

Call for vendors to express interest in providing comprehensive solution/software to manage language services.

Access Alliance Multicultural Health and Community Services is a not-for-profit corporation (with Canadian charitable status) providing community health and settlement services that has developed a language services component to support their clients and other service providers in the sector. We would like to streamline the management of our language services program, and are launching a procurement process to seek a single solution that best meets the following:

- The vendor's offering must provide a full end-to-end solution in an integrated offering. That is, there must be a single prime vendor responsible for all elements for the solution including:
 - Client/Interpreter Management
 - Managing on demand and pre-scheduled service (including automated dispatching to interpreters using decision rules and streamlined interpreter acceptance)
 - AP/AR with integration to Quickbooks Enterprise 2022
 - Call Management Platform for phone and video
- Any solution would need to enable use to continue to use our own interpreter, and our local partners. The ideal solution would see Overflow Interpreting services also provided through the vendor providing the end-to-end solution.

A less preferred, although acceptable, option would see two vendors (one providing all of the elements outlined in the four bullets above, and a second vendor providing Overflow Interpreting services); in this latter scenario, we would expect the vendor providing the end-to-end solution to identify preferred provider(s) for overflow interpreting services with whom they have a demonstrated effective relationship of seamless integration with their software solution.

- The solution must be sufficiently robust to accommodate 20,000 assignments and 300,000 minutes per month (with ~ 10% prescheduled, ~ 80% on- demand over the phone, and ~ 10% on-demand video).

This Request for Expressions of Interest (RFEI) is an invitation to prospective vendors to express to Access Alliance Multicultural Health and Community Services an interest in participating in the procurement process. The procurement process will take place during Fall 2022 and will include demos/assessments of vendors software solutions and a quality/performance test of the vendors' proposed overflow interpreting service.

Interested vendors are asked to notify procurement@accessalliance.ca. Only vendors who submit a notification of interest by 11:59 pm EST on August 16, 2022, will be considered in this procurement process. This notification must include:

- vendor name and contact information
- confirmation that they have a solution that meets the requirements outlined above, and that the proposed solution is currently in production use in multiple customer settings
- identification of up to two overflow interpreting services along with a notation for each whether the interested vendor would function as prime vendor for the overflow interpreting services or not, and the total number of minutes of interpreting services and the number of languages provided by that service in the past 12 months

No other information need be included with the notification.

Costs incurred by the vendors to participate in this procurement process are the responsibility of the vendors, and not of Access Alliance Multicultural Health and Community Services. Access Alliance Multicultural Health and Community Services reserves the right to terminate the procurement process at any time.