients are provided with a dedicated call number and step-by-step instructions for immediate access to a telephonic interpreter.

**Document translations** are available in all languages. LARC secures qualified and professional translators with extensive experience to provide document translation services. We provide translations covering a wide range of subject matter with prompt turnaround. Actual turnaround time is dependent on language(s), complexity, length, and need for additional editing or formatting. All translations are proofread. Rush service is available upon request.

To request translation services, a client e-mails the document to be translated to LARC at [LARC@dupagefederation.org](mailto:LARC@dupagefederation.org). While an editable source file (e.g., Microsoft Word, PowerPoint, InDesign, etc.) is preferred, we can work with other file types, as needed. LARC staff members conduct a word count and secure a translator. Before proceeding, the cost and turnaround time is provided to the requester for consideration. Translation does not occur until a client provides approval. Translation costs include \$0.22 per word for Spanish and \$0.26 for most other languages. Languages of lesser diffusion may incur higher cost.

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*c) Main attributes that differentiate our organization from competitors.*

- Our organization has provided language access services to DuPage County departments for over 14 years.
- Our organization is a small, local organization with knowledge of the needs of our community, familiarity with the location of various county departments, and the ability to respond quickly and efficiently to requests, questions and concerns.
- We have a dedicated team, Language Access Resource Center, that focuses solely on facilitating language access services and providing superior customer service.
- Many of the independent contractors/interpreters we utilize have been participants in our trainings, workshops, professional development and have provided services for our local customers for years, allowing us to have an in-person familiarity with them.

*d) Relevant previous experience with public sector entities.*

LARC has provided services to the following public sector clients within the past three (3) years:

- 16th Judicial Circuit Court
- Birth to Five Illinois
- City of Evanston
- DHS-Division of Rehabilitation Services
- DuPage Care Center
- DuPage County Community Services
- DuPage County Family Services
- DuPage County Health Department
- DuPage County Regional Office of Education
- DuPage Health Coalition / Access DuPage
- Illinois Department of Human Services
- Lake County State's Attorney Office
- Wheaton Police Department

In addition to public sector clients, LARC provides services to a wide range of community partners, including human services (e.g., AIDS Foundation Chicago, Asian Human Services, Chicago Coalition for Homeless, Illinois Partners for Human Service, People's Resource Center, World Relief, YWCA). In addition, we provide services to the following areas: health care (hospitals, FQHCs, and individual offices), education (elementary through high schools), and legal (private attorney's offices, non-profit legal services).

*e) Provide a copy of Business License, Tax ID and any significant certification document supporting your firm's expertise.*

Please see attached for the following organizational documents for DuPage Federation on Human Services Reform:

- State of Illinois, Office of the Secretary of State - Articles of Incorporation (1998)
- Internal Revenue Services (IRS) – 501(c)3 tax-exempt letter (2003)
- W-9

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- f) *Provide at least three (3) references for similar or related language interpretation and translation services. Include organization names, addresses, and names of contact persons, telephone numbers and email addresses.*

**Northwestern Medicine – CDH, Delnor, RMG**

Kate Clark  
Manager, Patient Relations/Interpreter Services  
kate.clarke@nm.org  
630-933-6328

**Naperville School District 203**

Marion Friebus-Flaman, Ph.D.  
Director of Language Acquisition  
mfriebusflaman@naperville203.org  
630-983-2501

**DuPage Health Coalition**

Kara R. Murphy, MS  
President  
kmurphy@accessdupage.org  
630-510-8720

**Illinois Coalition for Immigrant & Refugee Rights**

Luvia Quiñones, MPP  
Senior Director of Health Policy  
lquinones@icirr.org  
312-332-7360 x221

**DuPage County Health Department**

Patricia Flaherty  
Business Services Manager  
pdelmastro@dupagehealth.org  
630- 221-7390

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3. Key Qualifications – Provide a statement that portrays the firm’s engagement team qualifications in relation to the Scope of Services. The response should include the following:

a) *Background and credentials profile for the team and sub-consultants (if used) that would be assigned to the DuPage County account, including name, position/title, location, years of industry experience, years with firm and number of clients currently assigned.*

<b>Name</b>	<b>Position/Title</b>	<b>Location</b>	<b>Years of Industry Experience</b>	<b>Years with Firm</b>	<b>No. clients currently assigned</b>
Eva Rafas	Senior Program Director, LARC	Lombard/Remote	12	11	N/A
Carolin Rivera	Senior Program Coordinator, LARC	Lombard/Remote	7	7	N/A
Jeanine Loechel	Program Coordinator, LARC	Lombard/Remote	2	2	N/A
Aurora Rubino	Program Coordinator, LARC	Lombard/Remote	.5	.5	N/A
Marlene Frankovich	Bookkeeper	Lombard/Remote	40	9	N/A

b) *Areas of expertise of each officer - N/A*

c) *Communication skills*

All team members have strong written and verbal communication skills in English. In addition, three team members have strong written and verbal communication skills in another language such as Spanish or Hungarian.

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4. Project Understanding – Describe your firm’s interest, understanding and approach to provide services for this engagement, including a schedule for accomplishing the project.

*a) Describe the ongoing management for your services.*

LARC collects, tracks, and reports data including date, language, start and end times, location, interpreter, requester and any/all changes to the language access service on a monthly basis. A detailed billing report is included with the monthly invoice. Additional reports may be furnished upon request.

*b) Provide a list of performance metric guarantees that you provide.*

LARC provides interpretation services through qualified and trained interpreters. To qualify to provide interpreting services for LARC customers, an individual must 1) possess a high school diploma, 2) successfully pass a written and oral language proficiency assessment in English and their target language (reading, writing, comprehension and speaking), and 3) completion of an interpreter training that meets LARC’s high standards (interpreter must submit Certificate of Completion).

Most of our interpreters completed the LARC interpreter training which consists of 80-100 hours of classroom learning and practicum in the field. The LARC interpreter training provides a comprehensive overview of interpretation in health care, human services, legal, and education settings and relevant vocabulary and terminology. Other topics include modes and modalities of interpretation, sight translation, linguistic register, interpreter techniques and values, advanced directives, National Standards of Practice and Code of Ethics, federal and state laws regarding language access, and more.

All interpreters commit to pursue professional development opportunities, including continuing education workshops and webinars developed and conducted by LARC staff members. LARC workshops are conducted with the assistance of guest speakers who are experts in their respective fields. Topics presented in the past year have included: “Overview of Services at DuPage County Community Services”, “Confidentiality Best Practices”, “Professional Boundaries”, “Interpreting for Immigration Interviews”, “Interpreting in Mental and Behavioral Health Care Settings”, “Immigrant and Refugee Resettlement in the Chicagoland Suburbs”, “Intricacies of Consecutive and Simultaneous Interpretation”, “Consecutive & Simultaneous Interpretation and Sight Translation Practice”, “Remote Interpreting (Part I and II)” and “Interpreting in Human Services- Assistance and Resources”.

LARC utilizes qualified professional translators and linguists that are native speakers of the target language and have extensive experience in their chosen field(s). As such, we are confident our translators provide technically accurate and culturally competent services. All translators are required to complete rigorous testing (300-500 words of translation evaluated by experts using an evaluation rubric accepted statewide) before being included in the translator database. Most translators hold at least a Bachelor’s degree in linguistics and are members of professional organizations such as American Translators Association (ATA), Midwest Association of Translators and Interpreters (MATI), and Chicago Area Translators and Interpreters Association (CHICATA).



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c) *Provide sample incident reports.*

We do not have a formal incident report form. We accept all feedback communicated. All feedback indicating issues with our services are immediately escalated to Eva Rafas, Senior Program Director for review and investigation. We provide the customer with an update or resolution within 48 hours.

d) *Provide proposed procedures for internal problem escalation and their process for notifying the County in the event of a problem.*

Possible internal problems may include the need to decline a service request under certain circumstances such as interpreter coverage not available, interpreter cancelation with no replacement available, etc.

Appointments are declined by LARC via our scheduling system, which sends an automatic email notification to the individual who requested the appointment. If a LARC declination is short notice a LARC Team member also contacts the requester (email, phone) as soon as possible. In addition, LARC offers alternate solutions whenever possible.

## APPENDIX A

### Telephonic Interpreting Language List

Acholi	Chin Mara	German	Jula	Mam
Afar	Chin Matu	German	Kaba	Mandarin
Afrikaans	Chin Senthang	Penn. Dutch	Kamba	Mandinka
Akan	Chin Tedim	Gheg	Kam Muang	Maninka
Akateko	Chipewyan	Gokana	Kanjobal	Manobo
Albanian	Chuukese	Greek	Kannada	Marathi
Amharic	Cree	Gujarati	Karen	Marka
Anuak	Croatian	Gulay	Kashmiri	Marshallese
Apache	Czech	Gurani	Kayah	Masalit
Arabic	Danish	Haitian Creole	Kazakh	Mbay
Armenian	Dari	Hakka China	Kham	Mien
Assyrian	Dewoin	Hakka Taiwan	Khana	Mirpuri
Azerbaijani	Dinka	Hassaniyya	Khmer	Mixteco
Bahasa	Duala	Hausa	K'ich	Mizo
Bahdini	Dutch	Hawaiian	Kikuyu	Mnong
Bajuni	Dzongkha	Hebrew	Kimiiru	Mongolian
Bambara	Edo	Hiligaynon	Kinyarwand	Moroccan
Bantu	Ekegusii	Hindi	Koho	Arabic
Barese	Estonian	Hindko	Korean	Mortlockese
Basque	Ewe	Hmong	Krahn	Napoletano
Bassa	Farsi	Hunanesse	Krio	Navajo
Belorussian	Fijian	Hungarian	Kunama	Nepali
Bemba	Fijian Hindi	Ibanag	Kurmanji	Ngambay
Benaadir	Finnish	Icelandic	Kyrgyz	Nigerian
Bengali	Flemish	Igbo	Laotian	Pidgin
Berber	French	Ilocano	Latvian	Norwegian
Bosnian	French	Indonesian	Liberian Pidgin English	Nuer
Bravanese	Canadian	Inuktitut	Pidgin English	Nupe
Bulgarian	Fukienese	Italian	Lingala	Nyanja
Burmese	Fulani	Jakartanese	Lithuanian	Nyoro
Cantonese	Fuzhou	Jamaican	Luba-Kasai	Ojibway
Catalan	Ga	Patois	Luganda	Oromo
Cebuano	Gadang	Japanese	Luo	Pampangan
Chaldean	Gaelic-Irish	Jarai	Maay	Papiamento
Chamorro	Gaelic-Scottish	Javanese	Macedonian	Pashto
Chaochow	Garre	Jingpho	Malay	Plautdietsch
Chin Falam	Gen	Jinyu	Malayalam	Pohnpeian
Chin Hakha	Georgian	Juba Arabic	Maltese	Polish

Portuguese	Rundi	Soninke	Thai	Vietnamese
Portuguese	Russian	Sorani	Tibetan	Visayan
Brazilian	Samoan	Spanish	Tigr	Welsh
Portuguese	Sango	Sudanese	Tigrigna	Wodaabe
Cape Verdean	Seraiki	Arabic	Toishanese	Wolof
Pugliese	Serbian	Sunda	Tongan	Wuzhou
Pulaar	Shanghainese	Susu	Tooro	Yemeni
Punjabi	Shona	Swahili	Trique	Arabic
Putian	Sichuan Yi	Swedish	Turkish	Yiddish
Quechua	Sicilian	Sylhetti	Turkmen	Yoruba
Quichua	Sinhala	Tagalog	Tzotzil	Yunnanese
Rade	Slovak	Taiwanese	Ukrainian	Zapoteco
Rakhine	Slovene	Tajik	Urdu	Zarma
Rohingya	Soga	Tamil	Uyghur	Zo
Romanian	Somali	Telugu	Uzbek	Zyphe

\*Additional languages and dialects may be available. Rare languages may require additional interpreter connect time or may require an appointment.