

Non-English Language Interpretation (NELI) Services

Date of Issue:	September 29, 2025 <i>(Section 2.6 Revised October 23, 2025)</i>
Applications must be received no later than:	2:00 p.m. ET November 7, 2025
Submit all RFP-related questions to:	Hans Leach <u>hans.leach@phila.gov</u>

**EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER:
WOMEN, MINORITY INDIVIDUALS AND PEOPLE WITH
DISABILITIES ARE ENCOURAGED TO RESPOND**

Non-English Language Interpretation (NELI) Services

TABLE OF CONTENTS

1. Project Overview	3
1.1. Introduction/Statement of Purpose	3
1.2. Project Background.....	3
1.3. Request for Proposals	3
1.4. General Disclaimer	4
2. Scope of Work	4
2.1. Project Details	4
2.2. Services to be Provided/Required Tasks.....	4
2.3. Monitoring	5
2.4. Reporting Requirements	5
2.5. Compensation/Reimbursement.....	5
2.6. Organization and Personnel Requirements.....	6
2.7. Technical Capabilities.....	6
3. Proposal Format, Content, and Submission Requirements; Selection Process	7
3.1. Required Proposal Format	7
3.2. Selection Process	10
4. Proposal Administration	11
4.1. Procurement Schedule	11
4.2. Questions Relating to the RFP.....	12
4.3. Interviews/Presentations	12

Non-English Language Interpretation (NELI) Services

1. PROJECT OVERVIEW

1.1. Introduction/Statement of Purpose

Community Behavioral Health (CBH) is currently pursuing the distinction as a Multicultural Health Care (MHC) Managed Care Organization as part of the [National Committee Quality Assurance's \(NCQA's\)](#) Accreditation. The NCQA Distinction in MHC identifies organizations that excel in providing culturally and linguistically appropriate services (CLAS). CLAS are services that are respectful and responsive to individual cultural and religious health beliefs and practices, preferred languages, health literacy levels, and communication needs. Among the greatest social determinants of health are barriers to health care due to the lack of language resources needed for individuals of diverse cultural backgrounds.

CBH is committed to ensuring that members with limited English proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs, and other benefits; therefore, it is issuing this request for proposals (RFP) to contract with a qualified organization to provide language interpretation services to our members, who may be children or adults with behavioral health challenges. For the purposes of this RFP, “behavioral health services” will refer to mental health, substance use disorder, and associated services.

1.2. Project Background

The purpose of this CBH RFP is to ensure the facilitation of behavioral health treatment and services by allowing CBH members and their families to participate in treatment in languages other than English, through the use of in-person, face-to-face, non-English language interpretation (NELI) services, or video- or tele-interpretation as public safety warrants. All the requirements are specified in the scope of work section (Section 2.2. Services to be Provided/Required Tasks of this RFP).

1.3. Request for Proposals

CBH anticipates selecting multiple vendors to provide all the services specified in this RFP. The resulting contract would be for one year with the option to renew for three additional one-year terms and would include a business associate agreement (BAA) that follows the City of Philadelphia's guidance for sharing CBH Member protected health information (PHI). Because the BAA would require that PHI is not transmitted outside of the United States, CBH is only able to contract with vendors located in the United States.

If you are a current CBH vendor, please be advised that CBH will exclusively pursue contracts with successful applicants of this RFP for all services commencing in 2026. CBH requires that both for-profit and non-profit organizations apply to this RFP.

Non-English Language Interpretation (NELI) Services

1.4. General Disclaimer

This RFP does not commit CBH to award a contract. This RFP and the process it describes are proprietary and are for the sole and exclusive benefit of CBH. No other party, including any Applicant, is intended to be granted any rights hereunder. Any response, including written documents and verbal communication, by any Applicant to this RFP, shall become the property of CBH and may be subject to public disclosure by CBH.

2. SCOPE OF WORK

2.1. Project Details

CBH Member Services manages requests for NELI services and coordinates these among its contracted NELI vendors so to, at its discretion, represent the best interests and needs of CBH members. Interpretation services through CBH are supplemental to language access services instituted by each behavioral health provider. In the event a CBH contracted provider cannot provide language access to an individual seeking services, the provider can make a request for interpretation services to CBH Member Services. Once the Language Access Team receives this request, it is then shared via email to the preferred vendor based on the provider's request contracted to provide interpretation services. If the preferred vendor is not identified by the provider, the Language Access Team will select the appropriate vendor for the request. NELI assignments might take place in outpatient or inpatient behavioral health facilities, residential facilities, hospitals, the courts, schools, the community, or other settings where therapeutic interventions could occur. Primarily, services take place within the City of Philadelphia, though assignments can also be in the surrounding counties of Southeastern Pennsylvania.

The majority of NELI assignments are routine and scheduled in advance, with a minimum of two business days' notice to the NELI vendor. There are also urgent or crisis scenarios that arise regularly, and these require a faster on-site response time both from the treatment provider and the NELI interpreter, sometimes as quick as two hours. However, the average length of an assignment is also the minimum length, two hours.

All selected vendors should be able to convey how their infrastructure, staffing, experience and understanding of these project details would meet these requirements, enhance work processes, and ultimately benefit CBH members' behavioral health experiences.

2.2. Services to be Provided/Required Tasks

CBH is seeking an agency to provide the following services:

- ➔ Provide an experienced on-site interpreter who is licensed in the chosen non-English language into which English behavioral health services will be interpreted

Non-English Language Interpretation (NELI) Services

- » Needs include but are not limited Spanish, Chinese-Mandarin, Vietnamese, Russian, Chinese-Cantonese, Cambodian, Arabic, and Portuguese. Some languages that are difficult to assign due to a shortage of qualified interpreters would be placed at a special rate, as mutually agreed upon by CBH and the NELI vendor, and should be discussed in your proposal.
- ➔ Work with CBH daily to fill all requested assignments and timely communicate assignments that your agency cannot fill
- ➔ Provide detailed monthly billing for all NELI assignments through use of standard CBH interpretation invoice indicating name of the CBH employee who authorized service, name of the interpreter, service provider information, service requested, CBH member served, related identifying information, number of hours (or units) on assignment, rate, and outcome
- ➔ Have the ability to propose a set hourly rate for routine assignments, non-routine assignments (e.g., urgent or crisis assignments), and special language assignments for a period of two years beginning January 1, 2026

2.3. Monitoring

The CBH Member Services Department will be managing the contract. An individual from that unit will be identified as the point person for the work to be conducted under the contract that is developed through this RFP and will monitor those activities for the duration of the contract.

2.4. Reporting Requirements

Data reporting will be required for this contract. NELI vendors will be expected to supply all data requested by CBH. Examples of this information include but are not limited to reports on cancelations, no-shows, and assignments that the NELI vendor is unable to fill.

2.5. Compensation/Reimbursement

This contract will be rate-based, depending on the type of assignment, the specific NELI services requested, and the urgency/notice given to the NELI vendor filling the assignment. Applicant rate proposals should be consistent with similar interpretation rates in the Philadelphia market, and proposed rates should be inclusive of **all potential costs**, including but not limited to mileage, parking, tolls, and any other “out-of-pocket” expenses that might be incurred to fulfill an assignment.

Final rates will be negotiated with vendors whose proposals have successfully been awarded this RFP through an application review and subsequent selection process.

Non-English Language Interpretation (NELI) Services

Payments are contingent upon submission of accurate monthly billing and other required information.

2.6. Organization and Personnel Requirements

(Revised 10/23/2025)

CBH is seeking an agency with the requisite skills and abilities to perform the work being sought through this RFP. The selected agency must have at least 10 years of experience filling interpreter assignments or related work and be in the United States. Applicants should include any credentials from any certifying organization that attest to the organization's capabilities or any of the individuals employed by the organization that will be working on the proposed project (e.g., Behavioral Health/ Mental Health Training).

The agency will also ensure that staff providing oral interpretation services possess the appropriate and acceptable education and experience requirements to demonstrate competency in providing oral interpretation services. Competency of the agency's staff, at a minimum, shall include one of the following:

- A degree in advanced translation or interpretation studies
- A minimum of two years of demonstrated fluency in written translation and oral interpretation experience
- Accreditation by the American Translator Association or equivalent national or regional translation organization/group

2.7. Technical Capabilities

Applicants must have the technology capabilities required to perform the proposed activities in this RFP, including but not limited to the ability to schedule for video, tele-interpretation, multiple interpreters, accurate billing per the terms agreed upon during contract negotiation, and other related data that CBH and awardee might agree upon. Applicants must also share information regarding record retention policies and data management systems.

Non-English Language Interpretation (NELI) Services

3. PROPOSAL FORMAT, CONTENT, AND SUBMISSION REQUIREMENTS; SELECTION PROCESS

3.1. Required Proposal Format

3.1.1. Format Structure

3.1.1.1. Proposal Cover Sheet

The cover sheet (see Attachment A) should be completed with the Applicant's information and included as the first page of the proposal.

3.1.1.2. Table of Contents

A table of contents should be included as the second page of the proposal with each section of the proposal included and with a page number for the first page of each section.

3.1.1.3. Format Requirements

Proposals must be prepared simply and economically, providing a straightforward, concise description of the Applicant's ability to meet the requirements of the RFP. Each proposal must provide all the information detailed in this RFP using the format described below. The narrative portion of the proposal must be presented in print size of 12, using a Times New Roman font, single spaced on 8.5" by 11" sheets of paper with minimum margins of 1". For each section where it is required, the Applicant must fully answer all of the listed questions in the outline form in which they are presented in the RFP. Answers to each question must be numbered/lettered and correspond to the numbered/lettered questions in this RFP. Failure to number and letter the questions or to respond to all questions may result in the proposal's being considered non-responsive. Each attachment, appendix or addendum must reference the corresponding section or subsection number.

Applicants are required to limit their narrative responses to ten (10) single-spaced pages. This page limit includes sections 3.1.2.1. – 3.1.2.5. below. There are no limitations for the cost proposal and operation documentation requirements, sections 3.1.2.6. and 3.1.2.7. If you have responded to a requirement in another part of your proposal, make reference to that section and do not repeat your response. Applicants whose narrative exceeds ten single-spaced pages may have their proposals considered non-responsive and be disqualified.

Non-English Language Interpretation (NELI) Services

3.1.2. Proposal Content

The proposal should follow the format below. Information should be complete and demonstrate that the Applicant can perform the required work in a professional manner.

3.1.2.1. Applicant Profile/Statement of Qualifications/Relevant Experience

Provide company contact information, including how long you have been in business, and the specific services you provide. Please provide a brief narrative description of the purpose, corporate status (profit or non-profit), and organizational structure of the company. Organizational charts may be used to support appropriate aspects of this narrative and included as an attachment to your proposal. Identify and briefly describe related work completed in the last three years. Describe only work related to the proposed effort and include any examples of similar work in governmental, non-profit or human services related organizations. Include evidence of satisfactory and timely completion of similar work performed for past projects.

3.1.2.2. Project Understanding and Proposed Scope of Work

Prepare a brief introduction including a general demonstration of understanding of the scope and complexity of the required work. Provide a description of how the proposed services will be provided. Please include a description of each item identified in the scope of work section (Section 2.2.) and describe creative solutions and alternative approaches where feasible. Please describe how you would prefer work to be developed, shared, mutually agreed upon, and assessed by CBH.

3.1.2.3. Personnel

Identify key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment. Specify the Project Manager who will serve as a contact person. Provide resumes and job descriptions for all individuals proposed to participate in the project. Provide copies of certifications of any individual whose job description requires a certification. In this section, also state the intention, if that is the case, to utilize subcontractors to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the work the subcontractor will provide, and whether the subcontractor will assist in fulfilling the goals for inclusion of minority, woman, or disabled owned businesses.

3.1.2.4. References

Please include references with contact information from at least three organizations that have used your organization's NELI services in the past three years and have been customers for a minimum of 12 months.

3.1.2.5. Project Plan and Timeline

Provide a timeline of activities that would need to be accomplished before the anticipated January 1, 2026, start date for this contract, when the selected NELI vendors would be expected to be fully operational to meet CBH's and its members' needs.

Non-English Language Interpretation (NELI) Services

3.1.2.6. Cost Proposal

As discussed in Section 2.5. Compensation/Reimbursement, it is expected that Applicants will put forth a cost-based budget that includes both a budget narrative and a proposed all-inclusive hourly rate structure (i.e., individual rates for routine, urgent/crisis, special difficult-to-staff NELI services, are expected). CBH does not expect to pay for fees or other costs outside of agreed-upon hourly rates.

While CBH may award the right to negotiate a contract based on the initial offer, an Applicant should make its proposed rate offer on the most favorable terms available. Final rates will be determined in negotiations with the qualified Applicant after the proposal submissions have been reviewed and contract negotiations have begun. Although CBH may begin contract negotiations based on the submitted proposal, CBH reserves the right to have discussions with those Applicant(s) falling within a competitive range and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

3.1.2.7. Operational Documentation and Requirements

Please make sure to include completed and signed (where applicable) attachments with your submission:

- ➔ Attachment: [CBH RFP Response Cover Sheet](#)
- ➔ Attachment: [City of Philadelphia Tax and Regulatory Status and Clearance Statement](#)
- ➔ Attachment: [City of Philadelphia Disclosure Forms](#)
- ➔ Attachment: [City of Philadelphia Disclosure of Litigation Form](#)
- ➔ Attachment: [CBH Vendor Procurement Terms and Conditions/Acknowledgement Form](#)
- ➔ Attachment: [Attestation That Applicant Meets Minimum Requirements](#)

Additionally, in this section, please include the following information, either within the section itself or by reference to an attachment to your proposal:

- ➔ Tax Identification Number
- ➔ Letter attesting that all required federal, state and local taxes (including payroll taxes) for the past 12 months have been paid
- ➔ In the case of for-profit organizations, group or individual practices, disclosure of any person or entity holding any shared ownership or controlling interest of 5% or more
- ➔ M/W/DSBE Status – For-profit Applicants

Non-English Language Interpretation (NELI) Services

3.2. Selection Process

An application review committee will review all responses to this RFP. Based on the criteria detailed below, the committee will make recommendations concerning the submissions that are best able to meet the goals of the RFP.

Submissions will be reviewed based upon the merits of the written response to the RFP.

Specific scoring criteria upon which the review will be based include:

3.2.1. Threshold Requirements

Threshold requirements provide a baseline for all proposals, which means they provide basic information that all Applicants must meet. Failure to meet all of these requirements may disqualify an Applicant from consideration through this RFP. Threshold requirements include timely submission of a complete application with all sections outlined in 3.1.2.7. completed. Threshold requirements include having the requisite experience and qualifications to implement the program and being a contractor in good standing with the City and CBH.

Threshold requirements also include consideration of the Applicant's financial status, including any potential delinquencies to the City and CBH. Proposals may be rejected, if, in CBH's judgment, the Applicant has failed to provide all information required by this RFP; has been delinquent or unfaithful in the performance of any contract with CBH or others; is delinquent, and has not made arrangements satisfactory to CBH with respect to the payment of City taxes or taxes collected by the City, or other indebtedness owed to the City or other taxing authorities; is not in compliance with regulatory codes applicable to Applicant; is financially or technically incapable; or is otherwise not a responsible Applicant.

CBH reserves the right to conduct investigations with respect to financial, technical and other qualifications, and references without notice to the Applicant.

3.2.2. Scoring by Review Committee

Applicants that do not meet all the threshold requirements may have their proposals disqualified. For Applicants meeting the threshold requirements, the scoring criteria for this RFP upon which the review will be based are as follows:

- ➔ Demonstrated qualifications and relevant experience **(25 pts.)**
- ➔ Demonstrated understanding of the project as indicated by a description of each item in the scope of work section **(25 pts.)**

Non-English Language Interpretation (NELI) Services

- ➔ Appropriateness of project approach and effectiveness of proposed project plan and timetable (25 pts.)
- ➔ As stated in the cost proposal section, likelihood that the proposal will provide the best value compared to other submitted proposals (15 pts.)
- ➔ Appropriateness of staffing to complete the project (10 pts.)

3.2.3. M/W/DSBE-owned and Local Businesses

Special consideration will be given for the following:

- ➔ Businesses owned and controlled by minorities, women, and disabled persons
- ➔ Philadelphia-based Applicants

4. PROPOSAL ADMINISTRATION

4.1. Procurement Schedule

The anticipated procurement schedule is as follows:

RFP Event	Deadline Date
RFP Issued	September 29, 2025
Deadline to Submit Questions	5:00 PM ET, October 13, 2025
Answers to Questions on Website	October 24, 2025
Application Submission Deadline	2:00 PM EDT, November 7, 2025
Applicants Identified for Contract Negotiations	December 15, 2025

CBH reserves the right to modify the schedule as circumstances warrant.

This RFP is issued on **September 29, 2025**. In order to be considered for selection, all applications must be delivered to the email address below **no later than 2:00 PM EST on November 7, 2025**.

- ➔ Application emails should be titled “NELI RFP” Applications submitted by any means other than submission to the email below will not be accepted.

Non-English Language Interpretation (NELI) Services

- ➔ Applicants must submit an electronic version of the application prepared as a PDF document – please email to hans.leach@phila.gov.
- ➔ Applications submitted after the deadline date and time will be returned.
- ➔ The individual Applicant or an official of the submitting agency, authorized to bind the agency to all provisions noted in the application, must sign the cover sheet of the application (See Attachment A).

4.2. Questions Relating to the RFP

All questions concerning this RFP must be submitted in writing via email to Hans Leach at hans.leach@phila.gov by **October 13, 2025**. CBH will respond to questions it considers appropriate to the RFP and of interest to all Applicants, but reserves the right, in its discretion, not to respond to any question. Responses will be posted on the CBH website by **October 24, 2025**. Responses posted on this website become part of the RFP upon posting. CBH reserves the right, in its discretion, to revise responses to questions after posting, by posting the modified response. No oral response to any Applicant question by any CBH employee or agent shall be binding on CBH or in any way considered to be a commitment by CBH.

Contact regarding this RFP with CBH or related staff other than the individual named above, is not permitted and failure to comply with this restriction could result in disqualification.

4.3. Interviews/Presentations

Certain applicants may be invited to make an oral presentation concerning various aspects of their application to CBH. Such presentations provide an opportunity for Applicants to clarify their application to ensure a thorough and mutual understanding. CBH will schedule such presentations on an as-needed basis.