

## Attachment 5 - BIDDER INFORMATION QUESTIONNAIRE Solicitation #23057 Administrative Services (Statewide)

### General Questions

Bidder Name: Multicultural Association of Medical Interpreters of Central NY (MAMI of CNY)

Instructions: Complete all questions below. Questions may have a drop-down menu from which to select your response.

NOTE TO BIDDER: FAILURE TO ANSWER THE QUESTIONS WILL DELAY THE EVALUATION OF YOUR BID AND MAY RESULT IN REJECTION OF YOUR BID.

#	Question	Response
1	Bidder Name	Multicultural Association of Medical Interpreters of CNY (MAMI of CNY)
2	Address	287 Genesee Street, Ste. 101
3	City	Utica
4	State	New York
5	County	Oneida
6	Zip Code	13501
7	Bidder Contact Name	Tanya Diehl
8	Bidder Contact Telephone Number	315-732-2271 Ext. 229
9	Bidder Contact E-mail	nys@mamiinterpreters.org
10	Bidder's PRINCIPAL PLACE OF BUSINESS: "Principal Place of Business" is the location of the primary control, direction and management of the enterprise (State of):	287 Genesee Street, Ste. 101, Utica, NY 13501
11	Does Bidder have the required NYS 10 digit vendor ID number?	Yes
12	If yes, please provide	1000055438
13	If Bidder does not have a vendor ID number, did Bidder complete and submit the OSC Substitute W-9 form to OGS as described in NYS Vendor File Registration, prior to submitting this Bid document?	
14	Does Bidder have a contract with any other federal, state or local governmental entity, including General Services Administration (GSA) / Veterans Affairs (VA), on similar products, quantities, terms and conditions? If yes, provide a link for each contract, if available. If link is not available, please provide hard copies with your bid submission.	Yes. PS65930: <a href="https://www.ogs.ny.gov/purchase/snt/awardnotes/7300322559ContractorInfo.pdf">https://www.ogs.ny.gov/purchase/snt/awardnotes/7300322559ContractorInfo.pdf</a> ; C012693 (hard copy)
18	If Bidder offers an additional discount for purchases made with the NYS Purchasing Card, enter it here (%):	1% discount with NYS Purchasing Card
19	Does Bidder offer a prompt payment discount for payments made in less than 30 days after receipt of a proper invoice?	Yes
20	If yes, please detail the additional discounts by providing the percentage of discounts and the specific number of days within which payment must be made for the discounts to apply (for example: 2% / 15 days; 1% / 20 days):	2% discount within 15 days; 1% discount within 30 days
21	<b>Person to contact for questions relating to this Bid submission:</b>	
	Name:	Mary Stronach
	Title:	Consultant
	Telephone Number:	315-796-9284
	Toll Free Telephone Number:	
	E-Mail Address:	nys@mamiinterpreters.org
22	<b>Person to contact for Contract Administration issues:</b>	
	Name:	Tanya Diehl
	Title:	Finance Director/Contract Manager
	Telephone Number:	315-732-2271 Ext. 229
	Toll Free Telephone Number:	1-855-818-MAMI
	E-Mail Address:	nys@mamiinterpreters.org
23	<b>Customer Service contact for New York State Contract Orders during normal business hours:</b>	
	List normal business hours (Specify M-F, Sat, Sun):	8:30 a.m. to 5 p.m.
	Name:	Tanya Diehl

	Title:	Finance Director/Contract Manager
	Telephone Number:	315-732-2271 Ext. 229
	Toll Free Telephone Number:	1-855-818-MAMI
	E-Mail Address:	nys@mamiinterpreters.org
24	<b>Person to contact in the event of an emergency occurring after normal business hours or on weekend/holidays:</b>	
	Name:	Fang Dong
	Title:	Supervisor
	Telephone Number:	315-790-8058
	Toll Free Telephone Number:	MAMI's answering service is available 24/7 by calling 315-732-2271.
	E-Mail Address:	nys@mamiinterpreters.org
25	Is Bidder listed as a <u>certified</u> Minority- or Women-Owned Business Enterprise in the NYS Empire State Development Directory of Certified Minority- and Women-Owned Businesses located at: <a href="https://ny.newnycontracts.com/frontend/vendorsearchpublic.asp">https://ny.newnycontracts.com/frontend/vendorsearchpublic.asp</a>	No
26	If yes, please indicate if the company is certified as Minority-Owned (MBE), Women-Owned (WBE), or Minority- and Women-Owned (MWBE).	
	<b>A Bidder that is a Small Business (SBE) as defined in New York State Finance Law Section 160(8) will be identified by OGS in the OGS Contract Award Notification upon award of the Contract.</b> <b>"Small Business" means a business which:</b> (a) is resident in New York State; (b) is independently owned and operated; (c) is not dominant in its field; and, (d) employs one hundred or fewer persons	
27	Is Bidder a New York Small Business as defined above?	No
28	Total number of people employed by your business:	22 + over 100 subcontractor interpreters
29	Total number of people employed by your business in New York State:	22 + over 100 subcontractor interpreters

<b>BIDDER/OFFERER DISCLOSURE OF PRIOR NON-RESPONSIBILITY DETERMINATIONS</b> <b>Pursuant to Procurement Lobbying Law (SFL § 139-j)</b>		
30	Has any Governmental Entity made a finding of non-responsibility regarding the Bidder in the previous four years?	No
31	If yes, was the basis for the finding of non-responsibility due to a violation of State Finance Law § 139-j?	
32	If yes, was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity? If yes, please provide details regarding the finding of non-responsibility below.	
	Governmental Entity:	
	Date of Finding of Non-Responsibility:	
	Basis of Finding of Non-Responsibility: (add additional pages if necessary with content clearly labeled)	
33	Has any Governmental Entity terminated a Procurement Contract with or withheld a Procurement Contract from the Bidder due to the intentional provision of false or incomplete information? If yes, please provide details below.	No
	Governmental Entity:	
	Date of Termination or Withholding of Contract:	
	Basis of Termination or Withholding: (add additional pages if necessary with content clearly labeled)	

## Attachment 5 - BIDDER INFORMATION QUESTIONNAIRE

23057 Administrative Services (Statewide)

### Solicitation Specific Questions

Bidder Name

Multicultural Association of Medical Interpreters of CNY (MAMI of CNY)

Instructions: Answer all questions below providing your response in Column C. Questions may have a drop-down menu from which to select your response.  
NOTE TO BIDDER: FAILURE TO ANSWER THE QUESTIONS WILL DELAY THE EVALUATION OF YOUR BID AND MAY RESULT IN REJECTION OF YOUR BID.

### QUALITY CONTROL AND ASSURANCE PROCEDURES

NOTE: Please enter "N/A" for any questions that are not applicable to the Lots being bid.

#	Question	Response
1	What is your firm's selection, screening and hiring processes for temporary workers.	MAMI does not use temporary workers. MAMI of CNY does use subcontractors and staff for interpreting and translation services. All interpreters are required to pass language screening tests in both their native and non-native languages which includes both an oral test by an independent agency and, when necessary, an interview with at least two MAMI staff to ensure that their language skills meet the standards required for accurate and complete interpretation. They are exempt from being tested in any given language if they can document at least two years of college study in that language. Once selected, the candidates must take MAMI's 80 medical interpreting course or 88 hour medical/educational interpreting course. They must pass three oral benchmarks which test language and accuracy skills in both languages and a written final exam which covers procedures, ethics and medical concepts. Only those candidates who pass with a grade of 80 or better are invited to interpret for MAMI. For services in written translation, MAMI uses ATA certified translators provided certification is available in that language. They must submit resumes and samples demonstrating their translating skills. In addition, all MAMI subcontractors and staff interpreters must have a background check and drug screening. For American Sign Language, MAMI works with agencies who have interpreters who are RID certified.
2	What are your testing, training and orientation programs for temporary workers?	Besides the above testing and training, MAMI's introductory interpreting course orients students on processes and expectations when interpreting. MAMI requires newly trained interpreters to successfully perform in two observed appointments during their first year. As soon as the new interpreter successfully completes training, he/she becomes eligible to take other courses. MAMI recommends that interpreters take professional development courses throughout the year. They include such topics as mental health interpreting, domestic violence, specific health care topics, interpreting for legal consultations, interpreting in the schools, court interpreting, review of ethics and procedures, etc. In case of need, MAMI offers skills building in English language. MAMI has a training manager who determines the needs for interpreters to enhance their skills.
3	What type of background checks do you conduct for screening temporary workers (nature of the checks, kinds of records reviewed, number of years covered by the background check, etc.)?	All MAMI staff, interpreters and interpreter contractors are required to have a background check. The type of screening is a National Background Check. The records reviewed include reported court documents, arrest records, wanted warrants sex offender and criminal history. The Background Check goes back at least 7 years. If requested or required, we can go back more years. For school interpreting, we can also conduct fingerprint searches.
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	Yes.

5	<p>How do you track individual resource performance? How does your firm reward good job performance by your temporary workers? Conversely, what types of disciplinary action does your firm use?</p>	<p>In addition to the two initial observations, whenever there is a question of competency or procedural problems MAMI will conduct additional observations/evaluations of an interpreter. We build strong relationships with our clients and call them regularly to ensure that our interpreters are following procedures and ethics, and maintaining their professionalism. Based on the responses of clients, MAMI may ask an interpreter to take a remediation class and to be tested again to ensure a satisfactory level of competency. MAMI also offers regular professional development classes for the interpreters to update them and to expand their areas of expertise. These classes include refresher courses on procedures and ethics, court interpreter and legal consultation interpreting classes, interpreting in domestic violence, child protective, educational, parole, probation, social services settings -- to name a few. MAMI increases pay based on performance during observations, successful attendance at professional development classes, positive reports from clients and length of service. If an interpreter violates ethics, makes an egregious error while interpreting or does not receive an acceptable/passing observation, MAMI requires that the interpreter receive remedial training. In some cases, MAMI will drop the interpreter from its roster of qualified interpreters. For written translations, MAMI can offer to do back translations to ensure accuracy. MAMI also reviews the translator's work before submitting it to the customer. Translators who have been found to be careless are dropped from the roster.</p>
6	<p>Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.</p>	<p>Yes. MAMI has a training manager who also works as a quality assurance manager. She and a language expert from the MAMI cadre of interpreters evaluate interpreters regularly. There is also close communication with the dispatchers who field calls from customers about interpreter performance. Based on these calls and observations, the training manager makes recommendations on whether an interpreter can continue to interpret, needs further training/remediation or if he/she should be dropped. Our marketing manager, finance manager and the supervisors in each of our offices maintain close communication with customers to ensure satisfaction. If there is a problem -- either in performance, billing or customer service, our staff researches the situation and informs the customer, and develops an action plan to improve the situation. Once a translation is completed, our translation department has it reviewed by a different translator to ensure the accuracy. If the customer so requests, MAMI has the capability of providing a "back translation" -- back into the original language. MAMI recommends this practice for sensitive, critical documents. For our translator-candidates, MAMI checks references and asks the candidates to send samples of their translations for MAMI to review. MAMI's Translation Coordinator reviews all completed translations before they are submitted to customers. To establish and maintain quality, MAMI also conducts background checks and a drug screening on all interpreter-candidates.</p>
7	<p>What process do you follow to ensure the proposed resumes meet your client's request?</p>	<p>As far as MAMI is concerned, resumes by themselves are not enough to determine the quality of the interpreter or translator. We screen all interpreter candidates in one or both languages -- depending on their educational level. We use an independent agency that provides us information on their level of competency and areas of weakness. We also interview interpreter candidates -- sometimes holding interviews in both languages to ensure competency. MAMI also requires all interpreter candidates to take MAMI's 80 or 88 hour initial medical interpreter training which incorporates procedures, ethics, interpreter and interpersonal skills, medical terminology/diagnosis/treatments. In addition, interpreter candidates are introduced to interpreting for such settings as: social services, parole, probation, schools, mental health. To become MAMI interpreters, the interpreter-candidates must pass three oral benchmarks during the course and a written final exam which includes medical, interpreting and ethics questions. During this time, the trainers also observe candidates and review their work ethic, professionalism, promptness, etc. For our translation team, MAMI reviews the resumes, checks recommendations and reviews samples of translation documents to ensure the quality of the translator. MAMI also checks references.</p>
8	<p>How do you schedule engagements?</p>	<p>MAMI has professional dispatchers who handle all requests. Requests can be called in to the dispatchers, faxed or e-mailed. Some customers choose to use the MAMI web-based interpreting scheduling service (GoFluently.com) which is HIPAA compliant. MAMI will train customers to use the service if they would prefer to input the request themselves. Once an appointment is scheduled with an interpreter, the dispatcher confirms the appointment in GoFluently and communicates with the customer (requester) by phone, fax or e-mail. To ensure that the interpreter has gone to the appointment and provided the appropriate service, he/she brings a "contact" sheet with him/her to the appointment and asks the customer to sign off on the sheet, including time start and time finish. This contact sheet is then brought back to the MAMI office where it is processed. A copy of this contact sheet is also sent back to the customer with the invoice. This provides the customer proof of service.</p>

9	Do you have an electronic system for scheduling? If yes, please describe.	Yes. MAMI's web-based scheduling system is called GoFluently. It allows customers to input requests for interpreters and the details necessary for the appointment. It is HIPAA compliant. Once an interpreter is scheduled in the system, the MAMI dispatcher contacts the interpreter, schedules the appointment and then confirms the appointment with the provider (customer) -- either in GoFluently, by phone, fax or e-mail. The provider can access GoFluently to review the history of all appointments and all details relative to the appointment -- date, time, location, time finish, name of interpreter, language. MAMI has used GoFluently for over seven years.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	MAMI coordinates and communicates directly with all interpreters and translators and handles all details of appointments. Interpreters/translators know the procedures. They have access to the web-based interpreter scheduling service and can download the "contact" sheet which gives them all details relative to the appointment. The dispatchers assist the interpreters should they have any questions. If the dispatchers cannot answer the questions, they call the customers. All communication goes through the dispatchers to ensure that everyone is kept in the loop. MAMI handles all paperwork, billing to customers and payments to subcontractors. With invoices, MAMI submits copies of all "Contact sheets" to the customer as verification of services. With one point of contact -- the MAMI office -- the customers can be assured that there will be follow through on any questions, concerns, appointments on a timely basis.
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	MAMI keeps master lists of all qualified interpreters and translators. Confidential folders on each interpreter include observation reports, testing results, background check results, drug screening results and medical documentation. Only those interpreters who have fulfilled all requirements, maintain a level of training and professionalism are allowed to interpret for MAMI. MAMI keeps records of any complaints, action plans, and additional follow-up. Any interpreter/translator that does not meet or exceed requirements is removed from the list of qualified interpreters for that client, and if appropriate, for any client.
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	In cases of emergencies for requests for interpreters, MAMI has a 24/7 answering service that can contact any interpreter or staff member by text or phone call. MAMI has a cadre of interpreters who will respond for same-day requests or overnight requests. In the case of an issue relative to one of MAMI's interpreters/dispatcher staff or interpreter contractors, MAMI takes the following steps to resolve issues: 1. MAMI supervisor speaks with customer and gets details on what happened. 2. MAMI supervisor asks interpreter/dispatcher/finance to come into the office for a face-to-face meeting to question him/her about his/her perspective of what happened. (Sometimes this is a telephone conference call.) 3. If it is found that the problem was due to interpreter/dispatcher/finance error, the MAMI supervisor with interpreter/dispatcher/finance develop an action plan. This action plan is then communicated to the customer. If it is proven (with documentation or other witness) that the interpreter was not in error or that it was not a MAMI error, the supervisor communicates the findings to the customer. At that point, the supervisor and customer may discuss ways to improve/change procedures to improve the process. Any interpreter or translator who does not improve his/her performance per the action plan stipulations, is dropped from MAMI's master list of subcontractors.
13	What is your process for providing a replacement if a Temp is rejected by the client? Please include details such as the time it takes to replace, and the training plan for the new Temp.	If an interpreter needs to be replaced, MAMI may be able to find a replacement -- sometimes on the same day. It depends on the language group and location of the appointment. Sometimes MAMI has enough back-up interpreters in the language group and sometimes, one is not available. However, in such cases, MAMI can offer the telephonic service which allows the customers quick access to as many as 250 languages at a moment's notice. Telephonic interpreters are also professional and follow the same code of ethics as MAMI's on-site interpreters.
14	Does your company have a formal, published quality assurance program (measuring retention, job matching, performance of Temps on the job, etc.)? If yes, please provide details of the program and attach program documentation. If no, describe in detail the process your company intends to employ to ensure that NYS receives the best service and candidates possible.	Yes. The MAMI Training/Quality Assurance Manager or a Language Coach in the language being tested go in the field to observe the interpreter during a typical interpreting session. The manager calls the facility in advance to get permission to observe the interpreter. In the meantime, the interpreter calls the client and asks for permission to have the manager observe the session. The interpreter states that the process will be confidential. The manager/language coach brings a release form for the provider and the client to sign and also an evaluation form that he/she will use while observing the interpreter. Among the areas that are evaluated: punctuality, appearance, following procedures, accuracy, completeness, efficiency of intervening, directing the communication, culture brokering, observing professional boundaries, following interpreter ethics. (Program documentation in digital folder and in hard copy.)

15	Does your firm check websites such as Department of Health, Office of Professional Medical Conduct, etc. for licensure and/or accreditation information when hiring/providing candidates for Health Occupations? If yes, please provide the website address(es) you check. If no, please describe how you validate credentials for these professions.	Yes. Medical: <a href="http://www.cchicertification.org/">http://www.cchicertification.org/</a> ; American Sign Language: RID.org. / For written translations: <a href="http://www.atanet.org">www.atanet.org</a> . All MAMI interpreters must go through the MAMI 80 or 88 hour training before they can interpret for MAMI which includes both oral and written testing. Such stringent training assures that MAMI interpreters are trained in following a strict code of ethics and procedures. Additional Professional Development classes enhance their skills and expand their level of competency in different areas of service.. This close relationship between the MAMI Training Manager and the interpreter ensure quality and a very high level of service by the interpreter.
16	What is your current fill ratio?	90-95% depending on language and location
17	What is your current turnover rate for your temporary workers?	MAMI does not have temporary workers but rather permanent parttime subcontractors.
18	What type of programs do you have to limit absenteeism and turnover?	Because many MAMI interpreters are sub-contractors, they can choose to accept or reject an appointment. Once they accept, there is only a 0.1% chance that they will not go to the appointment. Also, to ensure loyalty to MAMI, MAMI offers numerous professional development classes throughout the year -- many of them at no or minimal cost to the interpreter. Among the incentives are increased rates based on attendance at classes, observations, acceptance of interpreting assignments and performance. During the training, MAMI emphasizes the Code of Ethics and the importance of being a professional ... this includes that if an interpreter accepts an assignment, it is his/her responsibility to follow through. MAMI has minimal interpreter no-shows. If an interpreter accepts an assignment, he/she is 99.9% likely to interpret for the appointment.
19	What is your current absenteeism rate for your temporary staff?	N/A -- Interpreters only accept appointments that they can take. If they have a problem after accepting the assignment, they usually call the MAMI office in advance so that MAMI can immediately substitute another interpreter. Rare situations may arise like car problems or sudden illness. Absenteeism rate: 0.1%
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	Engaging our interpreters in professional development classes, providing liability insurance for interpreters, inviting sub-contractors to MAMI events, meetings, trainings, celebrations. MAMI also offers interpreters opportunities to be language coaches and pay rate increases based on their level of professional development.
21	Do you subcontract any of your work to support excessive workloads, either via independent contractors or through other firms? Please describe your policies, your company's process and criteria for selection of subcontractors/suppliers (if applicable).	For on-site spoken language interpreting, MAMI only uses its own MAMI-trained interpreters. If MAMI dispatchers detect increases in requests in certain languages, the training manager schedules another training as needed. MAMI's policy is to only use MAMI-trained interpreters -- whether they be staff or independent contractors. For ASL, MAMI only works with agencies with a proven track record that require RID certification and offer additional trainings for their ASL interpreters. MAMI also uses MWBE interpreters whenever possible.
22	What are your recruitment policies?	MAMI only accepts candidates who have completed high school -- either in the United States or the equivalent in their country. MAMI reviews their resumes for qualifications, and experiences that support interpreting. We check references. Candidates must be able to pass a background check and drug screening. They must also pass a language screening given by an independent organization with a minimum grade of 10 out of 12. Some candidates may be invited to participate with slightly lower grades if they prove through personal interviews (in both languages) that their skills were not appropriately evaluated. MAMI recruits through personal contact, advertising, social media, flyers posted in key areas of the communities where we interpret.



23	<p>Describe your implementation plan for initiating this program at NYS if awarded a contract. Include your company's plan for taking on a large volume of requests during the first phase of the contract. Such a plan may include transferring candidates from other contractors to your company's internal resource pool, partnering with additional subcontractors to meet NYS's needs and implementing the program.</p>	<p>MAMI was selected as Primary Vendor for two regions during the last OGS contract period. Based on that experience, we are preparing to implement a renewed OGS contract by training additional interpreters in languages and geographical regions where we need more depth. We have just finished an 88 hour training in the Albany area and are planning trainings in Syracuse and Utica. We are also planning trainings in court interpreting within the next nine months. We have already chosen a contract manager for the OGS RFP to ensure that all requirements are completed on a timely basis. This individual will be responsible for replying to any RFQ that MAMI receives. For the OGS contract we have already prepared special appointment sheets and have guidelines for Authorized Users ready to be modified, if needed, and then sent out. MAMI has already established partnerships with ASL agencies -- some of whom are MWBE certified. MAMI also plans to educate its interpreter sub-contractors on how to become MWBE certified. The Web-based scheduling system is already set up to accept new Authorized Users. The Finance Department, having handled billing for the previous OGS contract, is already set up for billing. The Finance Director is prepared to continue documentation to send to authorized users and OGS based on number of interpreting appointments and languages and locations.</p>
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