

Interpretation & Translation Services

BIDDERS CONFERENCE

Wednesday, July 13, 2016

10:30AM



Interpretation & Translation Services

Bidders Conference Overview:

Welcome and Introductions

RFP Overview & Revisions

Scope of Work and Service Requirements

Answers to Questions submitted to DSS RFP

Friendly Reminders



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QUALIFICATIONS:

In order to be considered for funding under this RFP Bidders must:

- Have a minimum of three (3) years experience delivering interpretation and translation services of similar size and scope.
- Submit three (3) letters of reference from current or recent past contractual relationships for services provided within the last five (5) years
- Have the organizational capacity to manage the size and scope of the services identified in the RFP as demonstrated by a thorough staffing plan, management structure and project timeline



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QUALIFICATIONS - CONTINUED:

- If proposing an IT solution - Demonstrate the IT capacity to manage the project and all requisite data. The organization must have data back-up processes and disaster recovery plan;
- Demonstrate sound fiscal and administrative management;
- Demonstrate that services are culturally and linguistically appropriate.
- Provide services in a timely and cost efficient manner;



QUALIFICATIONS - CONTINUED:

- Have a quality assurance plan and process to monitor services and correct grievances when necessary;
- Have the staff/contracting ability to meet the fluctuating needs of FCDJFS be that in terms of service levels and/or languages readily available; and
- Be able to document and report on services on a regular and ad hoc basis.



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SERVICE REQUIREMENTS OVERVIEW (not all requirements reviewed in the power point)

- Interpretation services must be available during regularly scheduled business hours between the hours of 7:30am and 6pm
- Interpretation services will need to be available during non-business hours for Intermittent Scheduled Interpretation Services
- Interpretation services must be available at the three (3) FCDJFS locations dependent on the customer/staff needs of that location
- There may be the need to provide interpretation services at other locations where FCDJFS conducts business on a regular or as needed basis



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TYPES OF SERVICES PROVIDED (modified definitions of current services):

- **Daily Scheduled Interpretation Services:** services to meet the high demand of customers who seek services by coming to one of the FCDJFS locations. Previous experience has found that the demand for these services is for four primary languages: Spanish, Somali, Nepali and Arabic. See the Language Usage Chart (Attachment A). The service demand is subject to change;
- **Intermittent Scheduled Interpretation Services:** services to meet intermittent service needs such as special projects, new process launches, sporadic service needs and/or services provided outside regularly scheduled business hours.



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TYPES OF SERVICES PROVIDED – CONTINUED:

- **On-Call Interpretation Services:** services for unexpected or immediate interpretation service needs. This services should be used only in situations when daily or intermittent scheduled interpreters have not or cannot be scheduled; when a scheduled interpreter is not available within a reasonable time period; or when there is a extenuating circumstance that calls for immediate assistance; and
- **Other Services:** these services may include the incorporation of a sub-contract agreement with another service provider for access to languages that are not locally available or rarely used, or in extreme circumstances and as a last measure, that local interpreters are not available.



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TRANSLATION SERVICES:

- FCDJFS will request the translation of documents such as, but not limited to: forms, brochures, and training materials so customers may have access to information in their language of origin.
- During the previous twelve (12) months, approximately 20 documents of translation services were requested by FCDJFS. This number can vary widely in a contractual period.
- It is expected that translation of materials will be completed in a timely manner based on the size of the document and will be proofread to ensure correct content, spelling and grammar.



TRANSLATION SERVICES - CONTINUED

- **CURRENT RFP LANGUAGE:** Both a hard copy and an electronic copy of the formatted document must be provided to FCDJFS in the format specified by FCDJFS. Translation services must be accurate, culturally and linguistically appropriate and timely.
 - **REVISION:** FCDJFS reserves the right to not require a hard copy of the translated document. This will be determined on a case by case basis



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SERVICE REQUIREMENTS – REPORTING:

Documentation of Services -The successful bidder will be required to:

- Collect and maintain the following records in connection with the delivery of services:
 - Date and time of interpretation requests
 - Name and case number of customer receiving interpretation services
 - Documentation of the delivery of services
 - Statistical data regarding the interpretation and translation services provided (i.e. language, type of service, duration of service, method of interpretation, etc.)



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SERVICE REQUIREMENTS – REPORTING CONTINUED:

- Report fiscal data to FCDJFS in the form of monthly invoices and expenditure reports
- Comply with all rules governing the sources of funding for this program
- Ensure that interpreters providing services for FCDJFS attend training course(s) as available
- Provide an internal means of ensuring quality and standards for interpretation and translation services should be in place.



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FCDJFS STAFF TRAINING:

It is essential for FCDJFS, current and new, staff to understand the role, purpose and process for interpretation services.

The Bidder must provide a proposed plan that details how they will provide such information to the FCDJFS on a regularly scheduled basis.

If selected, the Bidder must provide, and keep updated, a simple but detailed, instruction guide for accessing services.



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Questions for FCDJFS Operational Staff



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Proposed Services Narrative

- Attachment A
- Each Question must be answered



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Review of the Interpretation and Translation Availability and Price Chart:

- Updated based on question submitted – added extra page for “Other Services;” Removed “Other Services” from first page
- Allow for the option for the Bidder to define the minimum time or service increments and cost per service



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Pre-Bidders Conference Questions



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1.A. Does FCDJFS require the original RFP to be included with the proposal response?

- **Answer:** No – The RFP document does not need to be included in the proposal.

1.B. Page Limit: Does the ten-page limit apply only to the ‘proposal narrative’ (Attachment E), and if so, is the ten pages inclusive of the four pages of questions?

- **Answer:** Given that the template is 4 pages the total Narrative length should not exceed 14 pages.

1.C. Font Size: The RFP indicates that the proposal must be a minimum of 11 point font, however, the attachment (form) fields populate in 10-point size Arial font. Is 10 point Arial acceptable font and size for the Proposed Service Narrative and Attachments?

- **Answer:** Yes – We will accept whatever font and size any of our templates are formatted in.



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Question 2. -Please explain 'Profit (to be negotiated by FCDJFS).'

- **Answer:** If the Bidder is a for-profit entity they can include in the budget a profit line item. FCDFJS, at its discretion, can accept the profit or negotiate a different rate.

Question 3. Please provide the anticipated or historic language mix for document translation services.

- **Answer:** Historically the primary languages for translation requests include Spanish, Somali, Arabic and Nepali. We anticipate these languages will continue to be our primary language requests. However, future requests are difficult to determine as they are based on customer needs at the given time. Due the resettlement of refugees language needs/requests are subject to fluctuate.



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Question 4. Please expand on item 2.2.2 - use of Compass system; does this reference using/scheduling Franklin County employee interpreters?

- **Answer:** The Compass System is FCDJFS' internal customer appointment scheduling system. If the Bidder proposes to have interpreters onsite at the FCDJFS locations the interpreters will use this system as a means of notification of appointments.

Question 5. Pricing page – Other Services – can this form be expanded to identify pricing for both telephonic and VRI services separately?

- **Answer:** The form has been modified to include a separate page for telephonic and VRI services or other services the Bidder may propose.



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Question 6. Pricing page – Document Translation – given the requirement to provide hard copies of completed translations, should we include shipping rates in the “Comments” section?

- **Answer:** If there a cost to ship documents that should be included in the budget document. FCDJFS does reserve the right to not require a hard copy. This will be determined on a case by case basis

Question 7. What is the expected split of volume for telephonic services, face-to-face services, and video remote services?

- **Answer:** In the CY 2015 the split of telephonic vs face to face services was:
Onsite services approximately 33,645.20 hours. Telephone services approximately 378 hours. In CY 2015 video remote services were not a service option. Please note: FCDJFS processes continue to change. It is expected that more FCDJFS services will be offered via phone rather than standard face-face requirements as in the past.



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Proposal Submission Requirements – Proposal Packet

- Proposal Packet must contain:
 - ❑ Proposal Cover Sheet
 - ❑ Proposal Table of Contents
 - ❑ Proposed Services Narrative
 - ❑ Proposal Attachments
 - ❑ Interpretation & Translation Availability and Price Chart
 - ❑ Proposed Budget

- Proposal Packet – Submit 8 Packets:
 - One (1) Original; must be marked original
 - Seven (7) Copies



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Proposal Submission Requirements – Required Documents Packet

- Required Documents Packet must contain:
 - ❑ Required Documents Packet Cover Sheet
 - ❑ Required Documents Table of Contents
 - ❑ All Required Documents that are applicable

- Required Documents Packet – Submit 4 Packets:
 - One (1) Original; must be marked original
 - Three (3) Copies



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IMPORTANT DATES TO REMEMBER

MANDATORY LETTER OF INTENT

Due by 4:00 PM on Thursday, July 14, 2016

Post Bidders Conference Questions

To: dssrfp@fcdjfs.franklincountyohio.gov

Due by 12:00 Noon on Wednesday, July 20, 2016

Pre & Post Bidder Conference Questions Posted

By 4:00 PM on Friday, July 22, 2016

PROPOSAL SUBMISSION DEADLINE

By 4:00 PM on Wednesday, July 27, 2016

NO EXTENSION WILL BE GRANTED



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ALL documents related to the Interpretation & Translation RFP document will be posted at

<http://jfs.franklincountyohio.gov/vendor-information/current-request-for-proposal.cfm>

It is the responsibility of the Bidder to frequently check the website for any updated information or amendments



Friendly Reminders

- Use Spell & Grammar Check, have someone edit your document
- Have someone outside your department or your agency read your proposal prior to submission
- Follow the Proposal format **exactly as outlined**



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Proposal Delivery Submission:

- Deliver by us mail, courier or hand delivery **only** to the address provided in the RFP;
- Hand deliveries must be made to **only** DSS located at the West Entrance:
 - if proposals are delivered to the front customer entrance on either the 1st or 2nd floor FCDJFS will not be responsible if they are received to the DSS after the submission deadline. They will be deemed to be late and will not be accepted
- **NO LATE PROPOSALS** will be accepted:
 - Time is determined by the FCDJS Clock
 - Please plan for parking and security



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PROPOSAL SUBMISSION:

Proposals NOT meeting the
Minimum Requirements
will NOT be Reviewed



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Additional Questions



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THANK YOU!

