

**REQUEST FOR PROPOSALS FOR COMMUNICATION  
ACCESS REALTIME TRANSLATION SERVICES**

**MINNESOTA STATE LEGISLATURE**

**Fiscal Years 2009-2010**

The Legislative Coordinating Commission (LCC) of the Minnesota Legislature is requesting proposals to contract for Communication Access Realtime Translation (CART) services to ensure that needed services are available in the metro area during fiscal years 2009 and 2010, which includes the legislative sessions. The metro area is defined as the seven county area surrounding Minneapolis – St. Paul. The LCC is also requesting proposals to provide Communication Access Realtime Translation (CART) services in Greater Minnesota for meetings with members of the legislature for fiscal years 2009 and 2010. Greater Minnesota is defined the remaining 80 state counties outside the seven county area surrounding Minneapolis-St. Paul. Proposals may be submitted to meet either or both requirements. A fiscal year begins July 1<sup>st</sup> and ends June 30<sup>th</sup>.

The eventual contract(s) must satisfy all CART service requests submitted in the metro area, and/or all requests submitted in greater Minnesota outside the seven county metro area. Upon receipt and evaluation of qualified proposals, the LCC will negotiate the specific terms of the contract(s). Experience suggests that nearly all of the CART services will be performed during session in the metro area. The services are to be performed in accordance with the enclosed specifications and general conditions.

The Minnesota legislature consists of the House of Representatives, Senate, and Joint Legislative Offices. The legislature will meet in session from January 6, 2009, through approximately the end of May, 2009, and reconvene in February, 2010, through May, 2010. Each week of session, there are multiple committee hearings on proposed legislation which are open to the public. In addition, both the House and Senate meet in floor sessions at least twice a week in the beginning of session and almost every day of the week (M-F) after session midpoint. Legislators also meet with constituents and interested parties in their Capitol offices and in their respective home districts to discuss legislative issues.

The LCC is seeking to contract with an individual(s) or organization to provide CART services for deaf, hard of hearing, and deafblind individuals in accordance with the following criteria:

- 1) The contract for services in the metro area will commence September 15, 2008, and end June 30, 2010. The contract for greater Minnesota services will commence on September 15, 2008, and end June 30, 2010. A proposal may be submitted to meet either or both contract requirements. The contractor agrees to provide necessary services during these time periods.
- 2) The contractor agrees to provide CART services via court reporters that are trained in the structure of Communication Access Realtime Translation who can translate from spoken English into written text. The CART reporter must have appropriate training and experience with providing CART services in a complex environment.
- 3) The contractor may subcontract with CART service providers to offer necessary services with the prior written consent of the LCC. All CART service providers used as subcontractors must meet the qualifications listed in item #2 above.

- 4) If the contractor wishes to submit a proposal for CART services in the metro area, the contractor must include in the proposal a plan which details how services will be provided during the legislative session. The contractor proposal must detail notice requirements, how services will be billed, how services will be provided, and what training, if any, will be administered during the time period agreed upon in item #1. The legislative schedule is variable and sometimes unpredictable. Each week during the legislative session there can be anywhere from a few to several dozen committee meetings held by various House and Senate committees. All are open to the public. Even though specific committees have regular meeting times, meetings can be, and often are, changed or canceled depending on other legislative business. Several meetings may be held simultaneously in hearing rooms located in the Capitol and State Office Building. Committee meetings are generally scheduled during normal working hours (8 a.m. to 5 p.m.) but meetings may also be held in the evening. Hearings run from two hours to five hours or more. In addition to committee meetings, the contractor must also be able to respond to requests for private meetings between members and constituents and for floor sessions of the House and the Senate. Prior to providing CART services, the contractor must determine if the request received matches the one of the stated qualifying legislative criteria.
- 5) If the contractor wishes to submit a proposal for services in Greater Minnesota, the contractor must include in their proposal a plan detailing how services will be provided to meet the needs of Greater Minnesota. The plan should include notice requirements, how services will be billed, how services will be provided, and what training, if any, will be administered during the time period agreed upon in #1.
- 6) The contractor must have and provide per specifics of needs of individual requests all equipment necessary to provide CART services such as laptop computers, projectors and screens that may be needed to fulfill a specific service request.
- 7) The contractor agrees to issue a written report to the LCC within four weeks after a fiscal year end (June 30) which will describe the services provided during the previous fiscal year. In this report, the contractor will document all services requested and provided, describe any problems, and make recommendations for improving the delivery of interpreter services for deaf, hard of hearing, and deafblind individuals.

## **CONTENTS OF PROPOSAL**

The proposal must include the contractor's hourly rates and other charges for the  
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services provided and must address all other matters required by the above specifications to be in the proposal. In addition, the proposal must address the following questions, to the extent they are relevant to the services the contractor is proposing to provide:

How will the contractor ensure that a service request received match the criteria of qualifying legislative requests? Qualifying legislative request criteria are detailed in section 4) of this request for proposal.

If the contractor receives requests for CART reporting services for several different meetings held at the same time, how will the contractor manage these requests?

How much notice will the contractor require in order to provide requested services?

How will emergency/last minute requests be handled? Will CART reporters be on call? If so, how will that be defined? What is the fee schedule for these services?

What kind of daily log format will be used to document requests of both assignments that are filled and those that go unfilled?

The House and Senate have 201 members, several committees, subcommittees, and legislative commissions. How does the contractor propose to coordinate services among these entities? How does the contractor want requests funneled from these entities?

How will the contractor provide services for meetings/hearings in the metro area and/or greater Minnesota? How will the contractor ensure that individual employed to provide CART services to the legislature are properly trained? Does the contractor have a qualification standard that must be met by CART reporters?

In addition to the questions listed above, in the proposal for services to be provided during session, the contractor must respond to the following hypothetical situation:

- a) On Tuesday, you received a request to provide CART services for the House Committee on Taxes which will meet on Thursday. You are told several identified deaf people have requested interpreting services for discussion of the fourth bill in a list of six bills to be heard that day. The committee hearing is scheduled to meet from 8 am to 12 noon. How would you provide the services?

- b) In the scenario detailed above, the committee does not hear the bill on Thursday and it reschedules the hearing for Friday. How would you bill for your services on Thursday and Friday?
- c) You have made an arrangement to provide the services detailed in scenario (a). On Wednesday, you receive a request from the Senate Committee on Health and Family Security for Thursday at the same time the House Tax committee will meet. You are told that the Senate committee will hear one bill that day and that an identified deaf person has requested the interpreting services. How would you provide this service?

## **CONSIDERATION OF PROPOSALS**

The LCC reserves the right to reject any or all proposals, the right to waive any irregularity, the right to enter into a contract that varies from the specifications or general conditions, and the right to negotiate at any time with those that submit proposals or with any other party. The LCC will not necessarily select the proposals that offer the lowest price; the LCC reserves the right to consider price, quality, reliability, convenience, and any other factors that the LCC deems relevant.

## **PROPOSALS DUE**

Proposals must be received in our office by **August 22, 2008, at 4:00 p.m.** Late applications may not be accepted. Faxed proposals may be submitted to 651-297-3697. Electronic documents can be e-mailed to the address below. Proposals are to be submitted to:

Diane Henry-Wangenstein  
Assistant Director  
Legislative Coordinating Commission  
Room 72 State Office Building  
St. Paul, MN 55155  
(651) 296-1121 (voice)  
diane.henry@lcc.leg.mn

## **General Conditions**

### **CONTRACT DOCUMENTS**

The contract documents include the specifications, general conditions, proposal and contract.

### **LCC: AUTHORIZED AGENT**

The LCC referred to in the contract documents is the Minnesota Legislative Coordinating Commission. In matters relating to the discharge of this contract, the authorized agent is the LCC Director or person designated in writing by the LCC Director.

### **LABOR LAWS**

All contractors and subcontractors shall conform to the labor law of the State of Minnesota and all other laws, ordinances, and legal requirements affecting the work in Minnesota.

### **CHANGES IN WORK**

Changes in work specified in the final contract can be made by the LCC through the issuance of a Change Order. Acceptance of the Change Order will become effective after acceptance by the Contractor and after any cost difference is approved by the LCC.

### **TERMINATION FOR DEFAULT**

If the Contractor fails to fulfill its obligations under this contract properly and on time or otherwise violates any provision of the contract, the LCC may terminate the contract by written notice to the Contractor. The notice must specify the acts or omissions relied on as cause for termination. The LCC will pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of the notice of termination, less the amount of damages caused by the Contractor's breach. If the damages are more than the compensation payable to the contractor, the Contractor will remain liable after termination and the LCC can affirmatively collect damages.

### **TERMINATION FOR CONVENIENCE**

The performance of work under this contract may be terminated by the LCC, in whole or in part, whenever the LCC determines that termination is in the interest of the LCC. The LCC will pay all reasonable costs associated with this contract that the Contractor has incurred up to the termination and all reasonable costs associated with termination of the contract. However, the Contractor will not be reimbursed for any anticipatory profits that have not been earned up to the date of termination.

## ASSIGNMENT

Contractor may not assign, transfer or subcontract any rights or obligations under this contract without prior written consent of the LCC.

## APPLICABLE LAW

This contract will be interpreted under the law of the State of Minnesota. Any action relating to this contract must be instituted and prosecuted in the district court in Ramsey County, Minnesota, and each party to the contract waives the right to change of venue.

## PAYMENT

Payment will be made upon the terms agreed upon in the contract.