



Iowa Department of Administrative Services
Interpretation and Translation Services
RFP #RFP1419005108



making connections nationwide

Cost
Proposal



Interpreters Unlimited, Inc.

10650 Trenea Street, Suite 308 San Diego, CA 92131

p. 800.726.9891 | f. 800.726.9822

www.interpretersunlimited.com

Exhibit 20 - Request for Confidentiality

The Respondent must sign and submit with the Proposal the document included as Attachment #3 Form 22 – Request for Confidentiality.

3.3 Cost Proposal

The Respondent shall provide its Cost Proposal in a separately sealed envelope for the proposed goods and/or services. All prices are quoted pursuant to the terms and conditions of this RFP. Respondent's Cost Proposal shall include an all-inclusive, itemized, total cost in U.S. Dollars (including all travel, expenses, etc. in prices) for the proposed services. All pricing to be FOB Destination, freight cost, and all expenses included; and based on Net 60 Days Payment Terms. Fill out the following table within the Cost Proposal response:

Service	Price per hour	Minimum Charge	Additional Fees	After-Hours Charge
Face-to Face	\$95.00	2 hours	24 business hour cancellation fee in the amount of the minimum or time booked, whichever greater.	\$95.00
Conference Call	\$75.00	No minimum	N/A	\$75.00
Video Remote Interpreting	\$117.00	No minimum	N/A	\$117.00
Other: Please Describe	None			

Service	Price per word	Minimum Charge	Additional Fees	After-Hours Charge
Written	\$0.22	\$100	N/A	Same as regular hours
Other: Please Describe				

- Any other costs associated with proposed solution.
- Pricing for options.

3.3.1 Payment Methods

The State of Iowa, in its sole discretion, will determine the method of payment for goods and/or services as part of the Contract. The State Pcard and EAP are preferred payment methods, but payments may be made by any of the following methods: Pcard/EAP, EFT/ACH, or State Warrant. Respondents shall indicate in their Cost Proposals all of the payment methods they will accept. **This information will not be scored as part of the Cost Proposal or evaluated as part the Technical Proposal.**

3.3.1.1 Credit card or ePayables

The State of Iowa's Purchasing Cards (Pcards) and ePayable solution (EAP) are commercial payment methods utilizing the VISA credit card network. The State of Iowa will not accept price changes or pay additional fees if Respondent uses the Pcard or EAP payment methods. Pcard-accepting Respondents must abide by the State of Iowa's Terms of Pcard Acceptance, as provided in Section 6.6 of the RFP. Respondents must provide a statement regarding their ability to meet the requirements I this subsection, as well as identifying their transaction reporting capabilities (Level I, II, or III).



Reporting

Using IU Match Connect, Interpreters Unlimited's reporting abilities are completely customizable. Upon contract inception, we will work with report recipients to learn what information they require and what additional information they would like to have. Having access to full statistical information based on your actual usage can allow both the Iowa Department of Administrative Services and Interpreters Unlimited to analyze and increase overall service efficiency.

System Reporting – Features, Capabilities, and Samples

IU Match Connect, Interpreters Unlimited's Proprietary Software System, uses the latest SQL Database. This database has extensive capabilities, such as the Crystal Report Viewer, which can query any number of data fields, including:

- Dates of Service
- Requestor within Agency
- Language
- Patient/LEP
- Location
- Cost
- Requesting Agency
- Mileage

An example of such a report for an on-site interpreter is shown below:

Date Service	Invoice #	Language	Patient	Requester	Location Services Provided	Start Time	End Time	Duration	Cost of Interpretation	Miles Driven	Total Cost of Mileage	Invoice Total
7/1/2010	123456	Arabic	Mr. Mister	John Smith	East County Mental Health	11:20am	12:20pm	2:00 hrs	\$119.50	0	\$0.00	\$119.50
7/1/2010	525293	Spanish	Ms. Misses	Jane Do	North Coastal Mental Health	8:40am	9:10am	2:00 hrs	\$119.50	0	\$0.00	\$119.50

An example of a telephone interpretation report is shown below:

Date Service	Invoice #	Language	Requester	Start Time	End Time	Price per Minute	Invoice Total
7/1/2013	123456	Spanish	John Smith	1:00pm	1:25pm	\$0.99	\$24.75
7/1/2013	525293	Vietnamese	Jane Doe	5:15am	6:00am	\$0.99	\$44.55

All reports are provided in Excel format unless otherwise specified. Automated custom queries can also be established.



interpretation



translation



transportation



sign language



Secure Accessibility

Standard reports can be generated via your IU Match Connect secure login information. Reports are generated real-time in Excel format and are available for download within seconds. Should you have a request for a custom report, this request can be made by calling your Contract Administrator at Interpreters Unlimited. Results will be sent securely via email or will be made available for download via IU Match Connect.

IU has developed a proprietary software system called IU Match Connect, which helps to manage all projects from start to finish. This comprehensive system serves as the hub for producing customized usage reports and invoices, as well as a secured storage space for interpreter profiles and assignments histories.

As a **web-based system**, IU Match Connect allows the Interpreters Unlimited staff to receive service request 24 hours a day. Although service requests can be submitted via email, fax, or phone, the quickest, most efficient and preferred method is via our website, www.InterpretersUnlimited.com. **State of Iowa representatives** will be given a secured login ID allowing access to the following functionalities:

- Request interpretation appointments
- Authorize appointments, if applicable
- View appointment histories

In addition, IU Match Connect also provides the following capabilities:

- Digital Fax Manager - repository for all faxes including service requests and end-time reporting
- Human Resource Manager - manage employee schedules, vacation, project timelines
- Event Booking - tracks daily, weekly, monthly, and yearly interpretation sessions and translation
- Invoice and Reporting - generates custom reporting and invoices based on user input and field customization
- Bookkeeping - calculates financials and interfaces with QuickBooks
- Interpreter Scheduling - repository for information required to book an appointment i.e. stores Assignment Profile
- Contact Manager - organizes all customers, vendors, and employees contact information
- Daily Task Manager - stores assignments organized by customer, by interpreter, or by employee
- Online Function – allows clients to login securely to schedule or view an appointment as well as allows interpreters to login in to report their end time and view their future assignments

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interpretation



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