



**REQUEST FOR PROPOSALS FOR
Interpretation and Translation Services (25-17-RFP-01)**

JULY 6, 2016

Dear Prospective Bidder:

The Franklin County Department of Job and Family Services (FCDJFS) is accepting bids from organizations to provide interpretation and translation services to Limited English Proficient (LEP) customers in Franklin County in order to enable FCDJFS staff to effectively communicate with customers, determine eligibility for programs, and provide appropriate referrals for services.

The Franklin County Department of Job and Family Services will allocate federal dollars for the purchase of interpretation and translation services for the time period of October 1, 2016 through September 30, 2017. FCDJFS may extend a contract for services related to this RFP process for up to two (2) 12 month contracts upon mutual consent of the parties and contingent upon the availability of funding and successful contract performance of the vendor.

Schedule

RFP Issued	Wednesday, July 6, 2016
Bidders' Conference	Wednesday July 13, 2016 10:30AM FCDJFS Northland Village (Rear Entrance) 1721 Northland Park Avenue Columbus, Ohio 43229
Mandatory Letter of Intent due	Thursday, July 14, 2016 by 4:00PM
Deadline for Submission of Proposals	Wednesday, July 27, 2016 by 4:00PM
Intent to Notify	Wednesday, August 17, 2016 (estimated)
Contract Start Date	Tuesday, October 1, 2016

An electronic copy of the RFP, Budget Document and the Interpretation Availability and Price Chart, can be obtained at <http://jfs.franklincountyohio.gov/vendor-information/current-request-for-proposal.cfm>.

Due to the extent of information, copies of the RFP and any related documents will not be made available at the Bidders' Conference – please bring your own copy.

The Franklin County procurement policy stipulates that FCDJFS staff is prohibited from communicating with individual bidders regarding the RFP between the date of the RFP's release and the date of the application submission deadline.

Thank you,

Joy Bivens, Director

**FRANKLIN COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES
REQUEST FOR PROPOSALS (RFP)
FOR
Interpretation and Translation Services (25-17-RFP-01)
July 2016**

TABLE OF CONTENTS

I. Purpose.....	3
II. Scope of Work and Service Requirements	3-6
III. Minimum Qualifications	6-7
IV. Roles and Responsibilities.....	7-8
V. Procurement Schedule... ..	8-10
VI. Communications Prohibition	10
VII. Additional Information Requests	10
VIII. Proposal Format Overview	11-12
IX. Proposal Submission Overview	13
X. Proposal Review and Evaluation Overview	13-15
XI. Considerations	15-16
XII. Notification of Intent to Negotiate	16-17
XIII. Protest	17

**FRANKLIN COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES
REQUEST FOR PROPOSALS (RFP) For
Interpretation and Translation Services (25-17-RFP-01)
July 2016**

I. PURPOSE

As a recipient of federal financial assistance, the Franklin County Department of Job and Family Services (FCDJFS) is required under Title VI of the Civil Rights Act of 1964 to provide meaningful access to their programs by Limited English Proficient (LEP) persons. The ODJFS Office on Civil Rights defines meaningful access as: the ability to use services and benefits comparable to those enjoyed by members of the mainstream cultures. It is achieved by eliminating communication barriers and ensuring that the client or potential client can communicate effectively. An organization must ensure that the LEP (limited English Proficient) person: is given adequate information; is able to understand the services and benefits available; is able to receive services for which he or she is eligible; can effectively communicate the relevant circumstances of his or her situation to the service provider; and receives language assistance at no cost

The Franklin County Department of Job and Family Services will allocate federal dollars for the purchase of interpretation and translation services for the time period of October 1, 2016 through September 30, 2017 FCDJFS may extend the contract for the services related to this RFP for up to two (2) 12 month contracts upon mutual consent of the parties and contingent upon the availability of funding and successful contract performance of the vendor.

II. SCOPE OF WORK AND SERVICE REQUIREMENTS

2.1 Scope of Work

Interpretation and Translation services are needed to assist FCDJFS staff with communicating with Limited English Proficient (LEP) customers who are seeking assistance from FCDJFS through the application and/or receipt of public assistance benefits and/or who are participating in a work and training program. FCDJFS conducts customer business at three (3) primary locations through onsite, phone and web-based services. Customers are served through the FCDJFS case management services, on-line community portal and the Customer Access Center. FCDJFS makes program and service information available in multiple languages dependent on customer/community need.

The three (3) FCDJFS locations are:

Northland Village (administrative offices, Customer Access Center,
Workforce Development and Northland Opportunity Center):
1721 Northland Village Columbus, 43229

East Community Opportunity Center
1050 Mount Vernon Avenue, 43203

West Community Opportunity Center
314 North Wilson Road, 43204

*There may be the need to provide interpretation services at other locations where FCDJFS conducts business on a regular or as-needed basis

FCDJFS is expecting to award one contract to a Bidder to provide both interpretation and translation services.

2.1.1 Interpretation Services

Based on previous experience FCDJFS has a need for a variety of interpretation services including:

- **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.
- **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.

Interpretation services must be available during regularly scheduled business hours between the hours of 7:30am and 6pm. FCDJFS may also require interpretation services 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

Interpretation services may be face-to-face, via phone, and/or other computer based service. Interpretation services must be provided within 24 hours of the service being requested. Preference will be given to bidders that are able to respond in the shortest time from request at a reasonable cost, but in no case may the response time exceed 24 hours unless special accommodations are required.

Bidders may propose additional alternative methods of service that are not expressly defined in this RFP if the Bidder feels that the service adds value to FCDJFS. Detailed procedures must be outlined with a thorough explanation regarding how the services would align into the existing technology and resources available at FCDJFS. All additional costs for providing the alternative methods of service must be included in the budget and will affect the cost evaluation rating of the proposal review process

The technological resources currently available from FCDJFS are:

- Online appointment scheduling system;
- Basic desktop computers with internet (microphones are not standard on all computers); and
- Telephones equipped for conference calling.

FCDJFS is required to provide interpretation services to meet federal regulations and customer needs. Therefore FCDJFS expects Bidders to demonstrate that they have the capacity to provide interpretation services that are timely, professional, cost efficient and meet fluctuating customer needs. FCDJFS cannot fully project future service needs but can provide an overview of the interpretation services provided during the calendar year 2015. This is 12 months of service which equates to one contract period. See Attachment A for the 2015 Language Usage Report. The hours of services detailed in the report represent past usage of hours. These hours are not a guarantee of future service.

During the previous twelve (12) months FCDJFS has utilized approximately:

- 32,687 hours of regularly scheduled interpretation services in the languages of Spanish, Somali, Arabic and Nepali;
- 967 hours of intermittent scheduled interpretation services in a variety of languages;
- 67 hours of on-call interpretation services; and

- 343 hours of telephone interpretation services (this includes use of a subcontracted service for languages that are generally not available locally or rarely used).

The languages requested for interpretation and translation services fluctuate depending on the diversity of the refugee and immigrant communities residing in Franklin County. The Bidder must be able to provide services for all languages encountered by FCDJFS. Additionally the demand for services will also fluctuate – to either increase or decrease. The Bidder must have the capacity to meet fluctuating service demands as the need arises.

It is expected that the bidder document that all interpreters and translators will be trained in and will comply with the ethical and professional codes of conduct for an interpreter and/or translator. In addition, interpreters should have a basic knowledge of the terms utilized by FCDJFS so they can be accurately communicated to the customer.

2.1.2 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. 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.

2.2 Service Requirements

The provision of interpretation services for FCDJFS requires the availability of interpreters during regular operating hours and, on occasion, during non-business hours for FCDJFS staff overtime and special projects. The ability to respond to requests for interpreters in less than a 24 hour period is critical. Priority will be given to proposals that provide same day or short turn-around time response at a reasonable cost. In addition, FCDJFS will entertain the inclusion of any value add commodity or service that could be provided under this contract that is not expressly stated within this RFP.

2.2.1 Documentation of Services and Quality 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.); and
 - Other data elements as defined by FCDJFS on a regular or ad hoc basis.
- Report fiscal data to FCDJFS in the form of monthly invoices and expenditure reports;
- Comply with all rules governing the sources of funding for these services;
- Ensure that interpreters providing services for FCDJFS are appropriately trained according to industry standards; and
- Provide an internal means of ensuring quality and standards for interpretation and translation services are in place including a quality assurance plan for managing grievances.

2.2.2 Use of Compass Appointments

If a Bidder elects to have interpreters scheduled onsite at the FCDJFS locations those interpreters will be required to use FCDJFS' computerized appointment system.

2.2.3 References

All Bidders are required to submit three (3) letters of reference from current or recent past contractual relationships documenting the Bidders' experience and capacity to manage similar size and scope projects. The services referenced in the letter must have been provided within the last five (5) years.

2.2.4 Service Definitions

All contract payments for purchased services will be by fixed unit rate. A fixed unit rate is comprised of all actual costs to the contractor in order to supply a unit of service. Units of service will be negotiated with the successful bidder(s) based on the specifics of the proposed services. Other service definitions specific to the successful bidder's proposal may be outlined in the contract.

2.2.5 Provide Services that are Culturally and Linguistically Appropriate

Bidders must provide meaningful access to services to all eligible customers. The ODJFS Office on Civil Rights defines meaningful access as: the ability to use services and benefits comparable to those enjoyed by members of the mainstream cultures. It is achieved by eliminating communication barriers and ensuring that the client or potential client can communicate effectively. An organization must ensure that the LEP (limited English Proficient) person:

- Is given adequate information;
- Is able to understand the services and benefits available;
- Is able to receive services for which he or she is eligible;
- Can effectively communicate the relevant circumstances of his or her situation to the service provider; and
- Receives language assistance at no cost.

2.2.6 Provide Periodic Training on Interpretation and Translation for FCDJFS Staff

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.

III. MINIMUM QUALIFICATIONS

FCDJFS will only accept proposals from organizations that demonstrate the capacity to provide the services described in this RFP. For the purpose of this RFP, the term "Bidder" shall be defined as an individual or entity that may submit or has submitted a proposal in pursuit of this opportunity. The term "Contractor" is used in reference to the Bidder selected through this RFP that has a contract with FCDJFS to provide the services described in this RFP.

In order to be considered for funding under this RFP, FCDJFS requires that Bidders must:

1. Have a minimum of three (3) years' experience delivering interpretation and translation services of similar size and scope to the services described in this RFP;
2. Submit three (3) letters of reference from current or recent past contractual relationships for services provided within the last five (5) years;
3. Demonstrate 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
 - Staffing plan must include staff position descriptions and resumes;
 - Management Plan must demonstrate the overall structure of the proposed service delivery model and how that structure will be sufficiently managed. This should be inclusive of all established and proposed subcontracted relationships; and
 - Project timeline should include but not be limited to hiring and training, services schedules, reporting timelines and other major activities related to the operation of these services.
4. 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;
5. Demonstrate sound fiscal and administrative management inclusive of an accounting system with adequate financial controls; adequacy of approved cost allocation plan; audits and fiscal monitoring reports free of findings; historically accurate and timely financial and programmatic information;

6. Demonstrate that services are culturally and linguistically appropriate.
7. Provide services in a timely and cost efficient manner;
8. Have a quality assurance plan and process to monitor services and correct grievances when necessary;
9. 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
10. Be able to document and report on services on a regular and ad hoc basis.

IV. ROLES AND RESPONSIBILITIES:

4.1 Contractor Responsibilities:

Successful bidders will be responsible for the following activities:

- Work with FCDJFS to develop and maintain appropriate service levels at all FCDJFS locations
- Provide all services within the contract terms and conditions
- The Contractor agrees to comply with Ohio Revised Code 2151.86 relating to Criminal Records Checks.
- Maintain documentation of the delivery of services, inclusive of, but not limited to:
 - Date and time of interpretation services
 - 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.)
 - Other data elements as defined by FCDJFS on a regular or ad hoc basis
- Collect and Maintain fiscal data as required by FCDJFS
 - Maintain and report to FCDJFS fiscal data and all related service expenditures,
 - Maintain fiscal records in accordance with generally accepted accounting practices
- Submit invoices and reports according to the guidelines established by FCDJFS
- Permit monitoring by FCDJFS staff or the agency's designees in order to monitor files, financial records and service implementation
- Follow all rules and regulations governing the implementation and provision of services
- Comply with all *applicable* rules and regulations governing the source of funding for this program
- Comply with Procurement Requirements – see Article II of the Contract Boilerplate
- Comply with Compliance Requirements – see Article II of the Contract Boilerplate

4.2 Franklin County Department of Job and Family Services Responsibilities:

- Provide ongoing technical assistance related to, but not limited to, the overall service implementation and allowable activities and expenses
- Communicate in a timely fashion the service needs of the agency at the various locations and develop appropriate service plans with the Contractor
- Act as the final authority regarding service provision questions and the handling of grievances
- Review, and process invoices for payments
- FCDJFS will monitor the Contractor at least once during the course of the contract. Monitoring will include, but may not be limited to, the following requirements:
 - Service Delivery Monitoring
 - Verify the contracted scope of service has been implemented
 - Observe service provision
 - Review Contractor service files
 - Monitor and review service performance in relationship to stated contractual terms and conditions
 - Fiscal monitoring
 - Payroll monitoring, including paycheck distribution
 - Review of any expenditures attributed to this funding
 - Documentation of and adherence to internal controls

4.3 Partnership Agreements, Subcontracts, Professional Fees and Contracted Services:

A partnership agreement is needed when the Bidder's proposal includes one or more entities in the provision of the program or services.

A Subcontract agreement is applicable when a Bidder submits a proposal but later deems it necessary to involve additional entities in the provision/operation of the program. Because this is done post-contract approval, subcontract agreements are subject to federal procurement requirements. Each subcontract must be procured in accordance with The Franklin County Purchasing Department's Manual of Procedures or the Bidder (Contractor's) procurement requirements, whichever are more restrictive, and be approved prior to the award of a subcontract by FCDJFS.

Professional Fees and Contracted Services are services for which the Bidder has an established service agreement or plans to engage in a service agreement with a non-staff individual or entity for the provision of a specified service.

All agreements (partnership, subcontract, professional fee and/or contracted service) must include:

- A description of the services to be rendered, rate of pay, estimate of time required, total amount of the agreement, time period of the agreement, termination provisions and any other descriptive information regarding the services to be provided.
- A clear definition of the role that each entity will assume in implementation of the program/service
- The name and contact information of the authorized representative in order to confirm the details of the relationship

Once the Bidder's proposal has been recommended and approved for funding all agreement types are subject to the same terms, conditions and covenants contained in the contract boilerplate for the Contractor (Bidder). Additionally, the Contractor is required to secure the following documentation that verifies that the partner/subcontractor is in no way excluded from receiving federal, state or local funds: (a) System for Award Management (<https://www.sam.gov/portal/public/SAM>); and (b) The Auditor of the State of Ohio Findings for Recovery Database (<http://auditor.state.oh.us/OnlineServices/FFR/default.htm>)

All partnership agreements, professional fees and contracted services costs must be accounted for in the Bidder's/Vendor's budget as Professional Fees or Contracted Services. The Contractor must submit a copy of any/all partnership agreements at the time of the submission of the proposal and subcontract agreements no later than (30) thirty days after the effective date of the contract. No payment shall be made without an agreement on file at FCDJFS. The Contractor is responsible for making direct payment for such services to the partner or subcontractor. No partnership or subcontract agreement shall in any case relieve the Contractor of any duty, obligation, or liability undertaken by the Contractor pursuant to its contract agreement.

V. PROCUREMENT SCHEDULE

5.1 Bidders' Conference: FCDJFS will hold a Bidders' Conference on Wednesday, July 13, 2016, at 10:30 am at FCDJFS Northland Village, located at 1721 Northland Park Avenue, Columbus, Ohio (enter the building through the South Entrance which is located in the rear of the building). The purpose of the Bidders' Conference is to review the requirements of this RFP, Provide an overview of Requirements, and to respond to participants' questions regarding any aspects of the RFP. Attendance at the Bidders' Conference is recommended. The Bidders' Conference is the most effective opportunity for the Bidder to gain an understanding of the focus and priorities of the RFP and to ensure that the Bidder completely understands the submission requirements and processes.

5.2 Mandatory Letter of Intent: The Mandatory Letter of Intent is due to FCDJFS by 4:00PM on Thursday, July 14, 2016. The Mandatory Letter of Intent will authorize you to submit a proposal but does not commit the Bidder to submit a proposal. The Mandatory Letter of Intent allows FCDJFS to effectively plan for the maximum number of proposals to be received and reviewed. Proposals will be disqualified if a Mandatory Letter of Intent was not received. (See Attachment B for the form).

5.3 Schedule:

Event	Date	Time	Comment
RFP Release	Wednesday, July 6, 2016	n/a	RFP documents posted at website below http://jfs.franklincountyohio.gov/vendor-information/current-request-for-proposal.cfm .
Pre-Bidders' Conference Q&A, Submission Deadline	Monday, July 11, 2016	By 12pm, noon	Email questions to dssrfp@fcdjfs.franklincountyohio.gov Questions will be answered at the Bidders Conference
Bidders' Conference	Wednesday, July 13, 2016	10:30am	FCDJFS Northland Village 1721 Northland Park Avenue (South/Rear Entrance)
Mandatory Letter of Intent Deadline	Thursday, July 14, 2016	By 4:00pm	Submit at the Bidders' Conference or via email to dssrfp@fcdjfs.franklincountyohio.gov or by fax 614-233-2092
Post Bidders' Conference Q&A, Submission Deadline	Wednesday, July 20, 2016	By 12pm, noon	Email questions to dssrfp@fcdjfs.franklincountyohio.gov
Q&A Responses Posted	Friday, July 22, 2016	By 4pm	Q&A Responses will be posted at the website below: http://jfs.franklincountyohio.gov/vendor-information/current-request-for-proposal.cfm .
Proposal Submission Deadline	Wednesday, July 27, 2016	By 4:00pm	Submission Overview is in Section VIII. (Proposal Submissions accepted at West (Employee) Entrance Only)
Review & Selection Process, Negotiations	July 27–August 12, 2016	n/a	This is an estimated timeline
Commissioners' Approval (General Session)	Tuesday, September 13, 2016	n/a	Tentative Date
Contract Start Date	October 1, 2016	n/a	Pending Approval of the Franklin County Board of Commissioners

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

5.4 Electronic Question & Answer Period; RFP Clarification Opportunity: Bidder may submit questions regarding this RFP during the established question period. Questions to this RFP must reference the relevant part of this RFP (section number and heading). FCDJFS may, disregard any questions that do not appropriately reference the RFP section. Participation is optional but is highly encouraged.

The questions must be submitted via email to dssrfp@fcdjfs.franklincountyohio.gov. The subject line of the email must state: Q&A 25-17-RFP-01. The following are the two submission dates for questions related to this RFP.

Q&A Period	Submission Deadline Date and Time	Final Response Posting Date and Time
Pre-Bidders' Conference Q&A	Monday, July 11, 2016 By 12 noon (Responses provided at Bidders Conference)	Friday, July 22, 2016, By 4:00PM
Post-Bidders' Conference Q&A	Wednesday, July 20, 2016 By 12pm Noon	

Clarifying questions asked and FCDJFS' responses to them comprise the "25-17-RFP-01 Q & A Document" for this RFP. FCDJFS responses to all questions submitted via email meeting the criteria listed above will be posted at <http://jfs.franklincountyohio.gov/vendor-information/current-request-for-proposal.cfm> for reference by all potential Bidders. **FCDJFS will not send personalized or individual e-mail responses.**

Proposals submitted in response to this RFP are to take into account any information contained in the Q & A Document.

If any changes are made to the RFP as a result of the Q & A, an addendum to the RFP will be posted on the Franklin County website: <http://jfs.franklincountyohio.gov/vendor-information/current-request-for-proposal.cfm>.

It is the responsibility of all Bidders and potential Bidders to check this site on a regular basis for responses to questions, as well as for any amendments or other pertinent information regarding the RFP.

VI. COMMUNICATION PROHIBITION.

From the release date of the RFP until the notification period, there must be no communications concerning the RFP between any Bidder and any employee of FCDJFS or any other individual regardless of his/her employment status who is in any way involved in the development of the RFP or the selection process. The only exceptions to this prohibition are as follows:

- As necessary in the case of any pre-existing business relationship between FCDJFS and a Bidder that could potentially respond to this RFP, in order to conduct that business; and
- As part of an interview necessary for FCDJFS to make a selection decision;

Any Bidder that attempts any communications prohibited by this Section may be disqualified for consideration for this RFP by FCDJFS.

VII. ADDITIONAL INFORMATION REQUESTS

Requests from Bidders and potential Bidders for copies of previous RFPs, past proposals, score sheets or contracts for this or similar past projects are deemed to be public records requests and not clarification questions regarding the present RFP. Public record requests submitted in accordance with FCDJFS policy will be honored. The posted time frames for FCDJFS responses to emailed questions for RFP clarification do not apply to public records requests.

Requirements under a current project may or may not be required by FCDJFS under any future contract and so may not be useful information for Bidders that choose to respond to the RFP. Therefore, Bidders are to base the RFP responses, details and costs of the proposed program on the requirements and performance expectations established in this RFP. The information can be provided in the Q&A document, NOT on details of a current or past related contract. If Bidders ask questions about existing or past contracts during the Q&A period, FCDJFS will use its discretion in deciding whether to provide answers.

VIII. PROPOSAL FORMAT OVERVIEW

The Proposal submission must contain the content and all necessary attachments and required documents for the following sections:

<ul style="list-style-type: none">• Proposal Packet:<ul style="list-style-type: none">• Proposal Packet Cover Sheet• Proposal Packet Table of Contents Form• Proposed Services Narrative• Proposal Attachments• Availability and Price Chart• Proposal Budget	<ul style="list-style-type: none">• Required Documents Packet:<ul style="list-style-type: none">• Required Documents Packet Cover Sheet• Required Documents Packet Table of Contents Forms• All required documents and forms listed on the table of contents must be attached
--	---

8.1 Proposal Packet Cover Sheet: A Cover Sheet has been developed to assist the Bidder in the submission of the Proposal Packet. The Bidder must enter their organization on this form and attach it to the front of each proposal packet. The original proposal packet must be marked "ORIGINAL." (See Attachment C)

8.2 Proposal Packet Table of Contents: A proposal packet table of contents form has been developed to assist Bidders in the submission of all proposal components. Bidders must provide correlating page numbers for each category. Page numbers assist reviewers as they evaluate proposals. A title page must be included for each document. If the document is not applicable to the Bidder, the Bidder must still include a title page and indicate the form is not applicable. (See Attachment D)

8.2 Proposed Services Narrative: This template serves as the proposal narrative. This is the only form that will be accepted as a proposal narrative. This form must be used and completed fully for the proposal to be considered for review. (See Attachment E)

8.3 Proposal Attachments: This section contains all required attachments (such as job descriptions, resumes, tables of organization, timelines and training materials) as well as any additional service information the Bidder chooses to submit.

8.4 Availability and Price Chart: This chart was created to assist the Bidders in detailing their costs for the various interpretation and translation services under this RFP. Each Bidder **MUST** complete and submit this document in their proposal submission. The languages listed on the chart are languages that FCDJFS has encountered in the past. This is not a guarantee of future language needs. The Bidder may add additional languages to the chart if necessary.

8.5 Proposal Budget: This template serves as the proposal budget. This is the only form that will be accepted. This form must be used and completed fully for the proposal to be considered for review. (See FCDJFS Vendor Budget template) the budget template document can be found at <http://jfs.franklincountyohio.gov/vendor-information/current-request-for-proposal.cfm>

When proposing a service the Bidder must prepare and submit a budget which demonstrates specifically how the funds will be spent. The Bidder **must** use the budget format provided by FCDJFS; **no other budget format will be accepted.**

The purpose of the budget is to provide an accurate representation of the actual costs that will be incurred by the Bidder to operate the proposed services. Proposed costs must be reasonable, allocable and allowable in accordance with applicable federal cost principles. Bidders will not be paid for project overruns.

The budget for the proposed services must reflect efficient administration and good management practices. Costs should be appropriate and competitive for delivery of the proposed program services. Bidders should present a sound approach to budgeting for the various aspects of program management and implementation.

Unallowable Costs: Use of federal funds for prohibited purposes will result in the loss or recovery of those funds. Funds may not be utilized for the following:

- Advancement of political or religious points of view, fundraising or lobbying;
- Distribution of factually incorrect or deceitful information;
- Consulting fees for salaried program personnel to perform activities related to the program;
- Default debts of any kind;
- Lump sum indirect or administrative costs;
- Contributions to a contingency fund;
- Entertainment (for example paying for entertainment or food for program staff/management);
- Fines and penalties;
- Interest or other financial payments;
- Contributions made on behalf of program personnel;
- Costs to rent equipment or space owned by the funded agency;
- Inpatient services;
- The purchase or improvement of land;
- The purchase, construction, or permanent improvement of any building;
- Satisfying non-federal fund matching requirements to receive any federal funding;
- Contracts for compensation with advisory board members; and
- Costs associated with the proposal/bid development.

Budget Modifications must be submitted in writing and approved by FCDJFS.

8.6 Required Documents Packet Cover Sheet: A Cover Sheet has been developed to assist the Bidder in the submission of the Required Documents Packet. The Bidder must enter their organization on this form and attach it to the front of each required documents packet. The original proposal packet must be marked "ORIGINAL." (See Attachment F)

8.7 Required Documents Table of Content Form: Bidders are required to submit a number of documents with the proposals. A required documents packet table of contents form has been developed to assist Bidders in the submission of all required documents. Bidders must provide correlating page numbers for each item. Page numbers assist reviewers as they evaluate proposals. A title page must be included for each document. If the document is not applicable to the Bidder, the Bidder must still include a title page and indicate the form is not applicable. (See Attachment G)

8.8 Proposal Format Instructions: The Franklin County Department of Job and Family Services reserves the right to disqualify any application that does not comply with the following instructions:

- **Binder Clips-** All components of the Proposal and Required Documentation packets must be held together by **binder clips** at the upper left corner. No paperclips, binders, folders or any format that will make photocopying difficult will be accepted;
- **Page Numbers-** Page numbers must be included on **every** page of the proposal submission and all required documents;
- **Page Limit** – The proposal cannot exceed 10 pages (this does not include the required documents or attachments);
- **Paper Size-** All pages must be on standard 8½" x 11" letter size paper;
- **Font Size** – Must be a minimum of 11 point font;
- **One Sided Copies-** Proposals and Required Documents must be submitted as one sided copies;
- **Blue Ink-** All documents requiring signature must be signed in **BLUE** ink; and
- **Originals-** the 1 original Proposal Packet and the 1 Required Document Packet must be marked "ORIGINAL."

Bidders that do not meet all the above-referenced qualifications may be disqualified from further consideration for this award.

IX. PROPOSAL SUBMISSION OVERVIEW

For the proposal to be considered, the bidder must submit 2 Packets (plus all required copies):

1. **Proposal Packets:** submit **ONE (1) Original** Packet (documents with signatures should be in blue ink) plus **SEVEN (7) copies** for a **total of EIGHT (8)** Complete Proposal Packets
2. **Required Documents Packet:** submit **ONE (1) Original** Required Documents Packet (documents with signatures should be in blue ink) plus **THREE (3) copies** for a **total of FOUR (4) Required Documents Packets**

The Completed Proposal must be received by (and only by) the Development Support Services Staff **NO LATER THAN 4:00 pm on Wednesday, July 27 2016.**

The Bidder must submit the proposal by hand delivery, courier or mail to:

Franklin County Department of Job and Family Services
Attention: Amiee Bowie, Deputy Director of Development Support Services
Development Support Services
Northland Village
1721 Northland Park Avenue
Columbus, OH 43229-1574

Proposals CANNOT be submitted by facsimile or other telecommunication or electronic means.

Proposals submitted or delivered after the specified timeline will NOT be accepted.

Bidders assume the risk of the method of submission chosen. FCDJFS assumes no responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual proposal receipt. Hand delivered proposals may be delivered **ONLY** between the hours of 9:30 am and 4:00 pm Monday through Friday, excluding holidays observed by FCDJFS. **PROPOSALS MUST BE DELIVERED TO DEVELOPMENT SUPPORT SERVICES STAFF LOCATED AT THE WEST (EMPLOYEE) ENTRANCE OF 1721 NORTHLAND PARK AVENUE.** Bidders should be mindful to consider parking and security when delivering proposals.

Proof of delivery includes either of the following: dated receipt from FCDJFS or a dated invoice/receipt from a commercial courier.

NO EXTENSIONS OF TIME WILL BE GRANTED

Proposals will be reviewed as received and **must be complete** at the time of submission. All proposal submissions and accompanying documents will become the property of FCDJFS and will not be returned. All documents submitted to FCDJFS as part of the proposal become public information if a contract is approved and will be available for review and inspection to anyone submitting a request to do so. FCDJFS does not encourage the submission of confidential or proprietary information in response to this RFP. The submission of a proposal will be considered by FCDJFS as constituting an offer to perform the program services indicated for the stated program costs.

X. PROPOSAL REVIEW AND EVALUATION

The review process will be conducted in three (3) parts: Technical Proposal Review, Committee Proposal Review and Evaluation, and Administrative Review.

10.1 Technical Proposal Review: This review examines the proposal submission to ensure it meets the minimum qualifications specified in the RFP. Points are assigned to major sections of the proposal submission. Proposal submissions are scored accordingly. Submissions missing pages or documents, or have incomplete information will have points deducted. Proposals missing complete sections of the proposal packet (i.e. service narrative, budget, required documents, or attachments) will be deemed unresponsive.

A proposal must meet the minimum conditions and requirements to be reviewed:

- Submission of the Mandatory Letter of Intent by the specified deadline;
- Submission of a complete and accurate Proposal Packets (must include the Budget document) by the specified deadline in the format specified by this RFP;
- Submission of complete and accurate Required Documents Packets by the specified deadline in the format specified by this RFP; and
- Submission of the three (3) letters of reference which support the minimum experience necessary.

A proposal that is submitted that does not meet the minimum conditions and requirements will be deemed non-responsive and will not be reviewed.

10.2 Committee Proposal Review and Evaluation: All proposals meeting the requirements stated above will be reviewed, evaluated and rated by a Review Committee composed of FCDJFS staff from relevant program areas.

Proposal submissions must meet all qualifications and format specifications as stated in this RFP and include all required attachments and documents. Evaluation points will be deducted if these requirements are not met or the submission may be deemed unresponsive. If major sections of either packet (Proposal or Required Documents) are missing, incomplete or inaccurate the submission will be scored accordingly or may be found to be unresponsive and disqualified from further review.

The Review Committee shall review all qualified proposals using a standard proposal evaluation rating document. Proposals will be evaluated on the following criteria:

- Proposal Format;
- Service Model and Approach;
- Experience and Track Record;
- Staffing and Management Plan; and
- Cost of Services

During this process the FCDJFS Internal Audit Team will conduct a fiscal and audit review. The following documents will be reviewed and scored for inclusion with the Review Committee Score:

- FCDJFS Internal Questionnaire;
- FCDJFS Risk Assessment;
- Bidder's most recent audited financial statement; and
- Budget.

Proposals lacking sufficient detail, poor organization and/or lack of proofreading will be evaluated accordingly.

Bidders should not assume that the review team members are familiar with any current or past work that Bidder may have completed with FCDJFS. Review Committee members are required to sign disclosure forms to establish that they have no personal or financial interest in the outcome of the bid review and selection process.

The Review Committee will evaluate each proposal against the criteria specified in the RFP. During the evaluation, the Review Committee may request additional information from the Bidder. Failure to respond to such requests for information will result in the proposal being reviewed as submitted. Such information requests and Bidder's responses must always be in writing and submitted via email to dssrfp@fcdjfs.franklincountyohio.gov

The Review Committee may consider information from sources other than the written bid to evaluate the Bidder's administrative abilities. Other sources of information may include, but are not limited to, written responses to any clarifying questions posed by the Review Committee, Bidder's experience in administering similar services, and any monitoring data regarding Bidder's performance of current or prior contracts with FCDJFS. This information must be based on factual data and provided in writing.

If it is deemed necessary the review team or FCDJFS Staff may require bidders to provide oral presentations to further evaluate the proposals.

10.3 FCDJFS Administrative Review: Following the detailed scoring by the Review Committee, the results will be evaluated by FCDJFS administration in order to ensure that all factors related to the required service needs and the content of this RFP. In selecting the successful proposal, the FCDJFS evaluation will take into consideration, but will not be limited to:

- Criteria used in the Review Committee’s review process.
- Funding recommendations as a result of the technical and committee review
- Assurance that the Board of Commissioners and FCDJFS program outcomes and priorities are met.
- Overall responsiveness and completeness of the proposal as well as the likelihood that, in the opinion of FCDJFS and at the sole discretion of FCDJFS, the proposal best meets or exceeds FCDJFS’s expectations.
- Strength and stability of the Bidder to provide the requested services.
- Ability to meet the project/service timelines.
- Scope of services being proposed.
- Partnership agreements.
- Any other factors considered relevant by FCDJFS and demonstrated by the proposal or investigation by FCDJFS.
- Budget analysis, including reasonable and cost effectiveness of proposed services.
- Any other factors considered relevant by FCDJFS, including performance, monitoring reports and audits on prior and current contracts with FCDJFS.
- Experience with a similar project/program of comparable size and scope, including any available information regarding program results. FCDJFS statistics from prior contracts will be included in the administrative review process when applicable.
- FCDJFS at its discretion may invite Bidders’ for oral presentations if determined necessary.

The final composite Review Committee Evaluation Rating Sheet, which includes the Bidder’s prioritized ranking, will be maintained on file by FCDJFS. In the evaluation and recommendation selection process FCDJFS will take into consideration factors other than the costs.

XI. CONSIDERATIONS

11.1 Contract Award: FCDJFS reserves the right to award a contract in the manner deemed to be in the best interest of FCDJFS.

11.2 Amendment or Cancellation of the RFP: FCDJFS reserves the right to cancel, amend, modify or otherwise change this RFP at any time, if deemed in the best interest of FCDJFS to do so. Further, FCDJFS may seek the retraction and/or clarification of any discrepancy or contradiction that may be discovered during the proposal review process.

11.3 Erroneous Awards: FCDJFS reserves the right to correct inaccurate awards. This may include, in extreme circumstances, revoking the award of a contract, and subsequently awarding said contract to another Bidder. Such action on the part of FCDJFS will not constitute a breach of contract.

11.4 Ownership of Subsequent Products: Any product, whether acceptable or unacceptable, which may be developed under any contract that may be awarded as a result of this RFP, shall be, and remain, the sole property of FCDJFS, unless otherwise stated in the contract.

11.5 Oral Agreement or Arrangements: Any alleged oral agreements or arrangements made by the Bidder with any FCDJFS staff or Franklin County representative is not binding and will accordingly not be considered during the evaluation process or subsequent awarding of a contract.

11.6 Reservation of Rights: FCDJFS reserves the right, in its sole and absolute discretion, to accept or reject, in whole or in part, any or all proposals with or without cause. FCDJFS further reserves the right to waive any irregularity or informality in the RFP process or any proposal, and the right to award a contract to a Bidder that

may not be the lowest Bidder. FCDJFS reserves the right to request additional information from any or all Bidders. FCDJFS reserves the right to negotiate with the bidders concerning their proposals. In the event a bidder's proposal is accepted by FCDJFS and the bidder asserts exceptions, special considerations or conditions are acceptance, FCDJFS, in its sole and absolute discretion, reserves the right to reject the proposal and award the contract to another Bidder. FCDJFS reserve the right to make modifications to the scope of work once a contract is in effect as deemed necessary to remain in compliance with funding, operational, programmatic or policy rules and regulations. FCDJFS reserves the right to negotiate program services and costs on any and all proposals or to cancel this RFP in part or in its entirety.

11.7 Release of Claims: Each Bidder, by submitting their proposal, releases FCDJFS from any and all claims arising out of, and related to this RFP process and selection of a contractor.

11.8 Collusive Bidding: The Bidder certifies that their proposal is made without any previous understanding, agreement or connection with any person, firm, or corporation making a proposal for the same service, and is in all respects fair, without outside control, collusion, fraud or otherwise illegal action.

11.9 Exceptions: Any exceptions to the terms and conditions contained in this RFP or the form of any subsequent contract entered to by the parties, or any other special considerations or conditions requested by the Bidder MUST be specifically enumerated by the Bidder and be submitted as part of their proposal, together with an explanation as to the reason such terms and conditions of the RFP or resulting contract cannot be met by, or, in the Bidder's opinion, are not applicable to, the Bidder. The Bidder shall be required and expected to meet the specifications and requirements as set forth in this RFP and resulting contract in their entirety, except to the extent exceptions or special considerations or conditions are expressly set forth in the Bidder's proposal, and those special considerations or conditions are expressly accepted by FCDJFS. All pricing factors must be clearly indicated in the Bidder's proposal/budget.

11.10 Litigation and Regulatory Proceedings: The Bidder must supply FCDJFS a list of any litigation or regulatory proceedings the Bidder may have been party to, and/or involved in, during the previous five (5) years, within the State of Ohio and within the whichever State the Bidder does the majority of their work, if not Ohio. Provide only information that may have involved contract disputes and/or negligent actions involving: (1) any entity in which the Bidder has been a service provider; (2) issues as to the supplies, equipment or services similar to those requested in this RFP; (3) noncompliance of the Bidder's reporting or documentation requirements, alleges poor working conditions of the Bidder and/or unlawful employment practices under the Occupational Safety and Health Act, Title VII or other applicable state and federal laws; or (4) any suits whereby an employee of the Bidder was found to have mistreated customers in any manner. Workers Compensation and unemployment proceedings are not included in this requirement.

11.11 Offer: This RFP does not constitute an offer. Acceptance of proposals for review does not commit FCDJFS to grant a contract.

11.12 Proposal Expenses: Bidders are responsible for ALL costs and expenses incurred in the preparation and/or presentation of proposals. These costs and expenses CANNOT be included in the budget submitted for services.

XII. NOTIFICATION OF INTENT TO NEGOTIATE A CONTRACT:

FCDJFS will notify all Bidders the status of the submitted proposals at the completion of the review process. The Bidder(s) whose proposal(s) was recommended will be notified of this decision and will be contacted by FCDJFS staff to negotiate the final terms and conditions of the contract. All contracts are contingent upon the approval of the Franklin County Board of Commissioners. The proposed contract is not valid and legal until it has been approved and executed, in signature, by the Franklin County Board of Commissioners. Approval and continuation of a contract for these services is contingent on the availability of federal, state, and local program funds and the continued authorization of funds under current legislation and the performance of the Vendor.

Bid selection does not guarantee that a contract for services will be awarded. In the event that negotiations fail with the Bidder, issues arise during negotiations that prevent FCDJFS from contracting with the Bidder, or the

Franklin County Board of Commissioners does not approve the contract of the Bidder, FCDJFS reserves the right to terminate the negotiation process. If this happens, FCDJFS, in its sole discretion, reserves the right to: (1) select another Bidder that responded to the RFP, (2) cancel the RFP or (3) reissue the RFP.

The Bidder may neither perform work nor submit an invoice for payment for work performed under this RFP for any time period prior to contract approval by all applicable parties. This includes any costs associated with proposal development

12.1 Post Selection Meeting:

If after the Provider is chosen, an unsuccessful Bidder wishes to discuss the selection process, the unsuccessful Bidder may request an informal meeting with FCDJFS to discuss the selection process. The request for the meeting must be submitted via email to dssrfp@fcdjfs.franklincountyohio.gov and a technical assistance meeting date will be scheduled.

XIII. PROTEST:

A Bidder may protest the decision resulting from the review of this RFP by following the guidelines listed.

- FCDJFS shall consider a **written** protest that is received by FCDJFS within five (5) business days of the notification of non-selection. The following should be included in the Notification of Protest: RFP name, Bidder's name, address, telephone number and email address of the protester
- The Bidder must then submit, within five (5) business days of the Notification of Protest, a formal protest in writing that must include a detailed statement of the grounds for the protest. The written protest must be mailed to:

Franklin County Department of Job and Family Services
Laura Repasky, Deputy Director, Legal and Quality Support Services
1721 Northland Park Avenue, 1st Floor
Columbus, Ohio 43229