

## **REQUEST FOR INNOVATIVE IDEAS (RFI<sup>2</sup>) # 29672**

### Generative Artificial Intelligence (GenAI) Solution for Language Access

#### **ATTACHMENT 1 – PROBLEM STATEMENT**

##### **Overview**

The State of California is requesting innovative ideas for a pre-trained, fully-functional generative artificial intelligence (GenAI) solution to address this Problem Statement.

##### **Background**

Governor Newsom released Executive Order N-16-22, which instructs state agencies to take concrete steps to embed equity in both their internal operations as well as their policies, programs, and services. As a result, California Health and Human Services Agency (CalHHS) is the first agency in state government to develop and release a Language Access Policy that is designed to set minimum standards to ensure access to information and services for the nearly 20% of Californians who have Limited English Proficiency (LEP).

The translation and adaptation of vital information, such as important documents and website content, related to CalHHS programs for the public, is costly, time-consuming, labor-intensive and, lack consistency based on the translator, thus creating barriers to meaningful access to information, programs, benefits, and services for people with LEP.

##### **Problem Statement**

CalHHS is seeking timely, cost-effective, accurate, and culturally appropriate translation and adaptation solutions that leverage GenAI, as well as human translation capacity, to enable people with LEP to meaningfully access health and social services information, programs, benefits, and services.

##### **Project Goal**

The goal of this project is to demonstrate the potential for responsible integration of GenAI tools into CalHHS' translation and adaptation workflows to result in increased speed, efficiency, and consistency of translations, and generate improvements in language access for Californians with LEP.

##### **Project Objectives**

Provide a translation and adaptation solution, or set of integrated solutions, that generate high-quality machine translations as part of a workflow that incorporates review and post-editing by qualified human linguists, including state staff.

The solution(s) should:

- Translate content between English and the most commonly spoken languages among people with LEP in California quickly and with a high degree of accuracy and consistency using GenAI tools (e.g., neural machine translation and large language models).
- Incorporate specialized glossaries and style guides that can be applied to specific translation projects by department, subject matter, program, etc.
- Facilitate review and post-editing of translated content by state language access staff and external linguists through customizable workflows.
- Have the ability to integrate with state websites and web applications to automatically machine translate new and updated content and trigger review by state language access staff and/or external linguists through established workflows prior to publication.
- Produce translated electronic documents and web content that preserve original formatting and layout while ensuring maximum readability in the target language.
- Ensure translated documents and web content meet digital accessibility standards (i.e., latest Web Content Accessibility Guidelines), including full screen-reader functionality in the target language.
- Adhere to CalHHS data standards and policies, including de-identification guidelines.

Innovator's solution must also meet the following minimum requirements:

- 1) Vendor solution is a pre-trained, fully-functional GenAI solution.
- 2) Vendor will ensure the GenAI solution integrates with California Department of Technology's (CDT) managed cloud environments.
- 3) Vendor will host all other non-GenAI solution systems within CDT's managed cloud environments.
- 4) Vendor will adhere to CDT's [SIMM 140 Cloud Security Guide](https://cdt.ca.gov/policy/simm/) - <https://cdt.ca.gov/policy/simm/>.
- 5) Vendor will conduct any required data pre-processing on State provided data for the purpose of tuning the GenAI solution, including scanning the data for and, as appropriate, blocking sensitive/classified data, (e.g., Personally Identifiable Information, Personal Health Information, Federal Tax Information, etc.)
- 6) Vendor will monitor, report on, and as necessary, block GenAI solution prompt inputs for sensitive/classified data and any other potentially harmful prompt methods.
- 7) Vendor will monitor and report on GenAI solution responses for factual accuracy, coherence, and appropriateness and allow for periodic manual reviews.
- 8) Vendor will store all input/output data within CDT's managed cloud environments.