



REQUEST FOR PROPOSALS:

Interpretation and Translation Services

PROCUREMENT ISSUED BY:

KENT COUNTY CMH AUTHORITY D/B/A NETWORK180
790 Fuller Ave NE, Grand Rapids, Michigan 49503
www.network180.org

PROCUREMENT DATES:

Issue Date:	December 19, 2025
Deadline to Submit Questions:	December 29, 2025
Responses to Questions Posted:	January 2, 2026
Deadline to Submit Proposals:	January 9, 2026
Contract Start Date:	February 1, 2026

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I. OVERVIEW

Kent County CMH Authority d/b/a Network180 (Network180) announces a Request for Proposal (RFP) for Interpretation and Document Translation Services from qualified Bidders to assist individuals receiving services from Network180 in a variety of settings with numerous behavioral health appointments that involve a variety of different languages, including American Sign Language (ASL). Bidders may submit proposals responsive to this RFP for one or more of the interpretation and document translation services described below.

A. *Deadline*

The deadline for submission of this proposal is **11:59 p.m. on January 9, 2026**. Proposals received after this date and time will not be considered.

B. *Method and Form of Submission*

Bids are to be submitted electronically to Network180 by emailing procurement@network180.org, including the title of this RFP in the subject line of the email.

The Bidder's email submission must include a single PDF submission containing the content identified in Section IV (Content of Proposal) of this RFP.

C. *Questions*

Bidders may submit questions regarding this RFP to Network180 by emailing procurement@network180.org before December 29, 2025. Responses will be posted at <https://www.network180.org/procurement> on or before January 2, 2026.

D. *Modifications*

Network180 reserves the right to withdraw the procurement opportunity at any point during the process, and to update and/or modify the requirements of this procurement opportunity at any time. Modifications to this procurement opportunity will be posted at <https://www.network180.org/procurement>.

E. *Acceptance of Proposal Content*

The contents of the proposal of the successful Bidder may become contractual obligations if a contract continues. Failure of the successful Bidder to accept these obligations may result in cancellation of the contract.

F. *Rejection of Proposals*

Network180 reserves the right to reject any and all proposals received as a result of the RFP, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of Network180.

Network180 does not intend to award the contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained. Network180 may request clarification from any applicant under active consideration and may give any applicant opportunity to correct defects in its proposal.

G. Proposal Evaluation

Submitted proposals will be evaluated by the Procurement Review Committee in the following areas:

- 1) The Bidder’s experience, expertise and staffing in the provision of related services.
- 2) The Bidder’s proposed costs to provide the related services.
- 3) The Bidder’s history of compliance with rules and regulations.
- 4) General Requirements.

H. Contract Negotiations

Negotiations may be undertaken with those potential Bidders whose proposals prove them to be qualified, responsible, and capable of performing the work. The contract that may be entered into will be that which is most advantageous to Network180. Network180 reserves the right to consider proposals or modifications thereof received at any time before the award is made, if such action is determined to be in the best interest of Network180.

I. Contract Award Date

The Bidder(s) selected through this process will be awarded a contract beginning February 1, 2026, effective through September 30, 2026. Network180 will have an option to renew the contract for three (3) additional one-year periods. Renewals will be at Network180’s discretion and will be dependent on performance, funding, and system need.

J. Right to Re-Bid

Network180 reserves the right to rebid all or some components of this RFP in the event of significant changes to Medicaid Policy or other future federal, state, or locally applicable laws, regulations, or policies.

K. Incurring Costs

Network180 is not liable for any cost incurred by contractors prior to issuance of a contract.

L. Freedom of Information Act

Be advised that all information submitted in response to public Request for Proposals may be divulged under the provisions of the Freedom of Information Act (FOIA). Confidential or proprietary information cannot be shielded from disclosure under the FOIA requirements for a public bid process.

M. Appeals

Appeals are limited to alleged violations of the procurement process and may not address the qualitative review by the review teams. It is the Bidder’s responsibility to become familiar with and fully informed regarding the terms, requirements, and specifications of this procurement opportunity. Lack of understanding and/or misinterpretation of any part of this procurement opportunity shall not be cause for an appeal.

Appeals must be submitted in writing to procurement@network180.org within ten (10) days of the date on which Network180 sends its decision to award/not award a contract to the contact listed on the Bidder’s submission, and must contain the following:

- 1) An identification of alleged violation(s) of the procurement process;
- 2) Specific information supporting the alleged violation(s); and

- 3) Indication of whether Bidder will be represented by legal counsel during the appeal process, and if so, contact information for legal counsel.

II. SCOPE OF SERVICES

Network180 is seeking partnership with one or more Bidders who can provide Interpretation and Document Translation Services for Network180. The selected Bidders will deliver services to individuals who present a broad range of mental health diagnoses. The selected Bidders will deliver face-to-face, telephonic, video remote interpretation, and document translation services, providing meaning-for-meaning interpretations between individuals served and a mental health professional.

Bidders may submit proposals responsive to this RFP for one or more of the interpretation and document translation services described below.

Interpretation and Document Translation Services include but are not limited to oral language assistance, interpretation in non-English languages, in-person or remote interpretation by a qualified interpreter for an individual with Limited English Proficiency (LEP) or a disability, and the use of qualified bilingual or multilingual staff to communicate directly with individuals with LEP, written translation, performed by a qualified interpreter, of written content in paper or electronic form into languages other than English.

Selected Bidders will be required to utilize qualified interpreters for all individuals served. An interpreter, preferably a member of the American Translators Association (ATA), who, via a remote interpreting service or an on-site appearance: (i) adheres to generally accepted interpreter ethics principles, including client confidentiality; and (ii) is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary, terminology, and phraseology (MCO Policy 5-001). It is imperative that interpreters possess a calming, relaxed demeanor that engenders trust as well as have a robust knowledge and ability to demonstrate cultural competence with working knowledge and respect for the values and traditions of the various cultures of those Network180 serves.

Network180 requires interpreters to be fluent and knowledgeable in a variety of different languages and dialects, as well as American Sign Language. An approximate volume of spoken language requirements follows.

Language	Clients	Appointments
Spanish	271	2506
Other (29 languages)	54	542
Kinyarwanda	31	484
Nepali	17	194
Arabic	16	151
Vietnamese	16	195
Swahili	13	200
Tigrinya	10	208

Required services and expectations include, but may not be limited to:

A. All Interpretation and Document Translation Services

- 1) The successful Contractor will be required to provide interpretations and translations that, at a minimum, cover the aforementioned languages.
- 2) The successful Contractor may also provide American Sign Language interpretation services and Braille document translation services.
- 3) The successful Contractor will ensure interpreters are certified in the language they are interpreting.
- 4) Interpreters will be prompt for scheduled appointments no less than ninety-five percent (95%) of the time.
- 5) At least eighty-five percent (85%) of respondents will report satisfaction with interpretation/translation services provided.

B. Face-to-Face Interpretation Services

- 1) The response time from the initial request for an interpreter to the time of confirmation should be less than one (1) business day at least ninety-five percent (95%) of the time.
- 2) Network180 may identify certain interpretation requests as Urgent for individuals requiring a crisis response, in particular for individuals requiring Spanish and American Sign Language interpretation.
- 3) The response time from the initial Urgent request for an interpreter to the time of confirmation should be less than three (3) hours ninety-five percent (95%) of the time.

C. Telephonic Services

- 1) The response time from the initial request for an interpreter to the time when the interpreter is present on the telephone should be less than five (5) minutes at least ninety-five percent (95%) of the time.
- 2) Telephonic services will only be used when arrangements cannot be made for in-person interpreting, and the Sensory Impaired Individual specifically consents to the use of telephonic services.

D. Video Remote Interpretation (VRI) Services

- 1) The response time from the initial request for an interpreter to the time when the interpreter is present via video should be less than five (5) minutes at least ninety-five percent (95%) of the time.
- 2) VRI services will only be used when arrangements cannot be made for in-person interpreting, and the Sensory Impaired Individual specifically consents to the use of VRI.
- 3) Use of Microsoft Teams is preferred.

E. Document Translation Services

- 1) The response time from the initial request for a document translation to delivery of the translation to Network180 should be less than fourteen (14) business days at least ninety-five percent (95%) of the time.

III. BIDDER REQUIREMENTS/EXPECTATIONS

- A. The Bidder will be expected to provide interpretation services in a manner demonstrating an ongoing commitment to linguistic and cultural competence that promotes access and meaningful participation for all individuals served, including but not limited to, acceptance and respect for diverse cultural values, beliefs, and practices, as well as the ability to apply an understanding of the relationships of language and culture to the delivery of interpretation services.
 - B. The Bidder will be expected to implement flexible staffing patterns to best meet the needs of the individuals served.
 - C. The selected Bidder(s) will be required to assume responsibility for all services offered in their proposal. The Bidder must agree not to discriminate against employees or applicants for employment on the basis of race, national origin, color, sex, disability, religion, age, height, weight, familial status, partisan considerations, or genetic information. Sex-based discrimination includes, but is not limited to, discrimination based on sexual orientation, gender identity, gender expression, sex characteristics, and pregnancy.
 - D. The Bidder shall acknowledge their ability to comply with all privacy and security standards as stipulated by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
 - E. The Bidder shall acknowledge their ability to comply with all federal and Michigan laws, regulations, and the Michigan Administrative Code, the Michigan Mental Health Code, 42 CFR, and the Michigan Department of Health and Human Services (MDHHS) contractual obligations.
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IV. CONTENT OF PROPOSAL

The proposal should describe a work plan outlining how the Bidder will provide the services outlined in the RFP. The Bidder should describe the philosophy that will be utilized, along with the interest and capacity to meet the needs of our system of care. The Bidder should describe any qualifications and/or experience and/or demonstrated competency specifically related to services outlined in this RFP.

The Bidder’s email submission must include a single PDF submission containing the content identified below. Please follow the format below to address each item. A template is available for download at <https://www.network180.org/procurement>.

A. *Title Page*

Please identify the RFP subject, name of your organization, address, and lead contact individual at your organization along with their contact information.

Bidders may submit proposals responsive to this RFP for some or all of the interpretation and document translation services described below. Include information as to the type of services included in the proposal:

- Face-to-face services

- Telephonic services (not applicable for American Sign Language)
- Video remote interpretation services
- Document translation services (including Braille)

B. Table of Contents

Include a clear identification of the material by section and page number.

C. History

The Bidder must be able to demonstrate a history of successfully providing services outlined in this RFP to individuals diagnosed with severe mental illness, persons who are developmentally delayed, and persons who may be dually diagnosed with a substance use disorder.

The Bidder should demonstrate a history of working with complex cases including challenging behaviors, history of property destruction, court/legal involvement, medical complexity, difficult placements, and emergency placements.

D. Organization's Qualifications and Experience

Bidders must provide an overview of the Bidder's organization, the number and nature of the staff to be employed and credentialed to provide the services to persons in Kent County, and number and nature of the staff to serve in leadership roles in the organization. It is preferred that the Bidder should be able to demonstrate competency and knowledge of the Michigan mental health system.

E. Description of Scope of Work

The proposal must describe a work plan outlining how the Bidder will provide the services outlined in the RFP. The Bidder shall describe the philosophy that will be utilized, along with the interest and capacity to meet the needs of our system of care. The Bidder shall describe any qualifications and/or experience and/or demonstrated competency specifically related to services outlined in this RFP.

If submitting a proposal for video remote interpretation services, Bidder should describe the proposed use of technology to provide services, including the video conferencing software and any other technology or equipment Bidder proposes to use.

F. Costing of Services

The Bidder must include a detailed fee schedule, outlining the cost for each of the following services, including variable language rates:

- Face-to-face services
- Telephonic services
- Video remote interpretation services
- Document translation services

G. Program Implementation

The Bidder must indicate the organization's ability to begin services and a timeline for a plan for full implementation.

H. Identification of Anticipated Problems

The proposal shall identify and describe any anticipated or potential problems, the approach to resolving these problems, and any special assistance that will be requested from Network180.

I. Evidence of Payers

The Bidder must evidence current contract with another Medicaid Payor such as a Pre-Paid Inpatient Health Plan (PIHP), Community Mental Health (CMH), and/or health services provider system with a history of contracting with such payer/s for at least two (2) years and evidence the contract is in good standing. The Bidder must provide at least one (1) letter of support from a Medicaid payer.

J. Litigation, Investigations, Sanctions

The Bidder must provide reference to any litigation, regulatory investigations, sanctions, revocation of licenses, and recipient rights complaints involving the organization during the past five (5) years.

If the Bidder identifies any such actions, the Bidder must include a description of the incident, correspondence with state licensing boards, and/or a detailed description of any litigation, including settlements, court awards, etc.

K. Debarment and Suspension

The Bidder must acknowledge that they agree to comply with Federal regulation 42 CFR Part 180 and certifies they: 1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency; 2) have not been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; 3) are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses enumerated above, and: 4) have not had one or more public transactions (federal, state, or local) terminated for cause or default.

L. Disclosure

The Bidder must acknowledge any relationship between the Bidder's principal officers and Board members and any members of Network180 to include employees, Board members, and principal directors. Disclosure must also be made regarding the Bidder's relationship, if any, with any member of Network180.

M. Additional Information

The Bidder may submit additional information regarding its services.

Please be advised that ALL information submitted in response to public Request for Proposals may be divulged under the provisions of the Freedom of Information Act (FOIA). Confidential or proprietary information cannot be shielded from disclosure under the FOIA requirements for a public bid process.