

INTERPRETATION SERVICE REQUEST FOR PROPOSAL

RFP GUIDE FOR CONTACT CENTERS

Contents

- Introduction 3
- Guidance from the US Federal Government: “Hiring the Right Telephonic Interpretation Provider” 3
- Sample Questions for an Interpretation Service RFP: 4
 - Service Quality 4
 - Efficiency 6
 - Information Security 6
 - Account Support 7



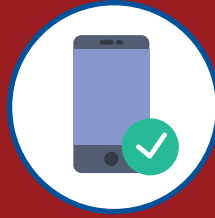
Over-the-phone interpreter service directly impacts your KPIs.

Consider the ways that a more efficient and professional partner would help you achieve your goals:



Average Handle Time (AHT) and Customer Satisfaction Scores (CSS):

Longer AHT on non-English calls may occur if your agent has to wait for an interpreter to answer, or if the interpreter is not highly qualified. A long wait time usually results when an interpretation service is not reliably available during nights and weekends or does not have fast connection times. If the interpretation service provider relies on independent contractors rather than employees, they aren't legally allowed to schedule interpreters, and cannot reliably ensure interpreter availability and shorter wait times. Waiting too long for an interpreter may also lower CSS, as customers dislike an unoccupied, uncertain, or unanticipated wait time.



First Call Resolution (FCR):

Miscommunication between customers and interpreters may negatively impact FCR if confused customers have to call back a second time. Consistent, trained, and culturally competent interpreters may help reduce the risk of repeat calls.



Information Security:

The average cost of a data breach is \$3.62M according to a 2017 study. Interpreters regularly handle sensitive customer information. Your organization has shred bins, key card access, security cameras, clean desk policies, and disabled USB ports in your contact centers, so you likely need a language service provider who employs the same information security measures.

Guidance from the US Federal Government: "Hiring the Right Telephonic Interpretation Provider"

The Department of Justice (DOJ) offers practical advice for procurement professionals in its guide, [Hiring the Right Telephonic Interpretation Provider \(pdf\)](#), summarized here:

Know What You Need Before Starting the Search: The DOJ suggests that buyers project interpreter usage in minutes and develop a list of likely target languages. This information helps in negotiating better rates.

Prioritize Merit Over Price Whenever Possible: Assessing vendor quality is an essential component to hiring the right vendor. Consider written proposals, live testing, and prior agency experience with vendors to evaluate key differences in vendor quality.

Conduct a Live Test: Verify vendors' claims about their service. During the testing process, look for:

- Inaccurate or inconsistent ways of identifying the language needed
- Unavailable languages: test languages other than Spanish
- Unreasonably long wait times
- Failure to convey the substance and tone of the entire conversation
- Interpreter errors or lack of linguistic skill



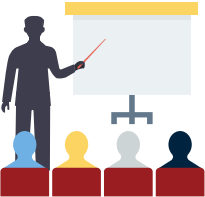

Ask the Right Questions and Require Specific Answers. The DOJ notes that “assessing vendor quality is an essential component to hiring the right vendor.” A quality interpretation provider should offer specific answers to questions about:

- Interpreter qualifications
- Connection times
- Quality control and assurance
- Reviews or references

Sample Questions for an Interpretation Service RFP:

Service Quality

Asking about quality can help you learn more about how a provider hires, trains, certifies, and monitors interpreters. You can also ask about the provider’s standards for speed and quality.

	Question	Goal of Question
	<p>How many full-time employee (W-2) interpreters do you have?</p>	<p>Learn how many full-time employees the provider has available to take calls. Vendors may lawfully train employee (W-2) interpreters, unlike independent contractor (1099) interpreters.</p>
	<p>What percentage of total call volume is handled by full-time employee (W-2) interpreters?</p>	<p>Employee interpreters can also be lawfully scheduled to help ensure availability during critical times – such as nights, weekends, and holidays.</p>
	<p>How do you control the quality of your interpretation? Which training, coaching, and ongoing education tools do you employ?</p>	<p>Learn how the provider can ensure that its interpretation consistently meets its quality standards.</p> <p>In the previous question, you learn how many of the vendor’s interpreters are employees and how many are independent contractors. You might request clarification from vendors who use primarily independent contractors and also claim to train their interpreters, as it’s unlawful in the US to train independent contractors.</p>
	<p>Please list the countries in which your interpreters handle the full duration of interpretation calls, noting what percentage of your overall call volume is handled in each country. Please confirm that these calls are not customer service or operator calls but full interpretation sessions.</p>	<p>Learn if the provider sends calls offshore, which may increase the risk of a data breach. Some providers may claim to “handle” calls in the US, but a US operator only answers the call and then routes to an offshore interpreter. Additionally, offshore interpreters may not be subject to the same laws as US citizens and legal residents.</p>

Question

Goal of Question



Please provide your definition of a “contact center,” and confirm that at-home/residential environments are never classified as a “contact center.”

Ensure that all vendors adhere to a consistent definition of what constitutes a “contact center.”



What percentage of your certified interpreters work in contact centers as defined above, and what percentage of your total call volume do they handle?

Learn what percentage of your call volume is handled by interpreters working in secure, professional environments.



Please provide a list of addresses, interpreter seats, and square footages of all contact center locations. Please provide photographs of interpreter work locations.

Verify that interpreter contact center locations are secure, professional work environments. Gather contact center addresses, should a future audit be necessary.



Which externally-verifiable certifications or standards support your vetting and training processes?

Ensure that the vendor’s subjective vetting and training processes align with external criteria that you can verify.



How do your performance metrics change during nights, weekends, and holidays?

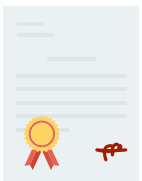
Most interpretation providers rely primarily on independent contractor interpreters. Because it is unlawful to schedule independent contractors in the US, the provider may have difficulty maintaining performance metrics outside of traditional work hours.



Which workforce management and technical processes do you maintain to handle surges in call volume?

Ensure that the vendor is able to hire, train, test, and certify interpreters to meet demand. The vendor may have trouble ramping up to meet your volume needs if they do not create their own interpreter supply – and instead rely on an existing pool of independent contractor interpreters. It is also unlawful for a vendor to schedule independent contractor interpreters.

Please provide historical data on call volume surges and how you served them.



Please list external certifications or compliance with guidelines related to interpretation that your company holds.


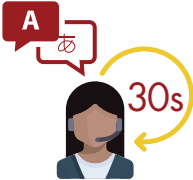

Vendors often present claims about their interpretation quality as objective standards, despite a lack of externally-verified facts. Learn which available external standards confirm the vendor’s interpretation quality. These may include: ISO 9001:2008 for Quality Management Systems or ISO 13611:2014 for Guidelines for Community Interpreting.



Which endorsements from industry-specific professional organizations does your company hold?



Determine if industry-specific organizations have vetted the vendor’s service.

Efficiency

Question	Goal of Question
 <p>Across all languages, what is your average connection time to a certified interpreter once a language has been selected? Please provide historical data that confirms your answer.</p>	<p>Learn how quickly the vendor provides access to interpreters. Some vendors may measure their average connection time as how long it takes their automated system to answer inbound calls – often only a few seconds. Measuring in this way does not equate to how long it takes an interpreter to join the call.</p>
 <p>What percentage of our call volume do you expect to connect to an interpreter within 10 seconds? How does this differ between Spanish and all other languages?</p>	<p>Learn if the provider offers connection times that meet your requirements.</p>
 <p>When does billing commence and cease for each call? Are there any additional fees or minimum charges? Please confirm we are not charged for any time during which interpreters/agents act as operators or collect information.</p>	<p>Identify any potential for savings. Billing should commence only when the interpretation session begins and cease when the interpreter disconnects. Some vendors have interpreters act as operators and may not disclose that they bill for that time.</p>

Information Security

Questions about information security help determine how vendor answers, routes, and services calls. You can also determine how they keep sensitive customer information secure.

Question	Goal of Question
 <p>How do you demonstrate that interpreter work environments comply with quality standards, consumer protection laws, and client security audits?</p>	<p>Learn if the vendor undergoes internal and external audits to confirm claims about their service.</p>
 <p>Which of your interpreter work locations can clients visit and audit? How much of your call volume do these auditable work locations handle?</p>	<p>Ensure that you can audit where most of the vendor's interpretation takes place – not just one center that passes audits but handles little call volume.</p>

Question

Goal of Question

What physical and information security practices and protocols do your interpreter contact centers have in place?

Ensure vendor contact centers have safeguards in place to maintain physical and informational security of client and customer information. Examples may include:



- 24/7/365 recorded surveillance and mandatory visible ID badges for all staff.
- Secured access doors that require keycard access to enter.
- Interpreter internet access that is limited to whitelisted websites.
- Management audits and enforcement of a clean-desk policy on employee interpreter workstations throughout the day.
- Visitor restrictions from floor access until cleared by management.



How do you protect personally identifiable information (PII)?

Verify that, if PII is stored or collected, it is managed appropriately.

Account Support

The questions below help you learn about the support you can expect during implementation and for the full duration of the contract.

Question

Goal of Question

What is the cost of implementing your service and what kind of staff training do you provide? Please provide specific historical data and references for two successful contact center implementations.

Learn about any hidden costs for implementing the service and training staff to use it effectively. Ensure that vendor claims about implementation match the actual implementation experiences of the vendor's contact center clients.



How do you help clients make the most effective usage of interpretation services?

Having a contract with an interpretation service does not guarantee your staff will use the service easily or when lawfully required. Understand how the vendor will help staff access the service easily and routinely when appropriate.



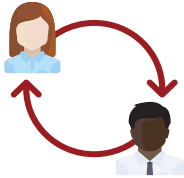
Question

Goal of Question



Who will manage our account and how many years of experience do they have as an account manager?

Ensure you will receive support from a dedicated and experienced account manager.



What is your annual turnover rate for your account management staff over the past five years?

Learn how likely you are to receive service from the same account manager for the duration of your contract. You may receive a lower level of service from vendors who repeatedly assign new account managers, as each new account manager must be re-familiarized with your service needs.



What has your account management team accomplished for clients with similar interpretation needs? What were the results for those clients' language access programs?

Use provider's past performance to ensure that they will be an effective partner in supporting your goals – not just a vendor.



How do you ensure billing accuracy? Has your company or any subsidiary ever been subject to a lawsuit related to inaccurate billing or failure to resolve billing discrepancies?

Learn if the vendor provides accurate and reliable billing services consistently.

About Voiance

Voiance is a division of CyraCom and is the leading provider of interpreting services to Fortune 500 companies, government agencies, and contact centers. Whether by phone, video, mobile app, or written text, Voiance's language interpretation services improve customer and employee satisfaction for thousands of organizations across the United States. Offering hundreds of languages and operating 24/7, the Company's interpreters are accessible within seconds after selecting a language.

Most other language service providers primarily use at-home or offshore interpreters. Calls to Voiance are serviced in the continental United States, where the Company operates the most extensive network of large-scale interpreter contact centers. These centers are PCI-compliant and audited under the ISO 9001:2008 standard. More full-time interpreters work in the Company's US contact centers than for the United Nations.

Our internal audit group aligns our standards with our clients' in the areas of data security, business continuity, and disaster recovery. Voiance regularly hosts organizations with confidentiality and privacy requirements to audit the Company's interpreter contact centers to ensure compliance with applicable laws and regulations. Combined with the ISO 9001:2008 certification and PCI compliance, Voiance can help customers lower their risk profiles in language service delivery.

Contact Voiance

Contact Voiance today to discuss how we can improve your language services program.

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