

Informal Request for Proposal (iRFP) 26-07353

American Sign Language Services

1. Introduction

Inland Empire Health Plan (IEHP) is issuing this Request for Proposal (RFP) to solicit proposals for American Sign Language Services.

2. Background of IEHP

IEHP is a local public entity serving over 1.3 million Medi-Cal and DualChoice members in Riverside and San Bernardino counties. Our mission: 'We heal and inspire the human spirit.'

3. Project Background

Alternative Format Transcription Services for Members that need IEHP written information in American Sign Language.

4. Term

The period of performance anticipated for this informal Request for Proposal (iRFP) shall be for an initial term of up to one (1) year. At the end of the initial term, IEHP shall have the option to renew the Agreement for up to four (4) additional one (1) year period(s), upon written notice. This iRFP does not commit IEHP to award a contract, and there is no obligation to purchase any specified amount of goods or services. Award will be made in the best interest of IEHP.

5. Key Dates

Milestone	Date
-----------	------

iRFP Release	09/29/2026
Deadline for Questions	10/06/2026 due by 2:00 p.m. PT
Proposal Submission Deadline	10/20/2026 due by 2:00 p.m. PT

6. Scope of Services

- A. IEHP seeks bidders capable of delivering quality, cost-effective alternative format transcription services to ensure that IEHP written materials are made accessible to Members requiring American Sign Language (ASL). Bidders will transcribe IEHP Member informing material, such as letters and brochures, from English text into an American Sign Language (ASL) video to be provided to IEHP and IEHP Members, as requested by IEHP. Transcriptions shall only be performed by interpreters that are Nationally Certified. Production and operation for all work shall be performed in the United States.
- B. IEHP will provide vendor with the materials for transcription via a Secure FTP server. Documents may contain Protected Health Information (PHI).
- C. Upon receipt of materials, CONTRACTOR shall prepare, practice, and research specific signs for uncommon vocabulary included. Once the interpreter has prepped and is ready to record, CONTRACTOR schedules a time for the interpreter to perform the reading in ASL.
- D. Vendor shall arrange for the interpretation to be recorded in a studio within a controlled environment with professional audio/video equipment. Once the document interpretation is finished, a new video is produced combining all segments and removing audio.
- E. Vendor shall provide Text to American Sign Language (ASL) services on a disc (DVD) or USB.
- F. Vendor shall mail final video directly to the IEHP Member, unless advised otherwise.
- G. Vendor shall adhere to the following turnaround times:
 - 1) Requests that are eight (8) hours or less will be turned around in five (5) business days or less.
 - 2) Requests that are more than eight (8) hours, contractor shall notify IEHP and -provide an estimated completion date.
- H. Vendor shall complete and deliver materials within the service level agreement of five (5) to seven (7) business days.

7. Clarifications, Exceptions, or Deviations

- All bidders must describe any exceptions or deviations from the requirements of this iRFP in Question Set 1 of Questionnaire Q-45VY. Each clarification, exception, or deviation must be clearly identified. If your firm has no clarifications, exceptions, or deviations, include a statement to that effect. IEHP's standard contract terms are outlined in Section 17 (IEHP's Standard Terms and Conditions).
- Any objection to the prescribed procedures, terms, conditions, or requirements set forth in this RFP or any component document must be submitted to IEHP as part of, or contemporaneously with, the bidder's proposal. Failure to timely submit an objection, or failure to submit a proposal, constitutes a final and conclusive waiver of any and all rights to raise such objection for any purpose, including, without limitation, any protest or legal action challenging an award of a contract under this RFP.
- All bidders must specify any additional documents that IEHP will need to sign along with the standard Agreement (e.g., appendices, requirements documents, third-party agreements, service level agreements, compliance certifications) in Question Set 1 of Questionnaire Q-45VY. These documents must also be uploaded to the "Bidder Attachments" document slot.
- All Bidders must specify any additional costs that IEHP will be required to pay outside of the standard agreement (e.g., third-party fees) in Question Set 1 of Questionnaire Q-45VY. These costs should also be included in Bid Table BT-08MS.

8. Required Documents

- Certificate of Non-Debarment (IEHP form)
- Non-Collusion Declaration (IEHP form)
- Local Preference Affidavit (IEHP form – if applicable)
- Principal Certification Binding Bidders Response (IEHP form)
- Contractor's Certificate Regarding Workers' Compensation (IEHP form)
- Evidence of Insurability (ACORD Certificate)
- Business License(s)
- Company's W9
- Proof of Registration (SOS or FTB)
- IEHP Security Risk Assessment

- IEHP Data Sharing Assessment
- Quotation on bidder's letterhead which includes detailed pricing narrative
- Bid Table BT-08MS
- References (minimum of 3) (Questionnaire Q-29FO)
- Bidder Response Questions (Questionnaire Q-45VY)

9. Proposal Requirements

- All responses must be submitted via EUNA Procurement at <http://iehp.bonfirehub.com>. Do not enter answers in this document.
- Company legal name and primary contact information details
- Relevant Experience and Qualifications
- Bidders must certify possession of all current required licenses or certifications
- Approach and Methodology
- All-Inclusive Pricing Proposal (include all discounts offered to governmental agencies)
- References (minimum of 3) (Questionnaire Q-29FO)
- Compliance with Applicable Laws and Regulations [COMMENT: Include any mandatory certifications]

10. Pricing Table

Complete Questionnaire BT-08MS with all costs clearly itemized. Pricing should be all-inclusive (travel, printing, postage, delivery, taxes, e-waste, etc.).

Item Description	Quantity	Unit Description	Standard One-Time Fixed Fee	Unit Cost	Expedited Fixed Fee	Total Price
Text to American Sign Language (ASL)	1	Per Hour	[Insert]	[Insert]	[Insert]	[Insert]
Audio to American Sign Language (ASL)	1	Per Hour	[Insert]	[Insert]	[Insert]	[Insert]

DVD's/ Disc	1	Per CD	[Insert]	[Insert]	[Insert]	[Insert]
USB	1	Per USB	[Insert]	[Insert]	[Insert]	[Insert]

11. Bidder Questions

- 1.01 Explain your approach for meeting the service level agreement of five (5) to seven (7) business days.
- 1.02 Is there a process for a file needed urgently? (i.e., Less than five (5) business days?) If yes, please explain.
- 1.03 What is your standard process for handling large or high-volume requests? Please explain any thresholds, capacity limits, or workflows.
- 1.04 How do you ensure confidentiality and data security throughout the transcription process? Include details on data handling storage, transmission, and disposal.
- 1.05 Do you have the capability of sending encrypted data (password protected transcribed document) via USB or DVD?
 - a. If so, can you please explain your process? For example, will a password need to be set up by the person receiving the material or would the vendor set up a password?
 - b. Would this be considered a one-time password set up, or would different passwords need to be set up per document?
- 1.06 Please describe the on-site resources available for interpreting written text.
- 1.07 What is your quality assurance process for verifying transcription accuracy? Please describe how accuracy is measured and what steps are taken when errors occur.
- 1.08 What is your process for resolving customer concerns or disputes related to deliverables? Include expected response times.
- 1.09 How do you manage staffing levels during peak demand periods? Please describe how do you ensure continuity of service.
- 1.0.10 What is your approach for handling revisions or corrections requested after delivery? Please provide typical turnaround times and whether additional fees may apply.

1.0.11 Please list any value-added services or optional enhancements you offer related to accessibility or alternative formats.

1.0.12 Please describe your approach to using subcontracted ASL interpreters, including how you ensure adherence to the agreed-upon SLA, the qualifications of the interpreters, and the specific responsibilities assigned to the subcontractor.

1.0.13 How do you ensure compliance with applicable regulations?

1.0.14 Provide details on your pricing structure and any discounts offered.

12. Evaluation Criteria

- Step 1: Responsiveness (Pass/Fail)

Before scoring, proposals will be reviewed for responsiveness by Procurement. A responsive proposal:

- Includes all required forms and certifications listed in Section 16 (Required Documents).
- Answers all questions in the Bidder Response Questionnaire.
- Complies with submission instructions and deadlines.

Proposals that fail responsiveness will not be evaluated further.

- Step 2: Scored Criteria (Total: 100 Points)

Responsive proposals will be evaluated based on the following weighted criteria:

Category	Maximum Points	Description
Technical Approach and Experience	65	Assesses bidder's capabilities, processes, USPS EDDM compliance, quality control, turnaround times, and relevant experience.
Price Proposal	30	Evaluates overall cost competitiveness, clarity of pricing structure, and inclusion of all

Category	Maximum Points	Description
		required elements (printing, postage, delivery, taxes, etc.).
Local Preference	5	Awards points for bidders meeting IEHP's local preference criteria as defined in the Local Preference Affidavit.
IEHP Security Risk Assessment and Data Sharing Assessment	Pass/Fail	Bidders must complete and submit IEHP's Security Risk Assessment and Data Sharing Assessment forms. These assessments ensure the vendor's systems, processes, and controls meet IEHP's security standards for protecting sensitive data. Failure to submit or meet minimum security requirements will result in disqualification.

13. Scoring Methodology

- Each evaluator will independently score proposals based on published criteria and professional judgment.
- All scoring will be documented and applied uniformly across bidders.
- In the event of a tie score, IEHP reserves the right to apply additional criteria such as local preference, earliest delivery capability, or other factors deemed in IEHP's best interest.
- IEHP's decision after applying these measures will be final.

14. Submission Instructions

Submit proposals electronically via IEHP's third-party electronic bidding platform, EUNA Procurement at www.iehp.bonfirehub.com no later than the deadline stated in Section 5 (KEY DATES). Late submissions will not be considered.

15. Bidder Instructions

- Submit all responses and required documents electronically via IEHP's EUNA Procurement portal: <http://iehp.bonfirehub.com>.
- Do **not** enter answers in this document. All required questions will be found under the associated solicitation number on the EUNA Procurement portal.
- Upload all requested documents to their corresponding document slots in Bonfire.
- Clearly mark any pages containing confidential or proprietary information.
- Ensure your proposal includes:
 - A detailed description of each proposed service.
 - All required forms and certifications listed in the Required Documents section.
- Responses that do not meet submission requirements may not be considered.
- A duly authorized officer of the organization must sign your proposal.
- IEHP reserves the right to:
 - Modify or cancel the iRFP process at any time.
 - Amend the scope of services prior to award.
 - Reject any or all proposals if deemed in IEHP's best interest.
- IEHP may request clarifications or negotiate terms with the selected bidder.
- Any protest must be submitted in writing to procurement@iehp.org within five (5) business days of Notice of Intent to Award.
- Proposals may contain confidential information. Clearly mark any pages you wish to designate as confidential.

16. Compliance Requirements

- **Legal Requirements:** Bidders must comply with all applicable laws and regulations, including registration with state agencies, and provide proof of

insurance coverage (ACORD certificate). Refer to the [IEHP Procurement Policies & Procedures Manual](#))

- **Background Check Requirements:** Bidders must conduct, at a minimum and at their own cost, a Department of Justice (DOJ) State criminal background record check on all employees, subcontractors, and volunteers and a Federal criminal background check within the last year. A National criminal background check is required if the individual has worked in three (3) states within the last six (6) months.
- **Out of Country Services Notice:** IEHP will only consider service offerings within the continental United States, defined as the 49 States including Alaska and the District of Columbia; excluding Hawaii.
 - Proposed solutions that create, transmit, receive and/or maintain IEHP data must always reside within the United States.
 - IEHP's data must always remain in the United States.
 - All persons, electronic processes, information systems, and devices accessing IEHP systems or data must be physically located in the United States.
- **Executive Order N-6-22 – Russia Sanctions:** On March 4, 2022, California Governor Gavin Newsom issued Executive Order N-6-22 (the EO) regarding Economic Sanctions against Russia and Russian entities and individuals. “Economic Sanctions” refers to sanctions imposed by the U.S. government in response to Russia’s actions in Ukraine, as well as any sanctions imposed under state law. The EO directs all California state agencies and departments to terminate contracts with, and to refrain from entering any new contracts with, individuals or entities that are determined to be a target of Economic Sanctions. All contractors and grantees are obligated to comply with the Economic Sanctions. Accordingly, should the State of California (the State) or IEHP determine Contractor is a target of Economic Sanctions or is conducting prohibited transactions with sanctioned individuals or entities, that shall be grounds for termination of this Agreement. Contractor shall be provided with advance written notice of such termination, allowing Contractor at least thirty (30) calendar days to provide a written response. Termination shall be at the sole discretion of the State or IEHP.

17. FDR Status – YES

The services outlined in this RFP are classified as delegated administrative or healthcare services. The contractor will be recognized as a first-tier, downstream, and related entity (FDR) vendor, and must comply with all relevant requirements.

18. Piggyback Provision

Other public agencies, municipalities, and government entities within the State of California may, at their discretion and with the awarded vendor's consent, utilize this informal Request for Proposal (iRFP) and any resulting agreement. Any such use shall be arranged directly between the vendor and the participating entity, independent of IEHP. IEHP does not assume any responsibility or liability for contracts entered into by other entities under this provision.

17. IEHP's Standard Terms and Conditions

The following are IEHP's standard, required contract terms. Notwithstanding the foregoing, IEHP reserves the right to negotiate a contract in its best interest, and may waive any contract terms, in its sole and absolute discretion.

- **NONDISCRIMINATION**

This Agreement hereby incorporates by reference the provisions of Title 2, CCR, §§ 11105 *et seq.*, as may be amended from time to time. CONTRACTOR agrees to comply with the provisions of Title 2, CCR, §§ 11105 *et seq.*, and further agrees to include this Nondiscrimination Clause in any and all subcontracts to perform services under this Agreement.

- **CONFLICT OF INTEREST**

CONTRACTOR shall have no interest, and shall not acquire any interest, direct or indirect, which will conflict in any manner or degree with the performance of services required under this Agreement.

- **PUBLIC ENTITY STATUS; BROWN ACT/PUBLIC RECORDS ACT**

The parties hereby acknowledge and agree that IEHP is a local public entity of the State of California subject to the Brown Act, California Government Code §§ 54950 *et seq.*, and the Public Records Act, California Government Code §§ 7920 *et seq.*

- **COMPLIANCE WITH LEGAL AND REGULATORY REQUIREMENTS**

- General. The parties shall observe and comply with all applicable county, state and federal laws, ordinances, rules and regulations now in effect, subsequently amended or hereafter enacted. The parties shall further observe and comply with all applicable executive orders, directives, requirements (including state and/or federal contract requirements), and standards by any organization having jurisdiction over IEHP to regulate the delivery of health care services. This shall include applicable accrediting organizations. All the aforementioned items are hereby made a part hereof and incorporated herein by reference.
- Plan Licensing/State Requirements. CONTRACTOR understands that IEHP is a Medi-Cal Managed Care Health Plan and subject to the requirements under applicable laws (including but not limited to the Knox-Keene Health Care Service Plan Act and the Waxman-Duffy Prepaid Health Plan Act), contractual obligations set forth under the contract between IEHP and the California Department of Health Care Services (“DHCS”), and regulations promulgated by the California Department of Managed Health Care (“DMHC”) and DHCS. CONTRACTOR understands that specified requirements of the DHCS and DMHC may apply to CONTRACTOR as a contractor of IEHP.

- **EXCLUSION/DEBARMENT LISTS**

- CONTRACTOR represents that it, and the employees and consultants engaged under this Agreement, are not excluded, debarred, or suspended individuals/entities under any exclusion or debarment list relating to state or federal health care programs, including the Federal List of Excluded Individuals/Entities, System for Award Management, and the Suspended and Ineligible Provider List. CONTRACTOR warrants that such status shall be maintained throughout the term of this Agreement.

- CONTRACTOR understands that appearing on any such list requires IEHP to terminate this Agreement immediately, and prohibits IEHP from paying CONTRACTOR for any services rendered on or after the date of exclusion. Should CONTRACTOR be in receipt of payment for services rendered after the exclusion date, CONTRACTOR agrees to submit a refund of such fees upon written notice by IEHP. IEHP expressly reserves its right to recoup payment of such fees under the Disallowance provision.
- On March 4, 2022, California Governor Gavin Newsom issued Executive Order N-6-22 (the EO) regarding Economic Sanctions against Russia and Russian entities and individuals. “Economic Sanctions” refers to sanctions imposed by the U.S. government in response to Russia’s actions in Ukraine, as well as any sanctions imposed under state law. The EO directs all California state agencies and departments to terminate contracts with, and to refrain from entering any new contracts with, individuals or entities that are determined to be a target of Economic Sanctions. All contractors and grantees are obligated to comply with the Economic Sanctions. Accordingly, should the State of California (the State) or IEHP determine CONTRACTOR is a target of Economic Sanctions or is conducting prohibited transactions with sanctioned individuals or entities, that shall be grounds for termination of this Agreement.

CONTRACTOR shall be provided with advance written notice of such termination, allowing CONTRACTOR at least thirty (30) calendar days to provide a written response. Termination shall be at the sole discretion of the State or IEHP.

- **GOVERNING LAW; VENUE**

- The provisions of this Agreement shall be construed in accordance with the laws of the State of California, excluding its conflicts of law provisions.
- The provisions of the Government Claims Act (California Government Code §§ 900 *et seq.*) must be followed for any disputes under this Agreement.
- All actions and proceedings arising in connection with this Agreement shall be tried and litigated exclusively in the state or federal (if permitted by law) courts located in the counties of San Bernardino or Riverside, State of California.